Connected Apps (API) Quick Start Guide

This document provides an overview of Sedna's Connectedn Apps API including what it is, how to connect and implementation, with examples.



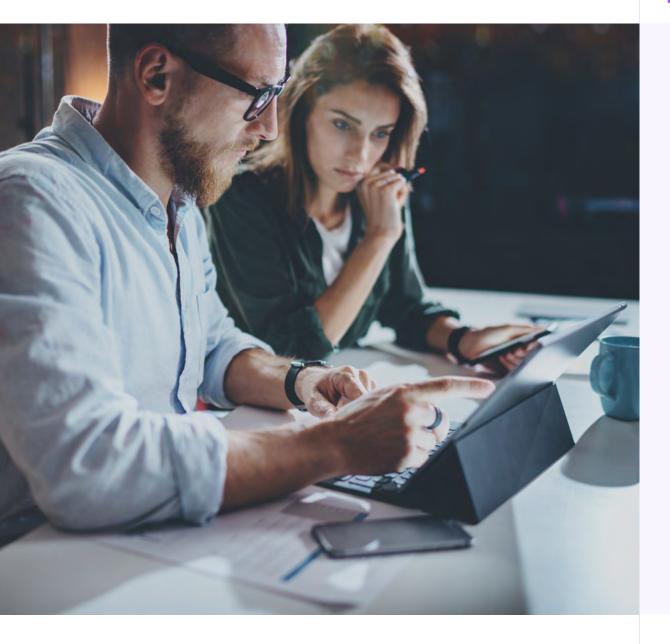




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01 Overview

Sedna facilitates our customers and partners to build their own custom applications inside Sedna through our Connected Apps ecosystem. You can do this with our Message Interaction API (aka MIkit) which allows you to build custom and interactive user interfaces that can connect to your tools directly inside the Sedna interface.

If you would like to build your own app, please get in touch with your primary Sedna contact.

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02 Getting Started

Before you can build your own app, you need to have a contractual agreement in place, either directly with a Sedna customer, or through a partnership agreement with Sedna.

Prior to getting access, we will have a kick off meeting to understand more about your technology, use cases and functions and provide you with an opportunity to ask any questions.

How do Sedna's apps work?

When browsing messages, apps can be opened on the right side of a message. These apps can do many different things such as displaying contextual data, pushing data to a third party, downloading and/or uploading attachments to a third party.

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Sandbox tenant

To develop against Sedna's suite of APIs you need to use a sandbox tenant, which is a dedicated development environment for you. A sandbox tenant is configured similarly to a customer tenant but completely segregated from their data, so you can safely develop and test without any risk.

As part of the sandbox creation process, we need some details from you including:

The mail domain you will use for testing, if applicable Whether you want to send and receive mail in your sandbox (if yes, we will share the necessary DNS records with you once the tenant is created, which you will need to set up on the mail domain you provided to us)

Details for up to two users:

First name, surname and email address

We will set you up with one Shared Inbox for your use.

Once your tenant and team is set up, we will share the login details for the two users securely via NoteShred. These users will have permissions to create any subsequent Inboxes and users that you need. For more information about how to set up users, please review our help-centre guide.

Authentication profile

Sedna uses Bearer authentication for our message interaction API. Sedna will call an app endpoint with the header

Authorization: Bearer {{token}}

where {{token}} is the app's pre-configured API token. This Bearer token should not expire.

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You will need to provide Sedna with the Bearer token as part of the setup process.

Set up process

When deploying an app to any tenant, you need to provide Sedna with the following details:

App name

SVG logo

Endpoint URL

API key

Plain text error message to display to the user in the event the app fails to respond successfully

We will send you an email when the app has been successfully deployed to the tenant.

The app is displayed when viewing a message in the right hand side panel. To view the app, click on the database symbol and the title and logo of the app will be displayed.

Interaction flow

When a user opens an app in Sedna, the app's endpoint is called with some contextual information relating to the current message, user, and team. The schema for the request is located <u>here</u>.

At this point, the endpoint must respond to Sedna indicating what to display to the user within the user interface. The basic schema for the response is outlined here for the response envelope and here for an overview of all the supported UI components in Sedna, which are passed in the blocks array.

Once the response is returned to Sedna, any of the provided components will be rendered within the Sedna UI. If the blocks array of the response is left empty, then Sedna will display a "completed" screen to the user and allow them to move on.



Styling

You can set text style for the textDisplay block using one of the following options:

label, text, subtext, title, heading, subheading.

An example of the mikit code:

The style options as displayed in the app are shown below.

label

text

subtext

title

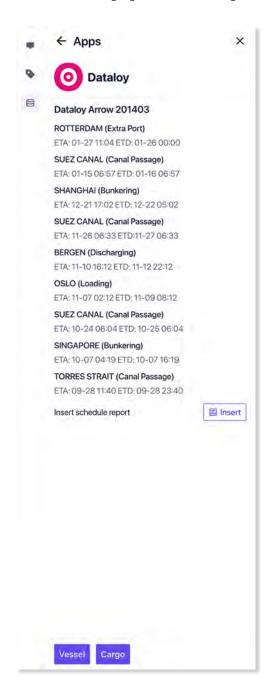
heading

subheading

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04 App examples







05 Useful information

Message interaction API documentation:

https://github.com/sednasystems/sedna-mikit-sample-node

Please contact your primary contact at Sedna with any questions or queries you may have.

05 | Useful information

Want to know more about what Sedna could do for your organisation?

Contact <u>sales@sedna.com</u> to get a free personalised consultation and demo at a time that suits you.



sedna.com

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