

Push Notifications for iOS Chat SDK

Feature Summary

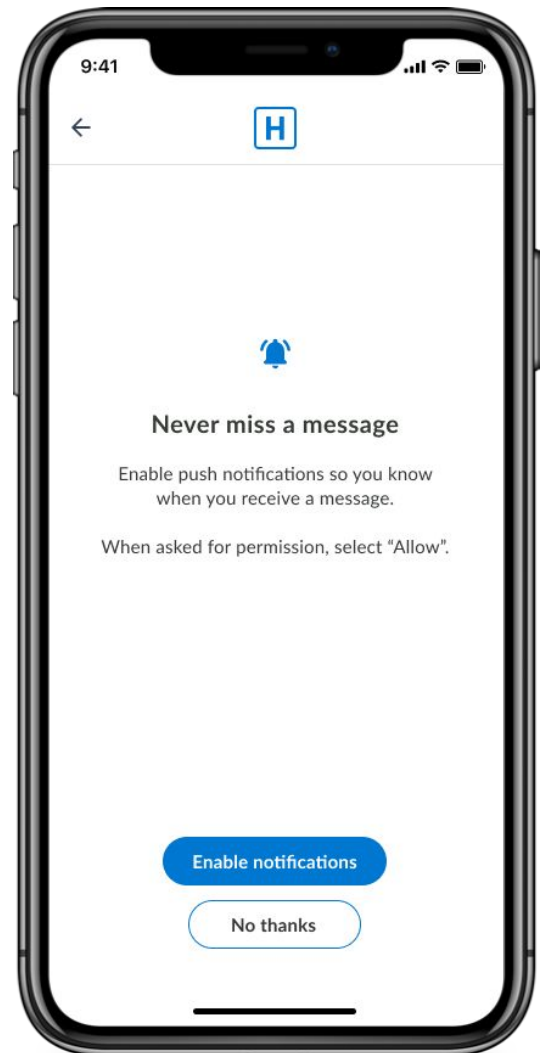
- The ASAPP Mobile SDK will ask users if they want to allow app push notifications once they have **joined a queue**. (Note: They must not have denied notifications permissions before)
- Once iOS system notification permissions are enabled, users will receive app push notifications every time there is a new message in the app chat. (Note: They will only receive push notifications if the app is not active)

Key Benefits

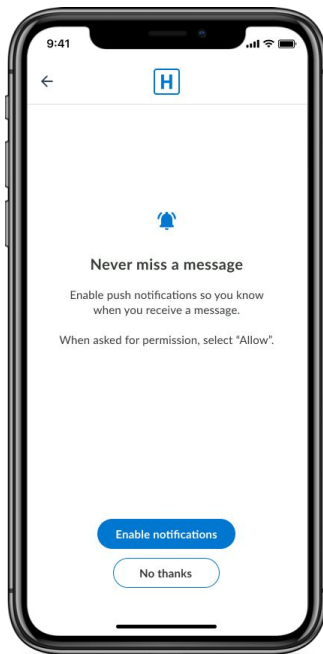
- Re-engage users who may be multi-tasking on their phone and have forgotten to check their app chat
- Reduce high rates of queue abandonment, ghosting, and time-outs

Enabling the Feature

- This feature will be automatically enabled as part of the ASAPP Mobile Chat SDK
- To disable the feature, please reach out to your Implementation Manager or Customer Success Manager.



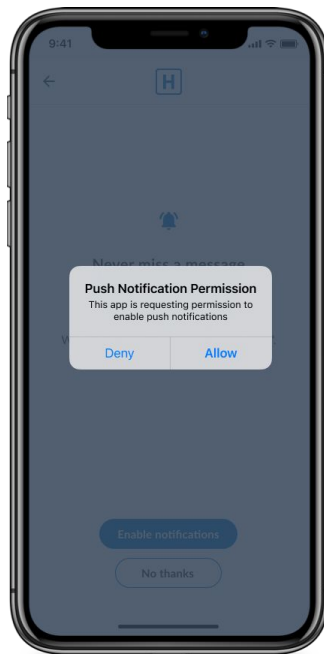
Push Notifications for iOS Chat SDK



ASAPP SDK prompt screen

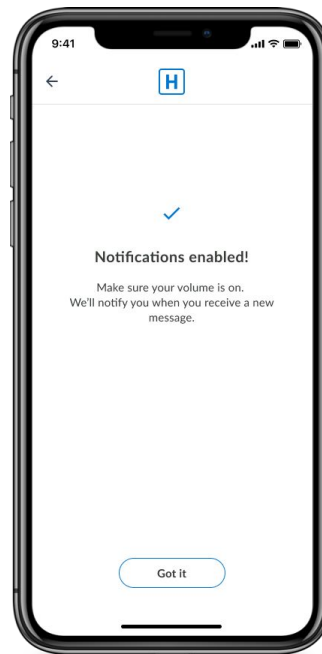
Once users **join a queue**, ASAPP SDK will prompt users to enable app push notifications

(Note: They must not have denied app notifications permissions before)



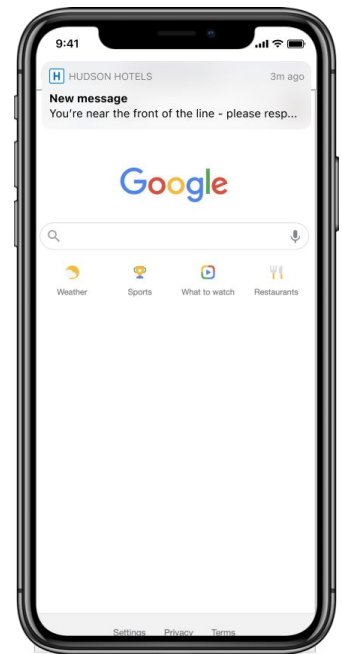
iOS system permissions modal

Tapping "Enable notifications" on the ASAPP prompt screen will trigger the iOS system permission modal, where the user should tap "Allow"



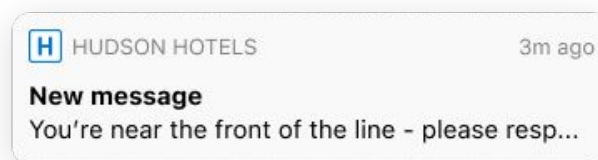
ASAPP SDK success screen

Once iOS permissions are enabled, ASAPP confirms permissions were enabled and takes the user back to app chat.



iOS app push notification

If the user is not focused on the app chat, when there's a new message, they will receive a push notification.



The Mobile Chat SDK will support iOS app push notifications.

FAQ

How does this work?

When iOS app chat users join the queue, they'll be prompted to enable app notification permissions if they haven't enabled or blocked permissions before. Once enabled, they will receive app push notifications when there is any new message in the chat – whether from a bot or connected agent – and they don't have the app in focus. If they're already looking at the app chat, they will not receive a notification.

Will this work for all iOS chat users?

Yes, it will work for all iOS devices where the Mobile SDK feature has been enabled.

Will ASAPP request permission to send notifications anew in every chat?

No. If the user has already given the app permission to send notifications, ASAPP will not request access again, and ASAPP will just send notifications.

When exactly will notifications be sent?

Once enabled, notifications are sent every time customers receive a new message, but don't currently have the app in focus. If they're already looking at the app chat, they will not receive a notification.

Does this require development effort to enable?

No. This will be enabled automatically, as a feature upgrade in the ASAPP SDK.

How/where is this configured?

If you'd like to disable this feature, please reach out to your ASAPP Implementation Manager or Customer Success Manager.

How will this interact with other parts of the app that wish to send push notifications?

The app can still send notifications, independently of this feature. ASAPP strongly discourages requesting permission to send push notifications without providing a clear value proposition to customers, because empirically the vast majority of users (around 99%) block access, at the app level. This makes it impossible for ASAPP to send push notifications in the future, or even to request permission to send push notifications.

If a customer is signed in to both Web Chat and App Chat, how will notifications behave?

Each device acts independently. If the customer has both desktop web chat and mobile app chat open with notifications enabled on both, they'll receive notifications from both devices – desktop browser push notifications as well as app push notifications. Note: It's rare for customers to use multiple devices at once.

Will customers receive notifications if they are auto-signed out after putting the app in the background?

Sometimes if a customer puts the app in the background after starting a chat, they can be automatically signed out by the app. When this happens, the ASAPP iOS SDK will still send push notifications for new messages to the customer. However, when the customer taps the notification, they will likely be brought to a login screen for the app before proceeding to the chat.