



# Line Integration with ServiceOps

Motadata ServiceOps



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## 1. Overview

LINE is a widely-used mobile messaging platform designed for seamless communication across devices. By integrating the ServiceOps Virtual Agent within LINE, users can streamline their IT service management workflows, such as incident creation and request management, directly from the app. This integration allows users to easily submit, track, and review service requests without needing to log into the ServiceOps Support Portal or navigate through the chat agent on the portal interface, offering a more convenient and efficient support experience.

## 2. Applicable Version

This functionality is applicable from version 8.5.2 onwards.

## 3. Prerequisites

- ServiceOps hosted on a public URL
- SSL Certificate enabled
- The Base URL in ServiceOps should be the same as the portal URL
- Chat support should be enabled in the ServiceOps Portal
- Valid Line Official account
- Developer account to use Line Developers Console
- Messaging API Channel



## 4. Procedure

### 4.1. Create Line Business ID

1. Open the [Line Business ID](#) signup page. If you already have a Line Business Account, login to the portal directly. If you do not have, click on the **Create an account** link. Here, a new account is created.

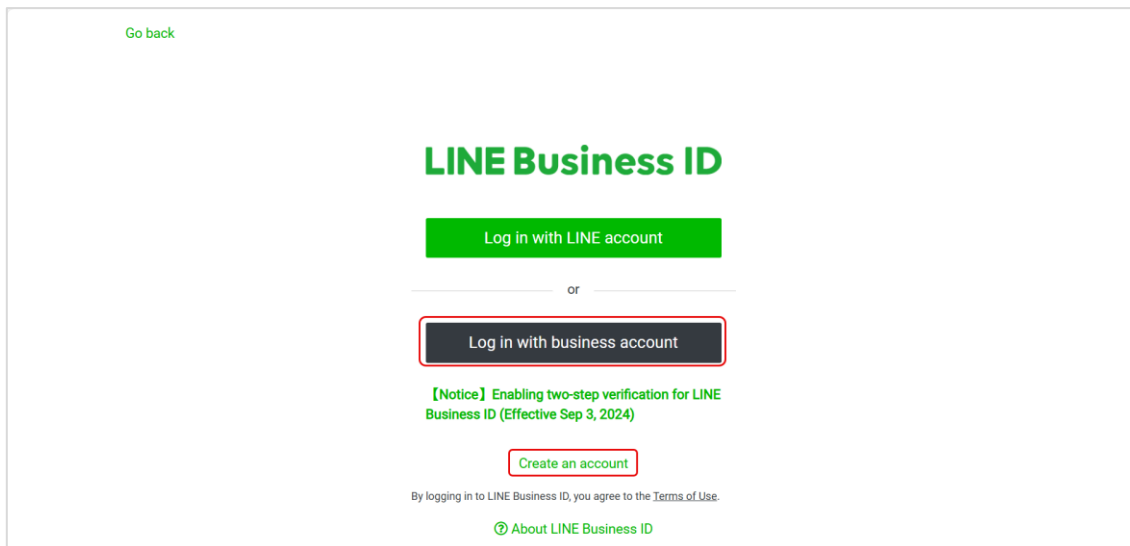


Fig 1: Login Page

2. The following page appears. Click **Sign up with email** link.

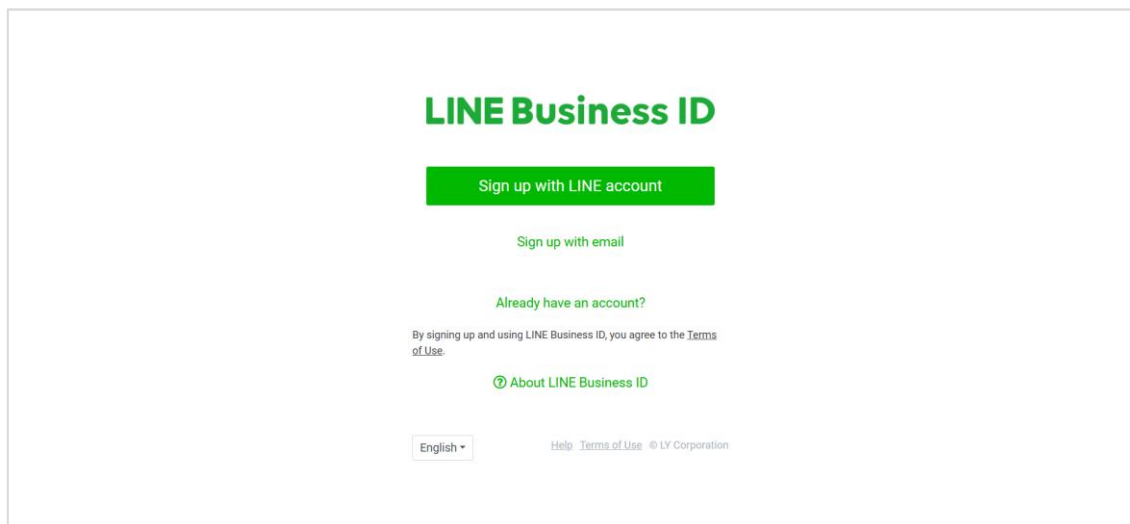


Fig 2: Sign Up



3. Enter a valid email address using which you can sign up. Once entered, click **Send signup link**.

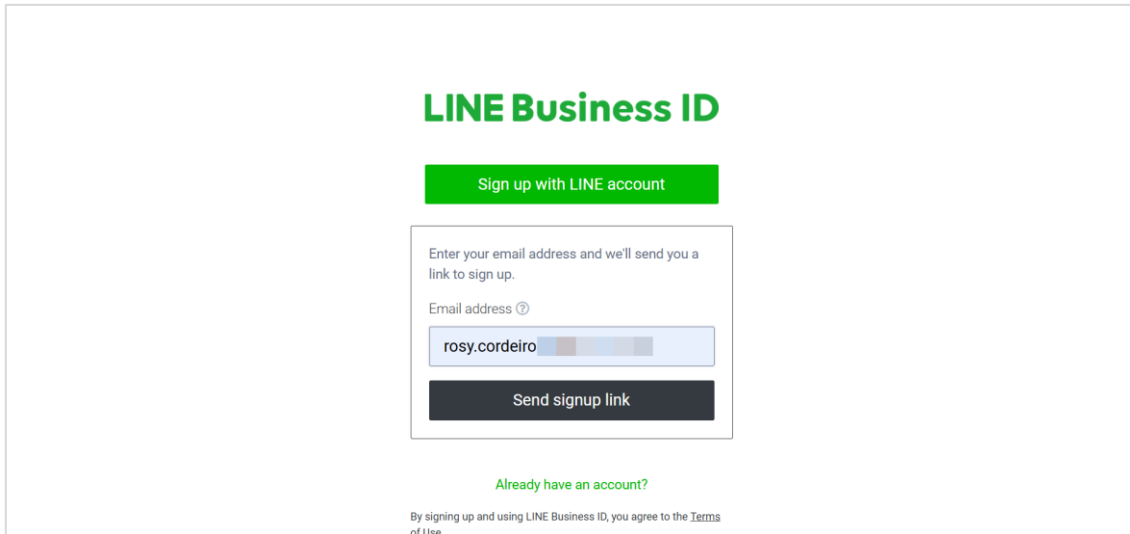


Fig 3: Signup with Email

4. The signup link is sent to the entered email address as shown below.

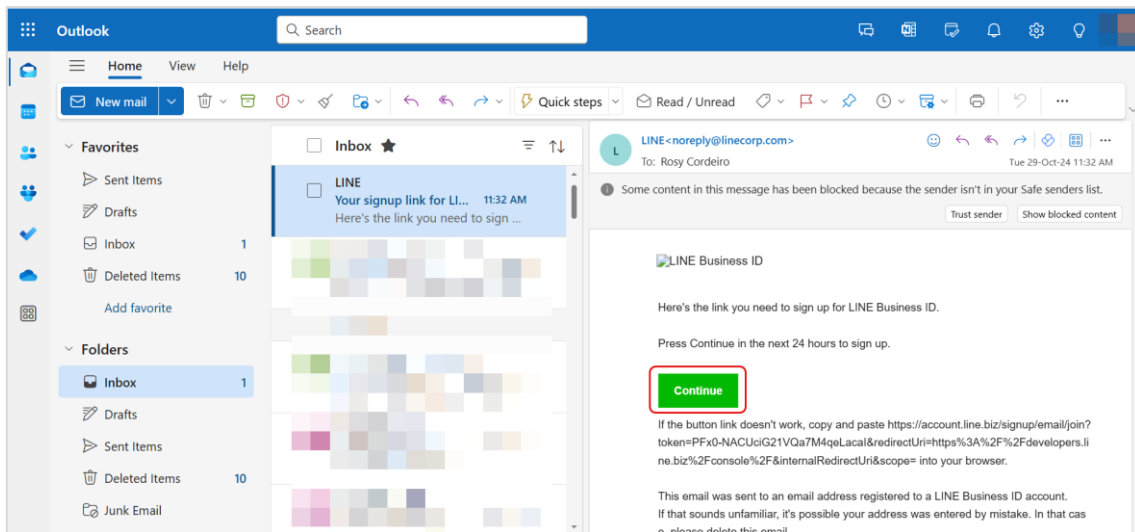
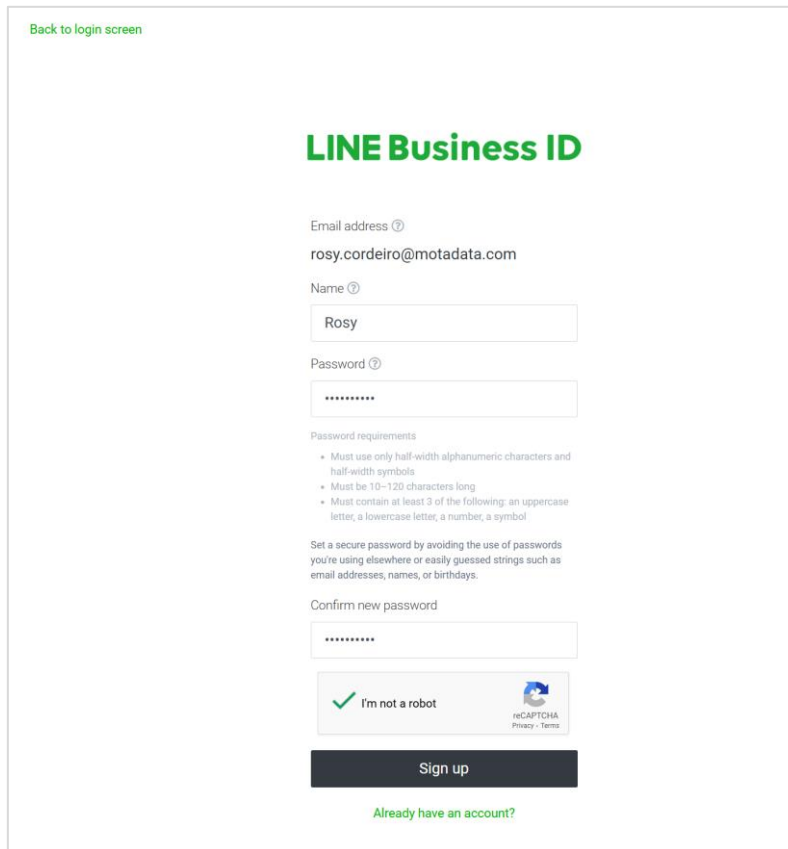


Fig 4: Signup Link



- Click **Continue** and the below registration form appears. Enter the name, password and confirm password details. Enter the captcha and click **Sign Up**.



Back to login screen

## LINE Business ID

Email address <sup>?</sup>  
rosy.cordeiro@motadata.com

Name <sup>?</sup>  
Rosy


Password <sup>?</sup>  
\*\*\*\*\*

Password requirements

- Must use only half-width alphanumeric characters and half-width symbols
- Must be 10-120 characters long
- Must contain at least 3 of the following: an uppercase letter, a lowercase letter, a number, a symbol

Set a secure password by avoiding the use of passwords you're using elsewhere or easily guessed strings such as email addresses, names, or birthdays.

Confirm new password  
\*\*\*\*\*

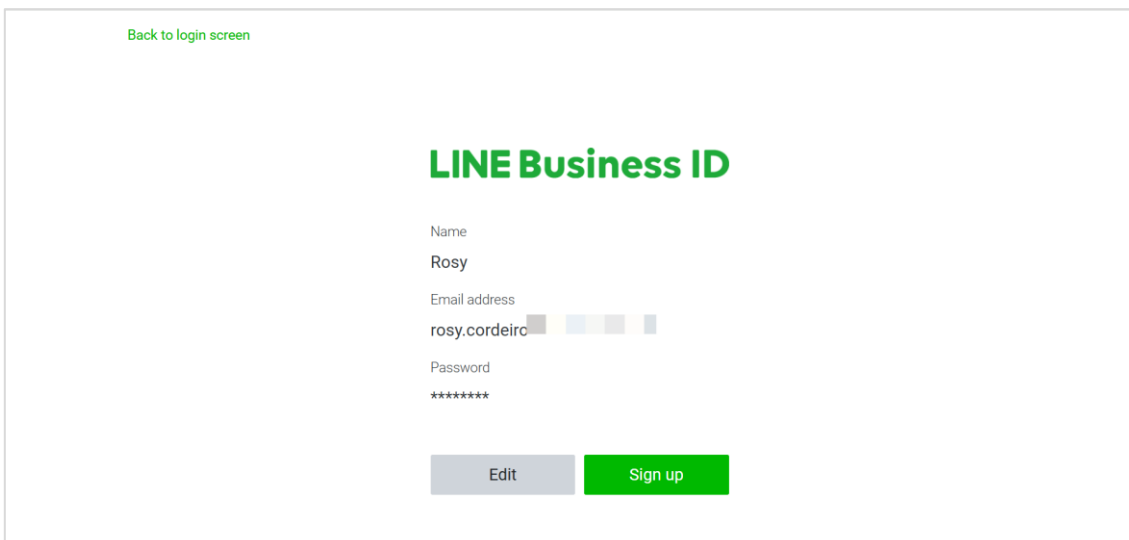
I'm not a robot   
reCAPTCHA  
Privacy - Terms

Sign up

[Already have an account?](#)

Fig 5: Create a Line Business ID

- Verify the details and click **Sign up** again.



Back to login screen

## LINE Business ID

Name  
Rosy

Email address  
rosy.cordeiro@motadata.com

Password  
\*\*\*\*\*

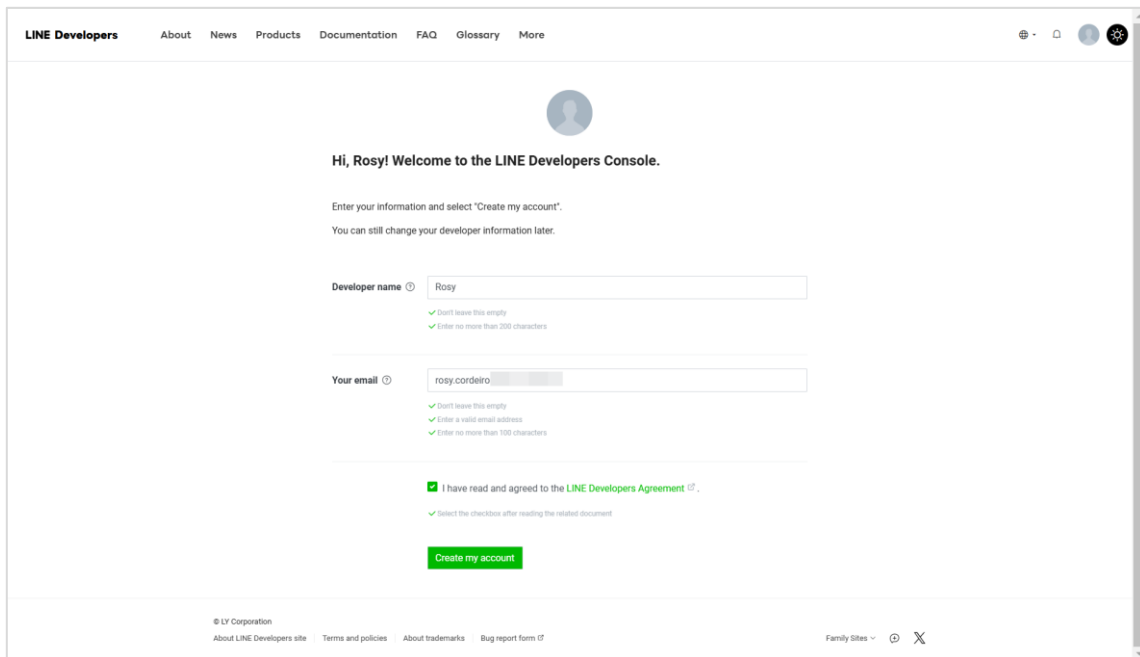
Edit Sign up

[Helo\\_Terms of Use @LY Corporation](#)

Fig 6: Confirmation



- The **Line Developers Console** page appears as shown below. Here, enter the **Developer name**, your **email address**, **accept the Line Developers Agreement**, and click **Create my account**.



**LINE Developers** About News Products Documentation FAQ Glossary More

Hi, Rosy! Welcome to the LINE Developers Console.

Enter your information and select "Create my account".  
You can still change your developer information later.

**Developer name**   
✔ Don't leave this empty  
✔ Enter no more than 200 characters

**Your email**   
✔ Don't leave this empty  
✔ Enter a valid email address  
✔ Enter no more than 100 characters

I have read and agreed to the [LINE Developers Agreement](#).  
✔ Select the checkbox after reading the related document

[Create my account](#)

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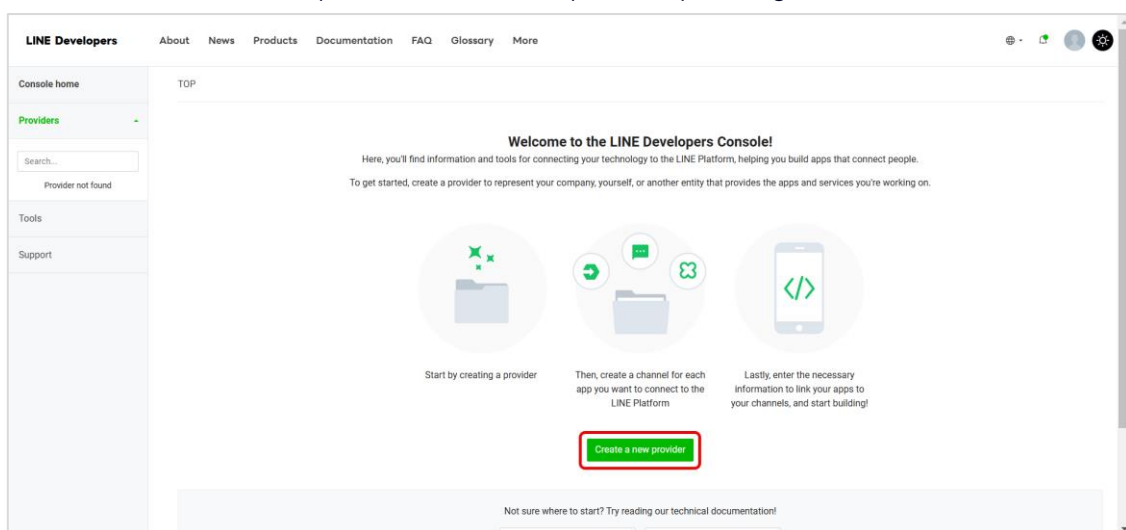
Family Sites

Fig 7: Line Developers Console

The Line Developers account will get created and the following home page appears.

## 4.2. Create a New Provider

- Here, create a new provider that will represent your organization.



**LINE Developers** About News Products Documentation FAQ Glossary More

Console home TOP

**Providers**

Search...  
Provider not found

Tools

Support

**Welcome to the LINE Developers Console!**  
Here, you'll find information and tools for connecting your technology to the LINE Platform, helping you build apps that connect people.  
To get started, create a provider to represent your company, yourself, or another entity that provides the apps and services you're working on.

Start by creating a provider

Then, create a channel for each app you want to connect to the LINE Platform

Lastly, enter the necessary information to link your apps to your channels, and start building!

[Create a new provider](#)

Not sure where to start? Try reading our technical documentation!

Fig 8: Create a New Provider



- Click **Create a new provider** and the below popup appears. Enter the **Provider name** and click **Create**. Here, Motadata is used.

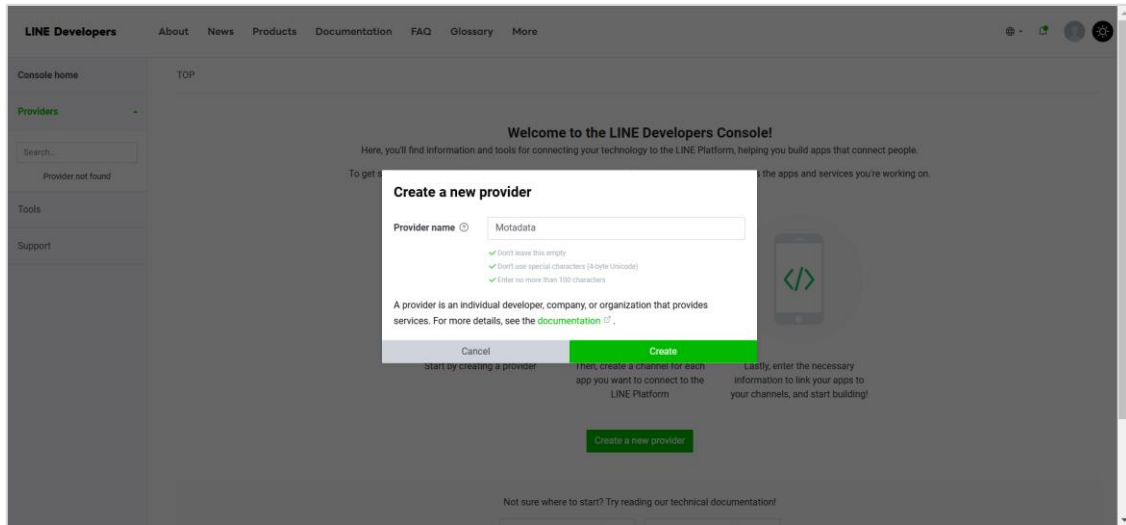


Fig 9: Create a New Provider

### 4.3. Create a Messaging API Channel

- In the Channel tab, select the channel type as “Create a Messaging API channel”.

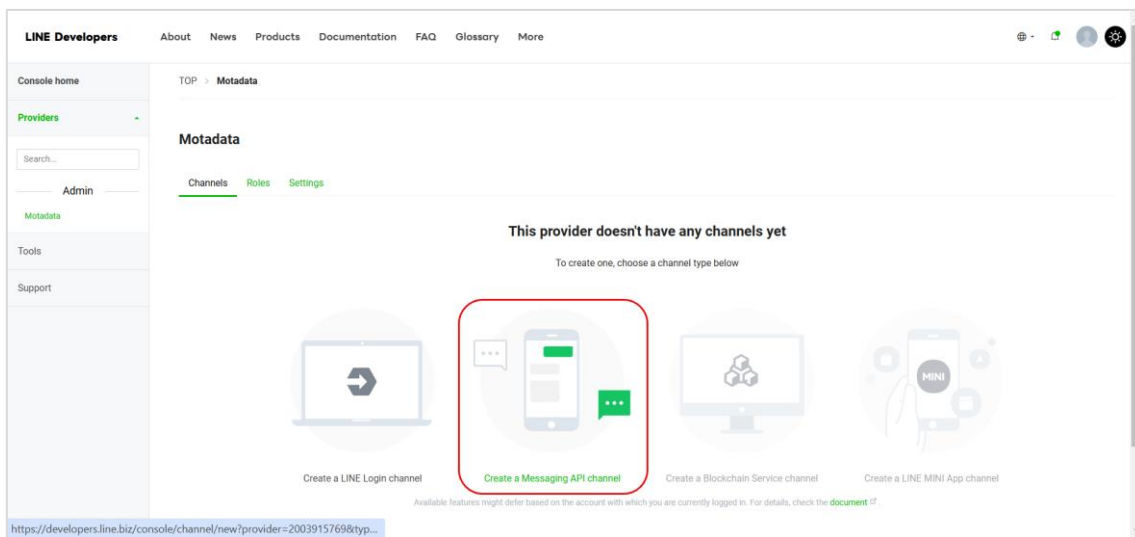


Fig 10: Create a Messaging API Channel





## 11. Next, click **Create a Line Official Account**.

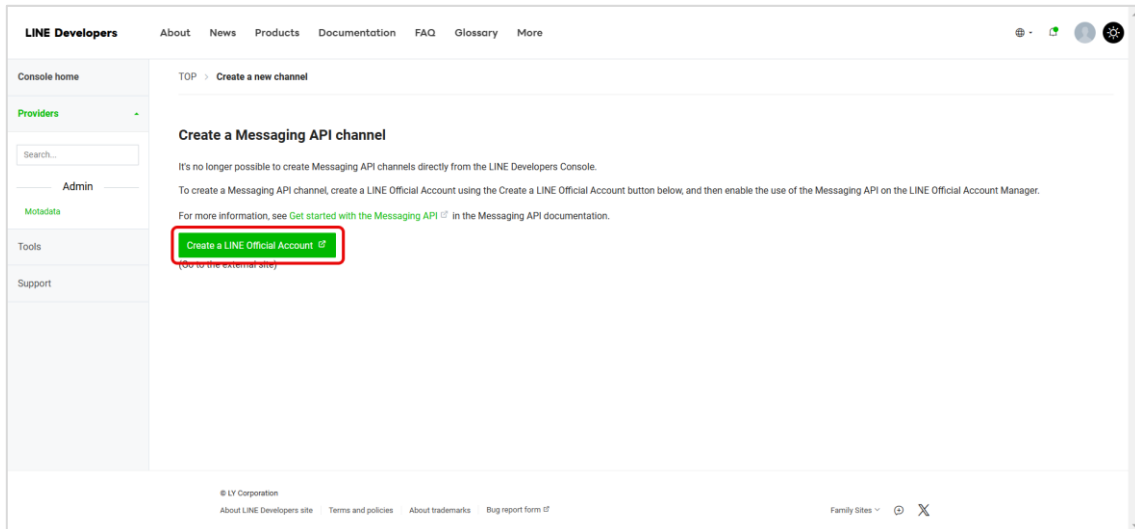


Fig 11: Create Line Official Account

## 12. The following screen will appear. Click Login in to continue using the same account. If you want to use another account, click Log in to another account link.

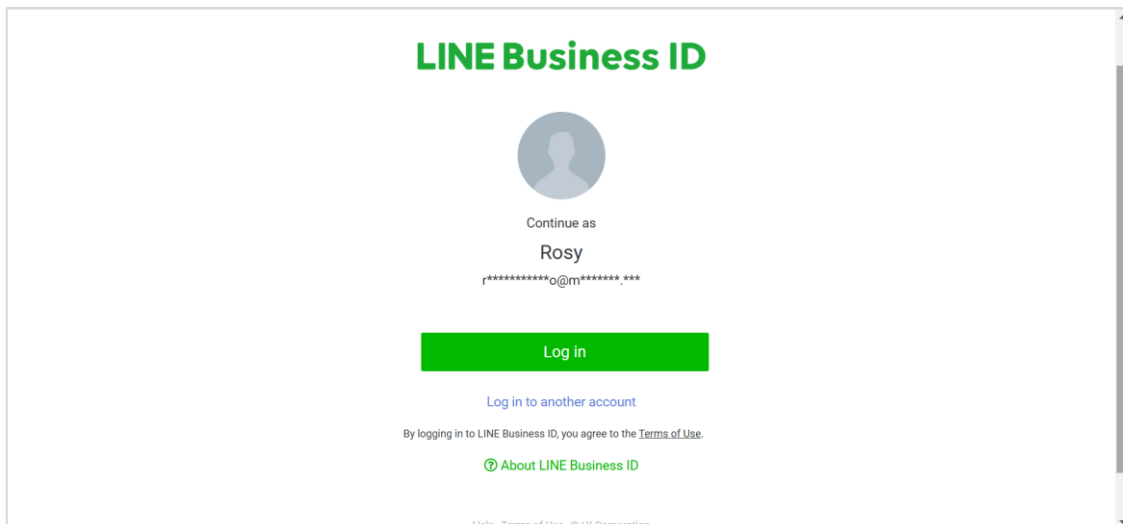


Fig 12: Create Line Official Account



13. Next, verify your account using text message.

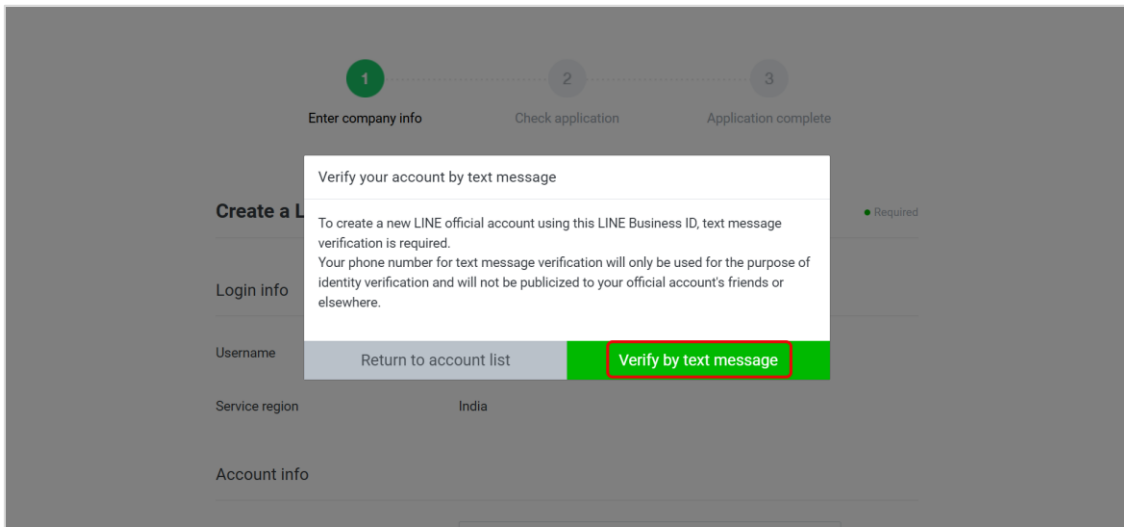


Fig 13: Verification of Account

14. Enter a **valid phone number** on which the verification code will be sent.

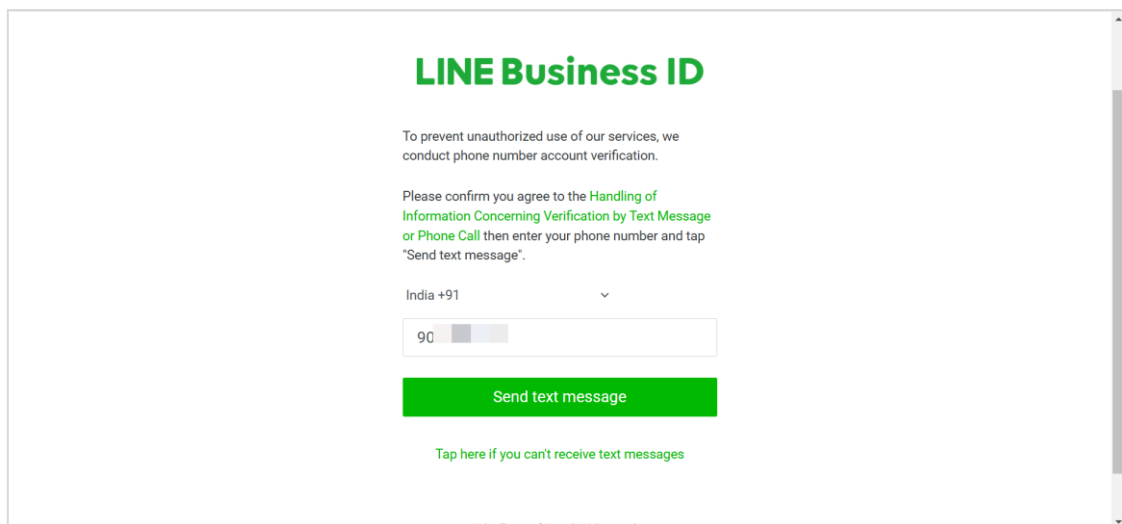


Fig 14: Enter Phone Number for Verification

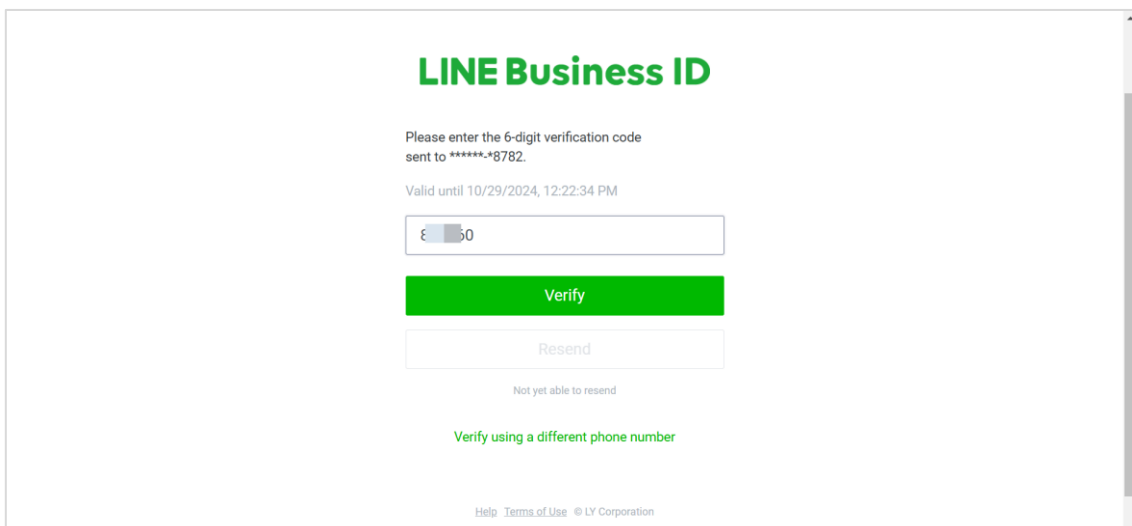


Fig 15: Enter the 6-digit code



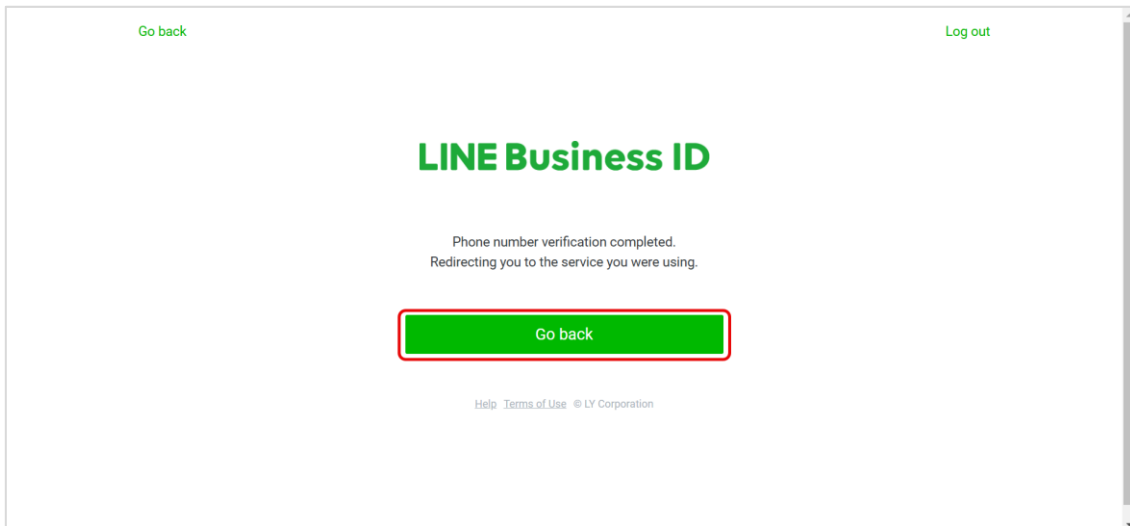


Fig 16: Phone number verification Completed

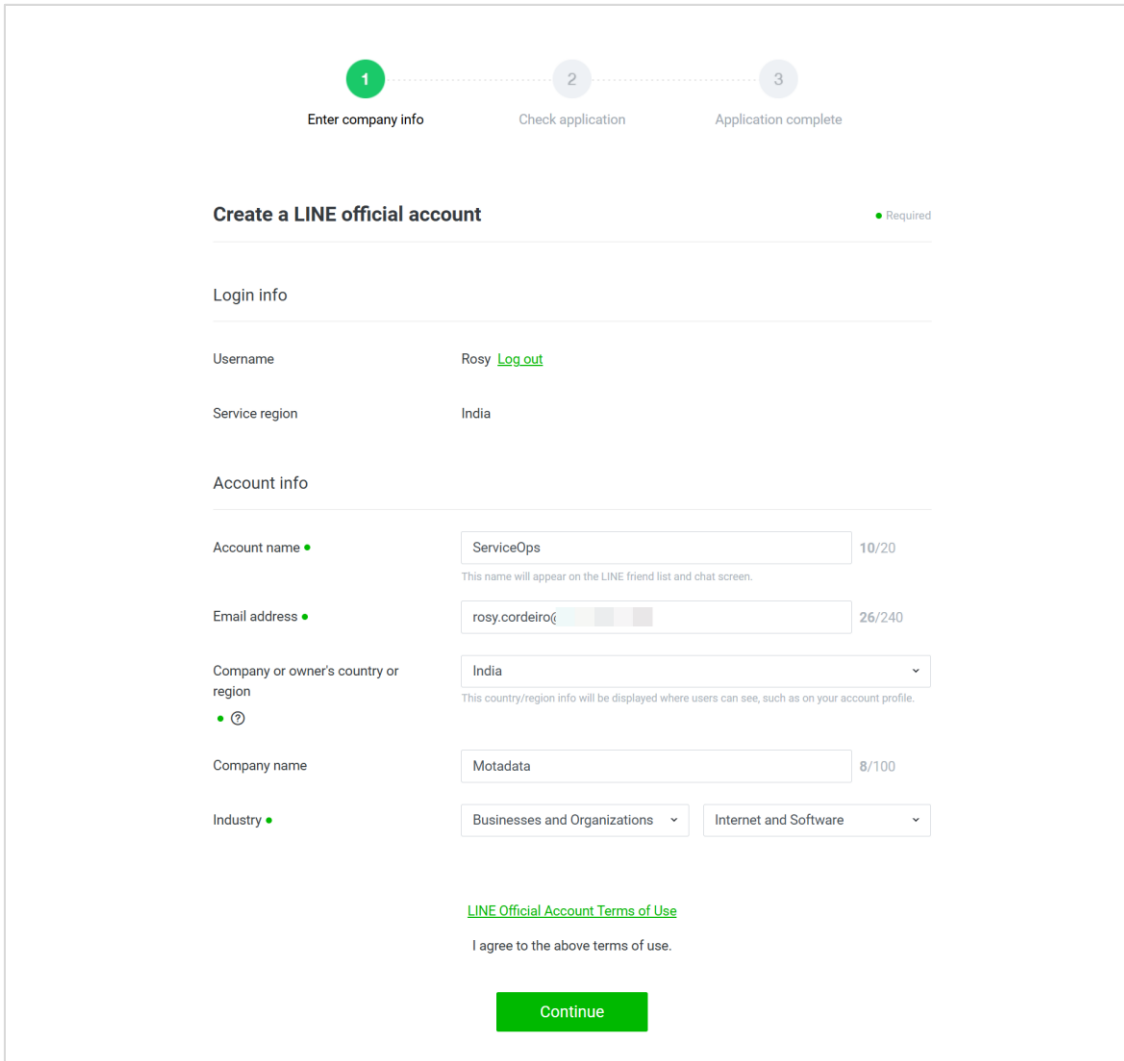
Once the verification is done, the following **Create a LINE official account** page appears.

#### 4.4. Creating a Line Official Account

15. Enter the following company details:

- **Account name:** Enter the app name. This name will appear in the LINE app when you add it as a friend.
- **Email address:** Enter the email address.
- **Company or owner's country or region:** Select the country or region to which the owner belongs.
- **Company name:** Enter the company name.
- **Industry:** Select the industry related to your organization.





1 Enter company info      2 Check application      3 Application complete

### Create a LINE official account • Required

Login info

Username Rosy [Log out](#)

Service region India

Account info

Account name •  10/20  
This name will appear on the LINE friend list and chat screen.

Email address •  26/240

Company or owner's country or region •  This country/region info will be displayed where users can see, such as on your account profile.

Company name  8/100

Industry •

[LINE Official Account Terms of Use](#)

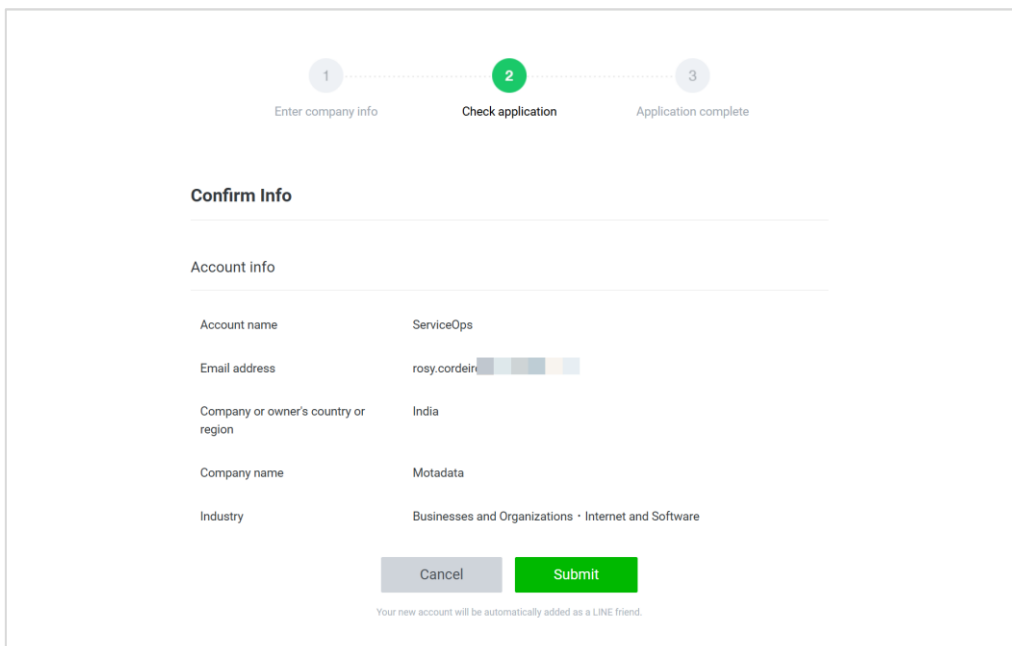
I agree to the above terms of use.

[Continue](#)

Fig 17: Enter Company Information

16. Once done, click **Continue**.

17. Review the details and click **Submit**.



1 Enter company info      2 Check application      3 Application complete

### Confirm Info

Account info

Account name ServiceOps

Email address rosy.cordeiro@...

Company or owner's country or region India

Company name Motadata

Industry Businesses and Organizations - Internet and Software

[Cancel](#) [Submit](#)

Your new account will be automatically added as a LINE friend.

Fig 18: Check Application Details



Your LINE official account is ready.

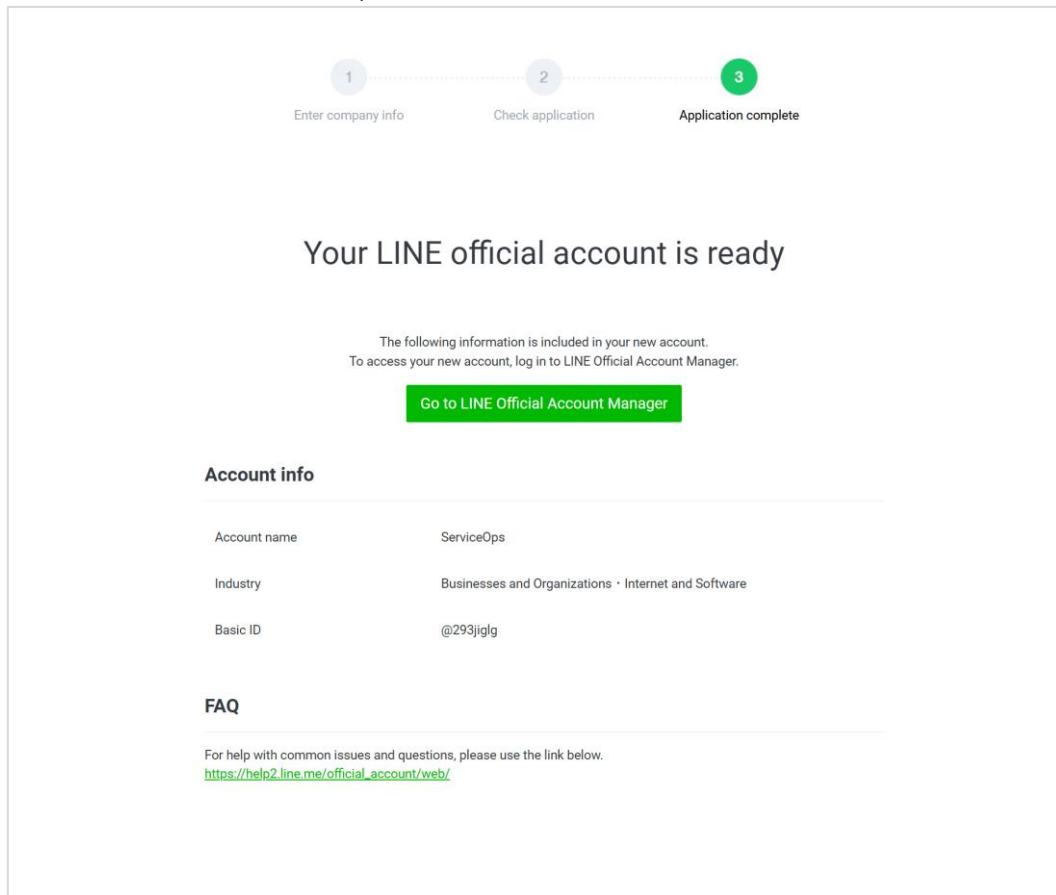


Fig 19: Application Complete

18. Click the **Go to LINE Official Account Manager** button. The following dialog boxes will appear. Click **Close**.

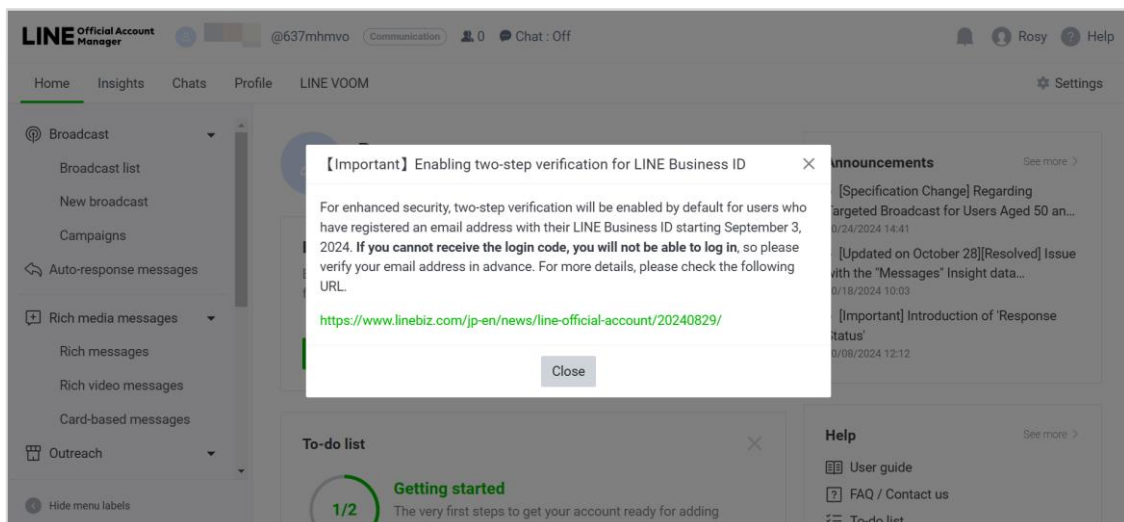


Fig 20: 2-Step Verification



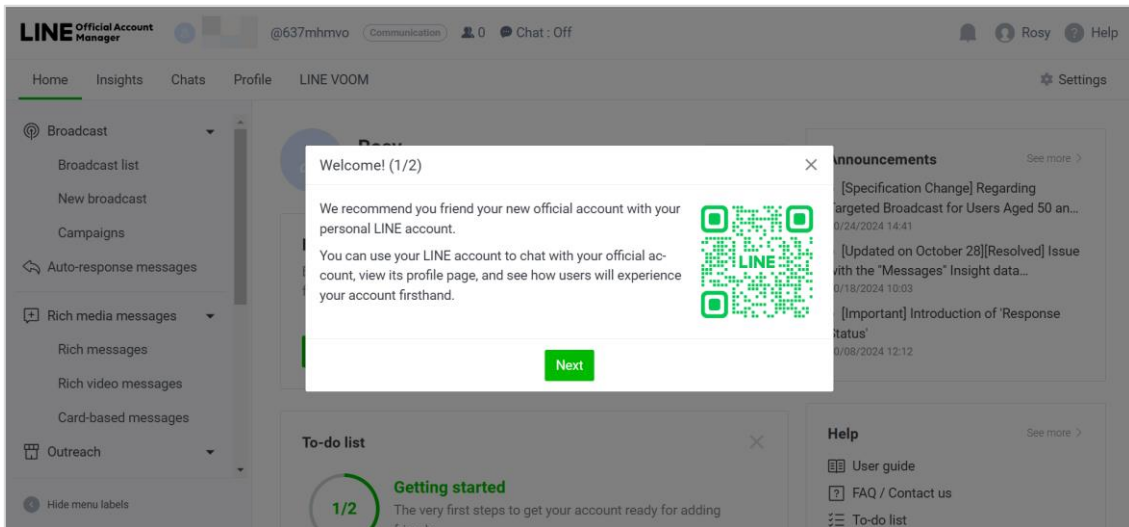
19. Click **Next**.

Fig 21: Recommendation

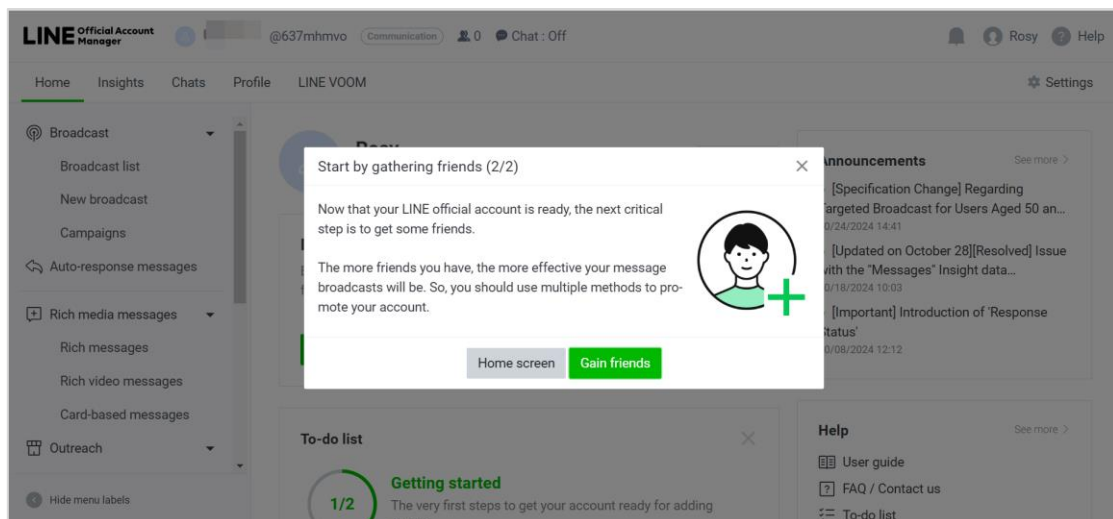
20. Click **Gain Friends** or **Home screen**.

Fig 22: Add friends

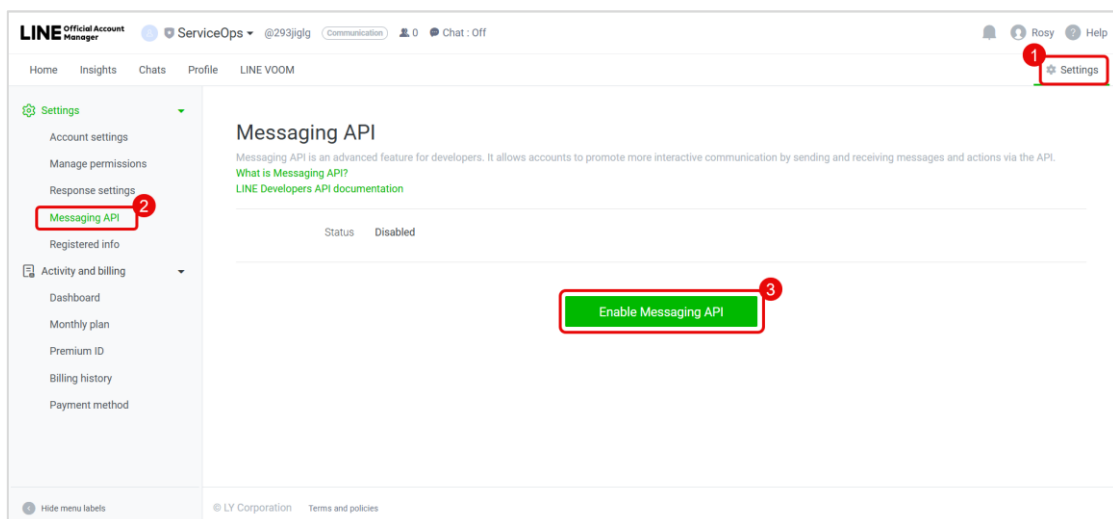
21. Click **Settings** > **Messaging API** and click the **Enable Messaging API** button.

Fig 23: Enable Messaging API



22. Select the provider and click **Agree**.

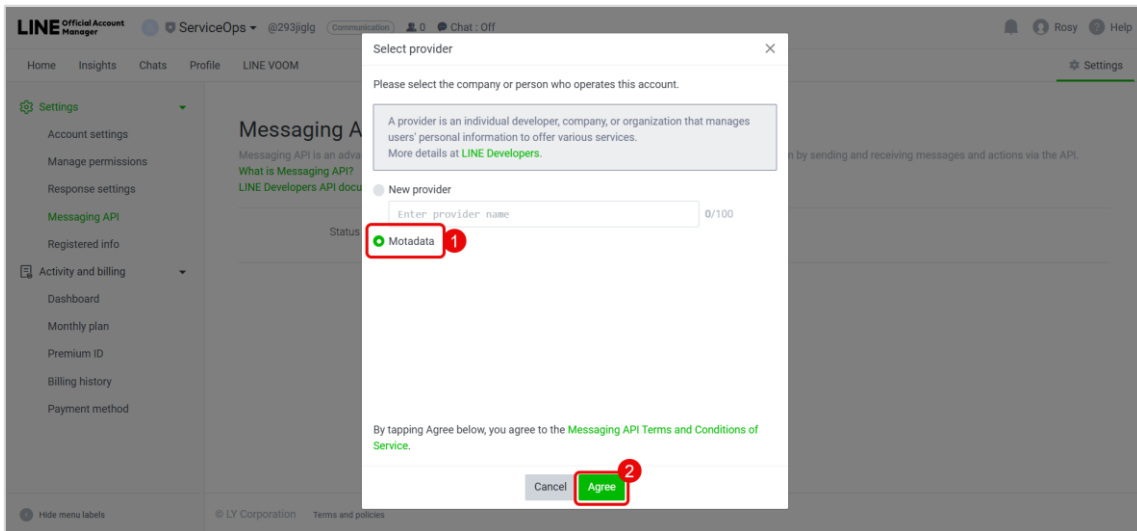


Fig 24: Select Provider

23. If required, set the Privacy Policy and Terms of Use URLs. Click **OK**.

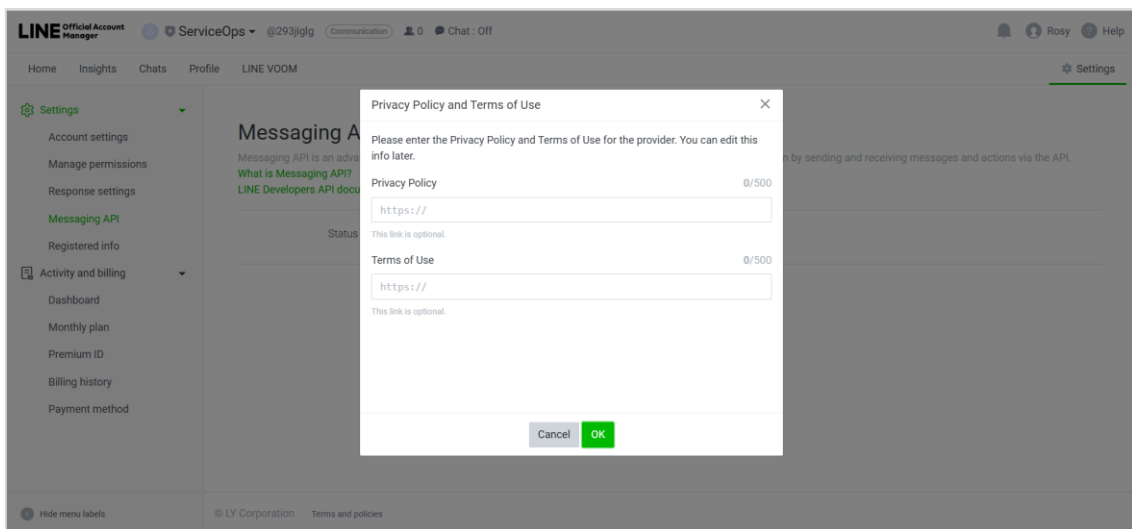


Fig 25: Select Privacy Policy and Terms of Use (Optional)

24. The following confirmation dialog box will appear. Click **OK**.

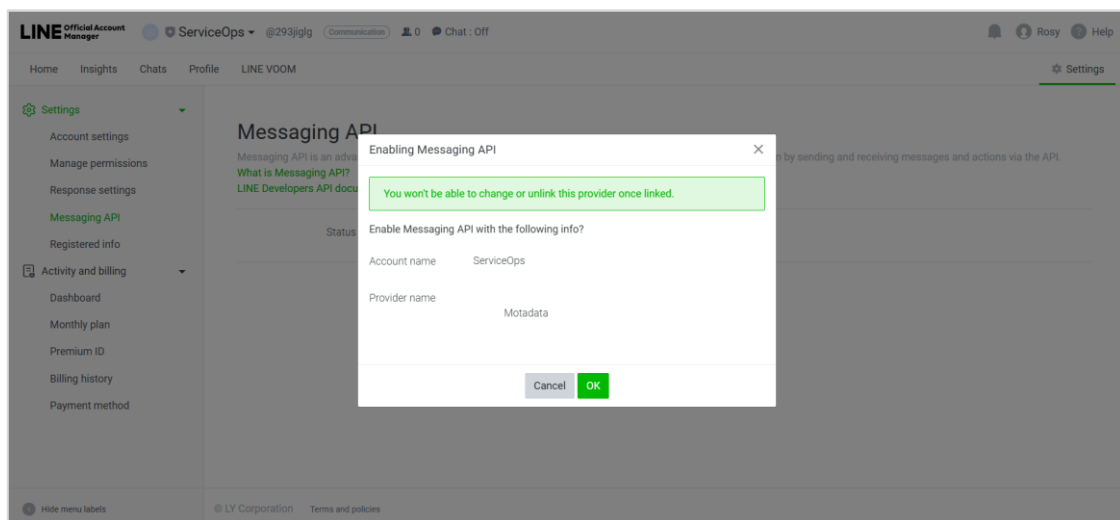


Fig 26: Confirmation



25. Next, set the **Webhook URL** and click **Save**.

**Syntax:** {serviceops\_domain\_name}/api/public/line

**Example:** <https://techvortex.serviceops.ai/api/public/line>

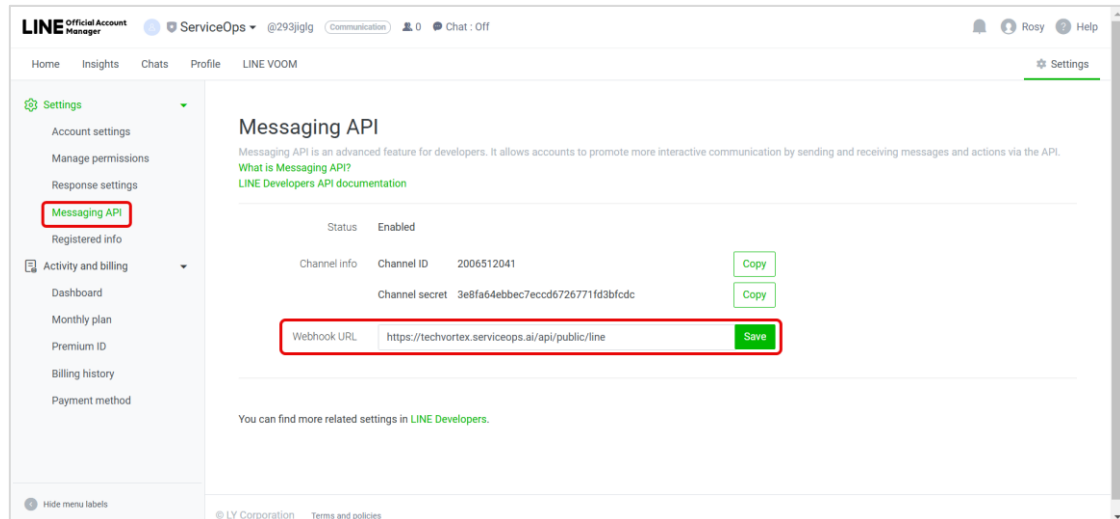


Fig 27: Set Webhook URL

26. Click the **Chat** feature on the top bar. By default it is off. Turn it on by clicking on it and the **Response settings** page appears as shown below. Here, enable the **Chat** and **Webhooks** options in the **Toggle responses** section.

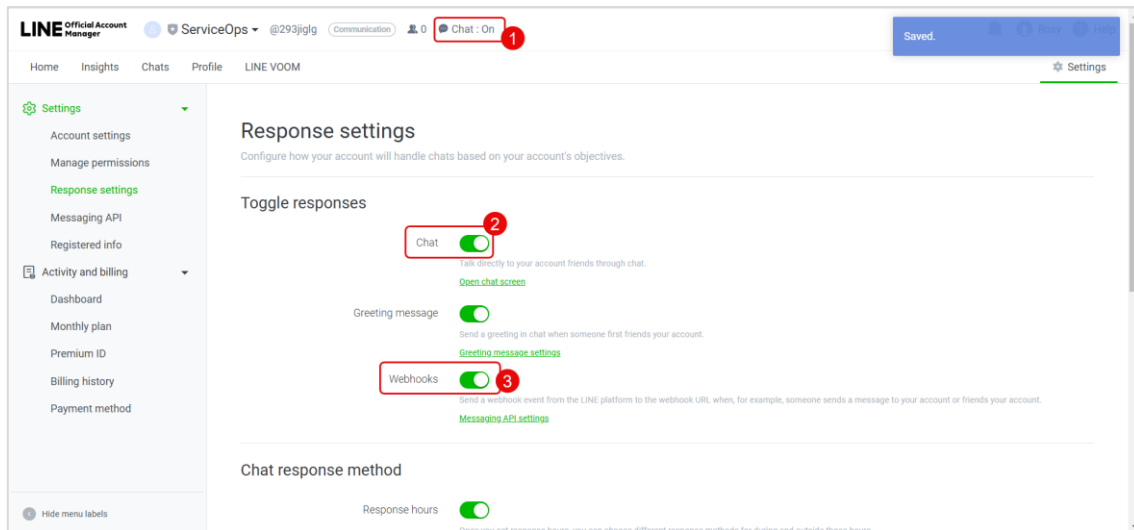


Fig 28: Enable Chat Feature





27. Next, open the **LINE Developers Console** page, select the required channel (ServiceOps) and click the **Messaging API** tab. Here, set the **Webhook URL** and verify it.

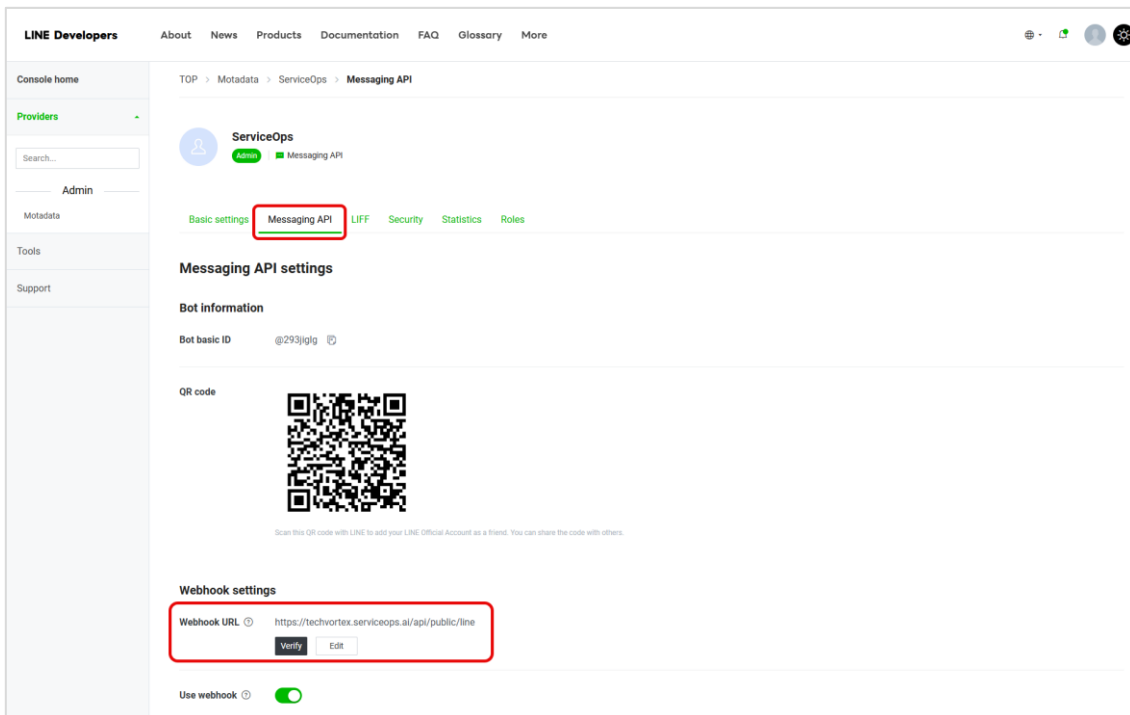


Fig 29: Set Webhook URL in Messaging API Settings

28. Next, scroll down the page and issue the **Channel access token**. This token is used as the **Client id** in the ServiceOps portal.

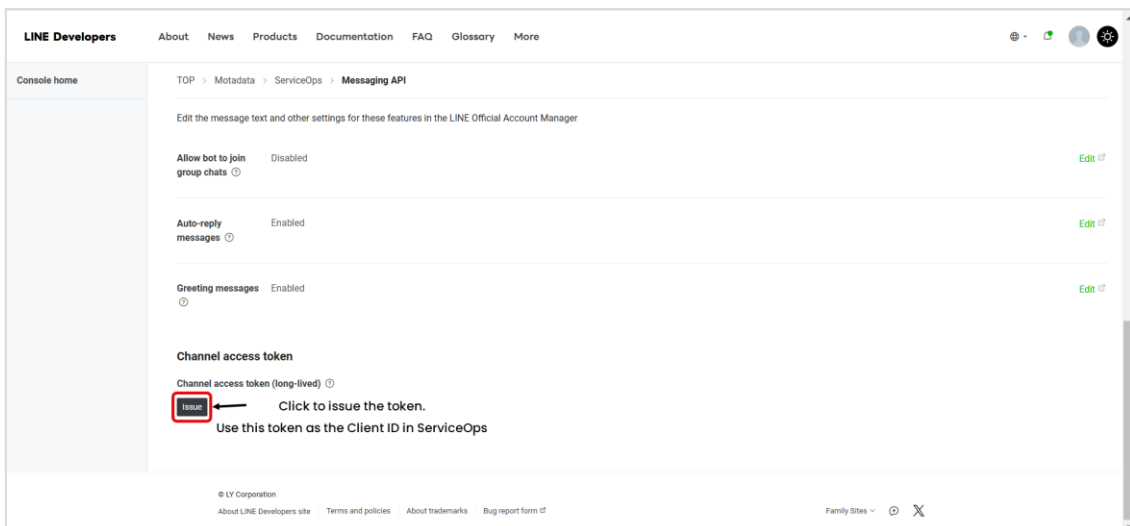


Fig 30: Issue Access Token (Client ID)



## 4.5. Configure Line in ServiceOps

29. Navigate to the **ServiceOps Portal > Admin > Support Channel > Virtual Agent > Line App Config** tab.

- Enable the feature and enter the channel access token issued or generated from the Developers Console in the **Client Id** field.
- Once done, click **Update**.

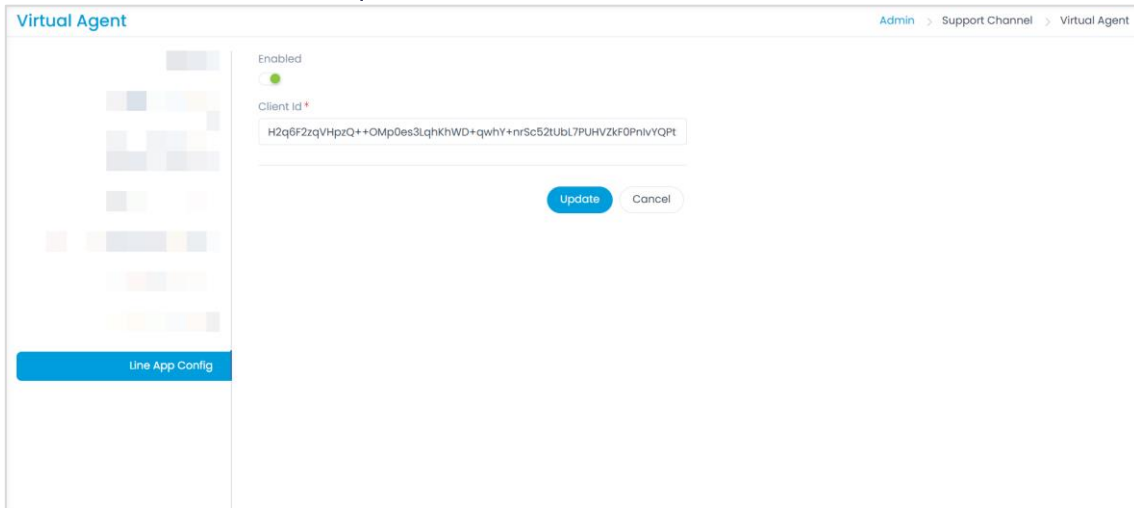


Fig 31: Configure Line in ServiceOps

## 4.6. Download the Line App

30. **Download and install** the Line app from your device's **Google Play Store** or **App Store** and **create an account**.

31. Scan the QR code from the **Line Developers portal > Messaging API** tab to add the Line Official account as a friend in your app.

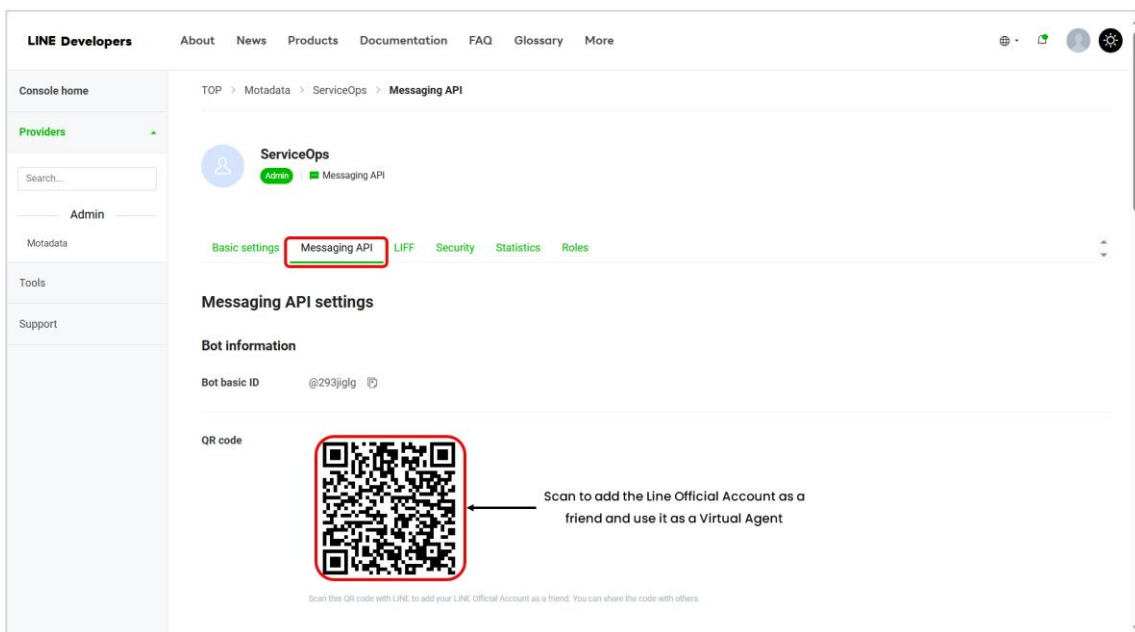


Fig 32: Scan the QR Code



32. Once added, you can start your conversation with the ServiceOps Virtual Agent as shown below.

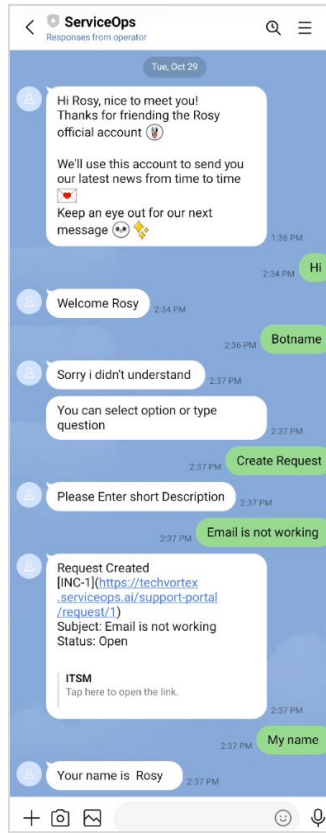


Fig 33: Line App Conversation



# CONNECT WITH US



[www.motadata.com](http://www.motadata.com)



[support@motadata.com](mailto:support@motadata.com)

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