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Social Media Solution Guide

Creating an Apple Messages for Business Channel

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Contents

- 1 Creating an Apple Messages for Business Channel
 - 1.1 Preparing for Hub Integration
 - 1.2 1. Creating a Hub Account
 - 1.3 2. Creating an Apple Messages for Business Service Channel

Creating an Apple Messages for Business Channel

Starting from the 9.0 release, Genesys Hub supports Apple Messages for Business and includes an API connector for Apple Messages for Business. This section describes how to create an Apple Messages for Business channel using Genesys Hub.

Preparing for Hub Integration

You must contact Apple and get your business ID before proceeding with channel creation in Hub. After registering with Apple and choosing Genesys as your Customer Service Provider, you are greeted with a Genesys welcome message. The welcome page shows your business ID and name.

Thank you for choosing Genesys as your Customer Service Provider (CSP).

To set up your Apple Business Chat channel in our Genesys Hub, please have the following information available that was provided to you by Apple during the registration process:

- Apple Business ID: 168628286282
- Business Name: SuperBusiness007

Next, we will take you through the process of setting up your ABC channel. This is a two-step process:

- Create your Genesys Hub account page (can be skipped, if you already have one)
- Create your ABC channel in Genesys Hub

Continue

You must go through a two-step process to set up your Apple Messages for Business channel in Hub. Click **Continue** to proceed.

1. **Hub account creation** (You can skip this step if you already have a Hub account)
2. **Apple Messages for Business channel creation**

1. Creating a Hub Account

The first step of deploying an Apple Messages for Business channel is to create an account within the Hub component of Social Engagement. Click **Continue** if you are a new user and you want to create a Hub account. Refer to the [Create an Account](#) section for instructions on how to set up an account.

You can also log in with your existing account if you are already a registered Hub user. In this case, enter your user name and password and click **Login**.

Do you already have an account in Genesys Hub?

If you are an existing Genesys Social Engagement customer, you have an account and you can simply log in. Otherwise, please create an account.

<p>For existing Genesys Hub customers:</p> <div><p>User</p><input type="text"/></div> <p>Password</p> <input type="password"/> <div>Login</div>

2. Creating an Apple Messages for Business Service Channel

1. The **Create your Apple Messages for Business Channel** screen appears after you log into Hub. By default, the channel type is selected as Apple Service Channel. The channel name and business ID are automatically populated. However, you can modify the values if required.

Create your Apple Business Chat Channel

Channel Type

Apple Service Channel

Channel name:

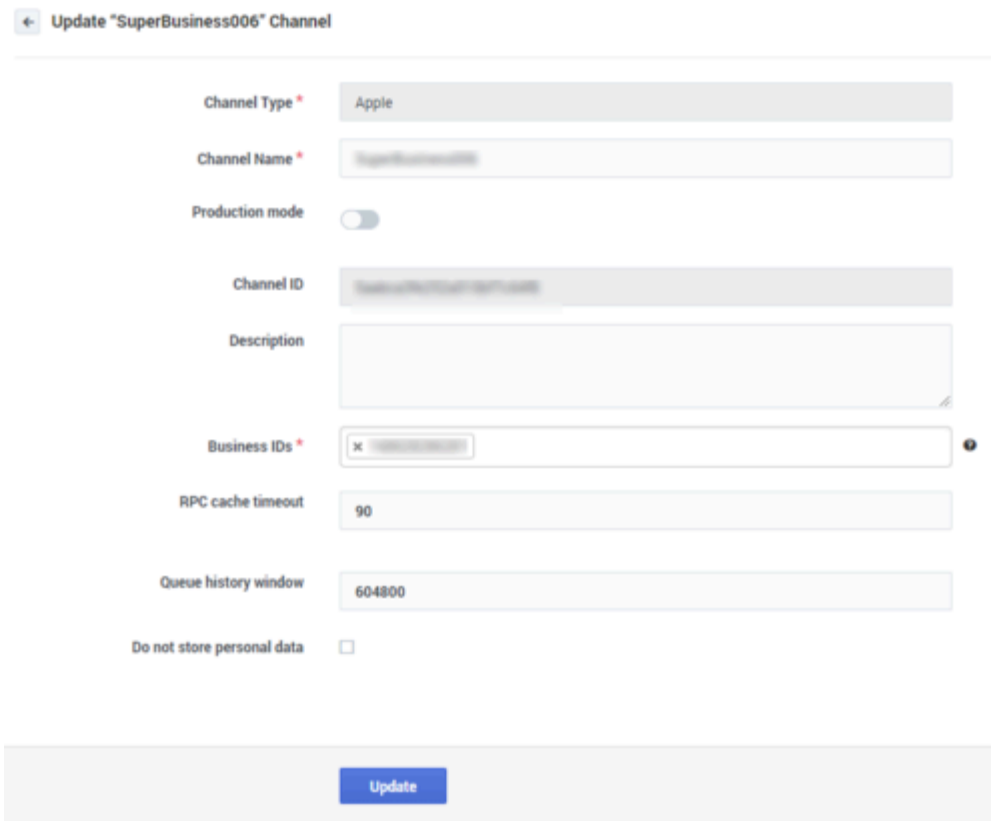
SuperBusiness001

Business ID

12345678901234567890

Create channel

2. Click **Create channel**. The new channel is created and the channel update screen is displayed.



The screenshot shows a web form titled "Update 'SuperBusiness006' Channel". The form contains the following fields and controls:

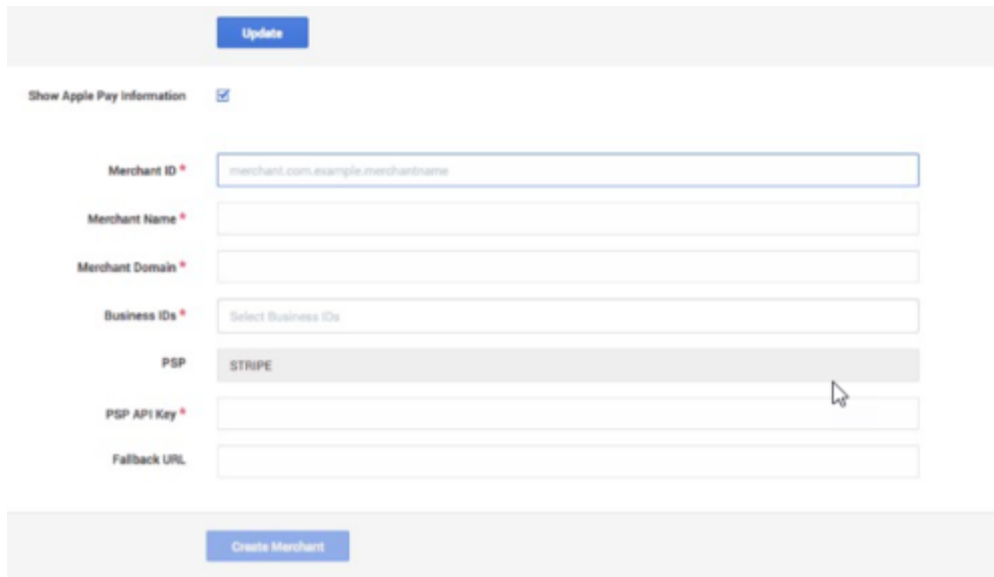
- Channel Type ***: A dropdown menu with "Apple" selected.
- Channel Name ***: A text input field containing "SuperBusiness006".
- Production mode**: A toggle switch that is currently turned off.
- Channel ID**: A text input field containing "SuperBusiness006".
- Description**: A large text area for entering a description.
- Business IDs ***: A text input field with a small "x" icon on the left and an information icon on the right.
- RPC cache timeout**: A text input field containing the value "90".
- Queue history window**: A text input field containing the value "604800".
- Do not store personal data**: A checkbox that is currently unchecked.
- Update**: A blue button at the bottom of the form.

3. Enable **Production mode**.
4. Enter your business ID in the **Business IDs** field.
5. Enter a value ranging from 0 to 3600 seconds in the **RPC cache timeout** field. See [RPC cache timeout](#) for detailed explanation on this setting.
6. Click **Update**.

After the channel is created, you can activate or suspend the channel using the **Actions** in the **Channels** screen. Inbound messages are fetched and outbound messages are sent as long as the service channel is active.

Configuring Payment Merchants for ApplePay

1. Select **Show Apple Pay Information** on the channel update screen.

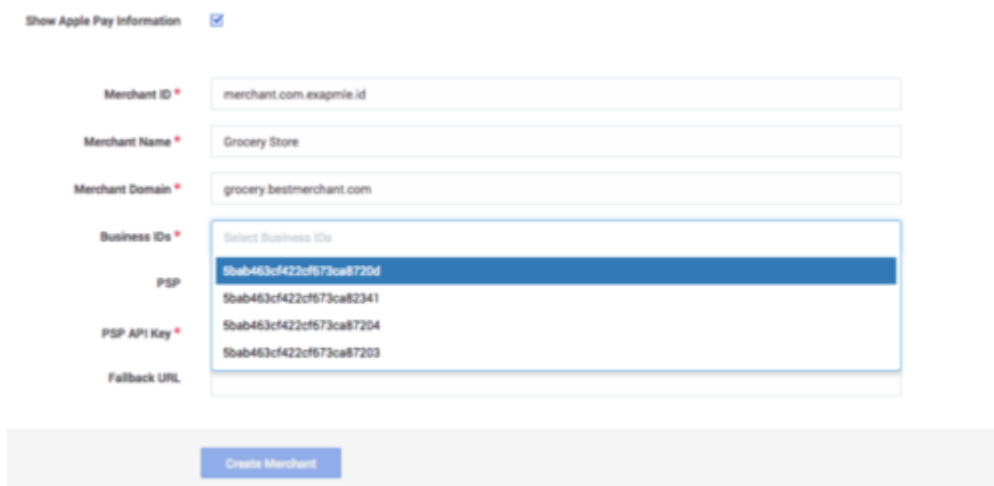


The screenshot shows the 'Create Merchant' form. At the top, there is a blue 'Update' button. Below it, the 'Show Apple Pay Information' checkbox is checked. The form fields are: 'Merchant ID' (placeholder: merchant.com.example.merchantname), 'Merchant Name', 'Merchant Domain', 'Business IDs' (placeholder: Select Business IDs), 'PSP' (dropdown menu showing 'STRIPE'), 'PSP API Key', and 'Fallback URL'. At the bottom, there is a blue 'Create Merchant' button.

2. Enter the merchant ID in the **Merchant ID** field. This value must be unique.
3. Enter a merchant name in the **Merchant Name** field. This name must be unique.
4. Enter the merchant domain in the **Merchant Domain** field.
5. Select the business IDs that must be associated with this merchant account. You can only select business IDs that are already linked to the channel and you cannot reuse a business ID that is already associated with another merchant account.

Important

A merchant can be associated with multiple business IDs whereas a business ID can only be linked to one merchant.



The screenshot shows the 'Create Merchant' form with the 'Business IDs' dropdown menu open. The dropdown menu displays a list of business IDs: 5bab463cf422cf673ca8720d, 5bab463cf422cf673ca82341, 5bab463cf422cf673ca87204, and 5bab463cf422cf673ca87203. The first ID is highlighted. The other fields are filled with: 'Merchant ID' (merchant.com.exapmie.id), 'Merchant Name' (Grocery Store), 'Merchant Domain' (grocery.bestmerchant.com), 'PSP' (STRIPE), 'PSP API Key' (5bab463cf422cf673ca87204), and 'Fallback URL'. At the bottom, there is a blue 'Create Merchant' button.

6. Provide the PSP API key in the **PSP API Key** field.

7. Enter a valid URL in the **Fallback URL** field. This URL is used to redirect users when there is an error in payment processing.

Show Apple Pay Information ☒

Merchant ID *

Merchant Name *

Merchant Domain *

Business IDs *

PSP

PSP API Key *

Fallback URL

Create Merchant

8. Click **Create Merchant** to add the merchant account. You can add multiple merchant accounts as long as **Merchant ID** and **Merchant Name** are unique to each merchant.

Show Apple Pay Information ☒

Merchant ID	Merchant Name	Merchant Domain	Business IDs	Action
merchant.com.example.id	Grocery Store	grocery.bestmerchant.com	5bab463cf422cf673ca8720d 5bab463cf422cf673ca87204	Create Merchant
merchant.com.example.id	Grocery Store	grocery.bestmerchant.com	5bab463cf422cf673ca8720d 5bab463cf422cf673ca87204	Create Merchant

9. Click on the merchant ID to add verification and certification files.

Edit Merchant

Merchant ID *

Merchant Name *

Merchant Domain *

PSP

Business IDs *

PSP API Key *

Fallback URL

Update Merchant Data

Apple domain verification file No file chosen

Please go to <https://developer.apple.com/account/ios/identifier/merchant> to complete the process. If you need support please contact customer care.

10. Upload the required certificate files using the **Additional verification file** and **Certificate file** fields. You can get the domain verification file and certificate file from <https://developer.apple.com>.

Creating an Apple Messages for Business Channel

Edit Merchant

Merchant ID *

Merchant Name *

Merchant Domain *

PSP

Business IDs *

PSP API Key *

Fallback URL

Update Merchant Data

Additional domain verification file No file chosen

Certificate file No file chosen

Domain verification files

ID	Name	Action
5bab4bdfbcb99c00014cad0b	apple.txt	<input type="button" value="Delete File"/>
5bab4bdfbcb99c00014cad0e	stripe.txt	<input type="button" value="Delete File"/>

Please go to <https://developer.apple.com/account/ios/identifier/merchant> to complete the process. If you need support please contact customer care.

11. Click **Update Merchant Data**.

You can delete the merchant accounts using the **Delete Merchant** action in the channel update screen.