

Activate Business WhatsApp API Account

Benefits of Official Business WhatsApp API:

- **Branding** Whatsapp displays your business name & green tick (instead of number)
- Highly Scalable Very high number of transactional messages can be sent
- Virtual Setup Cloud-based setup with no infrastructure needs at your end

Restrictions of WhatsApp Official Business API:

- You cannot install Whatsapp App for this number.
- If you are connecting existing WhatsApp number, you need to uninstall the app first.
- You cannot run Web-WhatsApp or desk Whatsapp for this number.
- The in/out chats can be only be checked/managed via BagAChat dashboard.

There are **3 main steps** to be done:

- A) Facebook Account Verification by submitting legal business document
- B) Create WhatsApp Account Add your Business phone number to the Facebook account & Verify
- C) Green Tick Application

Let's Get Started!!

A) Facebook Business Manager Account Verification

If your Facebook manager account is already verified, then skip this step A.

If it's NOT verified yet, then please see the below checklist needed to get your Facebook manager and whatsapp account verified. Once applied, Facebook may take 2-3 business days for account verification. But during this period, you can still get your WhatsApp number verified and use it for smaller volumes/testing purpose, using below steps.

Checklist

- Company Facebook page & Its admin access
- Company website URL (with a <u>privacy policy</u> page)

- Email id with matching with website domain (e.g. if your website is <u>www.A1Services.com</u>, then the email id is needed which ends with **@A1Services.com**
- Phone number to be verified (Note this number will not be available on WhatsApp App after the verification is done)
- Company Business Number (for communication purpose)
- Legal docs for company
 - Having Legal Name with Address & Company Business phone number mentioned
 - E.g. GST, company registration, PAN, Electricity/Phone Bill etc.
 - o This Legal business name should have some reference on your website
- Credit/Debit card (to be added on your FB page this step can be done by you)
- Message templates to be approved
- Company profile picture (500X500pixel), Profile name & profile description (within 500 characters) for Green tick application
- Enable 2-step authentication on FB page

Ensure your Business information provided on Facebook Manager is exactly matching with the Business Legal documents submitted.

Check Business info here: <u>https://business.facebook.com/settings</u> \rightarrow Business Settings \rightarrow Business Info. At least, the **Legal Business Name**, **Address** fields should **match exactly** with the legal documents to be submitted.

It's recommended to have a company email id, having same domain id as your Website - to receive Verification code.

The verification can be applied from <u>https://business.facebook.com/settings</u> \rightarrow Business Settings \rightarrow Security Centre \rightarrow Start Verification

Note: If 'Start Verification' is not visible, then please follow Steps 1 & 2 first in **Section B** below.

What's involved Image: State of the state of

Refer to this link for step for verification:

https://www.facebook.com/business/help/2058515294227817?id=180505742745347

After a few days, the verification status can be checked from <u>https://business.facebook.com</u> \rightarrow Settings \rightarrow Business Settings \rightarrow Security Centre



After Verification, if the status is **Pending-Needs More Information**, then you can resubmit the details & Legal documents again.

B) WhatsApp Account Verification:

1) Register as Facebook Developer:

Go to https://developers.facebook.com/ and click on Get Started



Click on Continue

Welcome to Facebook for Developers		
Create a Facebook for Developers account to build and manage app access the Facebook Graph API, contribute to apps that others own participate in the Facebook Developer community.		
By proceeding, you agree to the Facebook Platform Terms and Develope	r Policies	
	Cancel Continue	

For receiving notifications from Facebook, add one of your phone number(not necessarily WhatsApp number) and email address.

We use email addresses to send notifications, help you log in and personalize expe improving ads for everyone on our products. Learn More	eriences, like connecting people and	
Primary email		
bagachatapp@gmail.com		
I agree to receive marketing-related electronic communications from Faceboo		ind
promotional emails. (You may unsubscribe from these emails at any time by or email. You can also update your email preferences in Developer Settings.)	clicking unsubscribe at the bottom of the	ne

Select appropriate category and Complete Registration

elp us imp 	brove your experience by telling us w	which of the follo	wing roles	Marketer	
.coO	Analyst		÷	Product manager	
	Student		ಹೆ	Owner/founder	
0	Other				
				Complete Re	gistration

It takes you to https://developers.facebook.com/apps/

2) Create Facebook App for WhatsApp Integration:

Go to <u>https://developers.facebook.com</u> > My Apps > Create App → Others. Select the "Business" type and follow the prompts on your screen.



Follow **each step** in this Facebook page to create app: https://developers.facebook.com/docs/development/create-an-app/

https://developers.facebook.com/apps will show your newly created App.

From the App Dashboard, click on your app you would like to connect to WhatsApp. Scroll down to find the "**WhatsApp**" product and click **Set up**.

\$	\bigcirc		
Marketing API	Messenger	Web Payments	
Integrate Facebook Marketing API with your app.	Customize the way you interact with people on Messenger.	Accept in-app payments through Facebook's secure payment system.	
Read Docs Set up	Read Docs Set up	Read Docs Set up	
R	2	S	
ThreatExchange	Webhooks	WhatsApp	
Share and learn about potential threats to help everyone stay more secure.	Subscribe to changes and receive updates in real time without calling the API.	Integrate with WhatsApp	
Read Docs Set up	Read Docs Set up	Read Docs Set up	

Next, you will see the option to **select an existing Business Manager** (if you have one) **or, if you would like, the onboarding process can create one automatically for you** (you can customize your business later, if needed).



Make a selection and click **Continue**. This will:

- Associate your app with the Business Manager account (Existing or newly created)
- Generate a test business phone number and associate it with your WhatsApp Business Account.
- You can use this number with the API to send an unlimited number of messages to up to 5 recipient phone numbers.
- Recipient phone numbers can be any valid number, but you must verify each one in the next step.
- Redirect you to the **WhatsApp** > **Getting Started** panel in the App Dashboard.

3) Add Phone Number to be verified, to the Account:

On <u>https://developers.facebook.com/</u>, select WhatsApp→ API Setup→Add Phone Number

← → C (≞	developers.face	ebook.com/apps				
𝔅 Meta for Devel	opers ≡ A _f	pp Dashboard				
BagAChat App	→ App ID	D: 63437173498792				
	Ren	minder: Graph API v&				
Tashboard						
දිරිූ} Settings	~					
වූ) Roles	~					
🛆 Alerts	~					
🕢 App Review	~					
Products	Add Product					
Webhooks						
WhatsApp	~					
Activity Log						
i						
Webhooks	Stu	tep 5: Add a phone number				
WhatsApp ^	То	o start sending messages to any WhatsApp number, add a phone number. To manage your account information and Add phone number, see the Overview page.				
Quickstart	Ste	tep 6: Add payment method				
Configuration	Ad	Add a payment method to send business-initiated messages to your customers. After you use 1000 free user-initiated Add payment method conversations each month, you will also need to have a payment method.				

Populate the WhatsApp Business Profile – which will be visible to Whatsapp contacts \rightarrow Click Next

Create a WhatsApp Business profile Your profile information will be visible to people on WhatsApp.						
WhatsApp Business Profile Display Name						
Timezone 🚯						
(GMT+05:30) Asia/Kolkata						
Category						
Entertainment						
Business Description · Optional						
Tell people about your business						

If your number is already having a whatsapp app installed, the below error will be shown. **Delete Account** using the below steps:

- Open Whatsapp App \rightarrow Tap More options > Settings > Account > Delete my account.
- Enter your phone number in full international format and tap **DELETE MY ACCOUNT**.
- Select a reason for why you're deleting your account in the dropdown.
- Tap **DELETE MY ACCOUNT**.
- Uninstall the WhatsApp app

Phone number		
IN +91	 95617 84681 	
You'll receive a code	o verify this number.	
	egistered to an existing WhatsApp account. To use this number, disconnect it from th eturn to this page and re-enter the number. Note: It may take up to three minutes for t e. Learn more	
account. Then, become availal Choose how you wou	eturn to this page and re-enter the number. Note: It may take up to three minutes for t	

Receive OTP and complete verification.

Ten	porary acces	s token						
EA	AJZCFpGHZBE	ABAH0PVqOTD	OyHMZBXTnYul	(b co	ору С) Refresh	This toke	en will e
Sei Ste Fro Son Ti Phc To	We sent a ver number, enter number. Verification c	the 5-digit code	r +1 (234) 248-66 . If this phone nu	mber is inco			×	nits ar
s	Resend code							
						Back	Next	

4) Generate Permanent Access Token

Go to https://business.facebook.com/settings

- Select → Users → System Users.
- If System users already present in your account and you want to use the same →Select that System user
- If no system user present, Click on Add. Fill up 'System Username' & 'User Role' as Admin → Create System User.

	Meta Is iness settings	≡	System	users	Anand	
	BitConnect Solutions Bu	•	Anand	y name or ID	Create System User	×
	Users People	^		John Goel	Enter a name for the system user you want to create below: System Username	
-	Partners System users				System User Role Employee	•
Ē	Accounts Pages	^			BitConnect Solutions Business will be the owner of this System User. Cancel Create System User	

- Add Asset to System User:
 - Select the User → Select Add Assets → Apps → Select your "WhatsApp integration app" → Enable Full Control-Manage App → Save Changes

System users		
Filter by name or ID Q Add	Anil Admin access	Edit
Anil Admin System User	Generating Access Tokens System Users can only generate access tokens for permissions their app has been gran through App Review.	ted
	☑ Generate New Token ◙ Revoke Tokens ▲ Add Assets	
	Assigned assets Add As Here are the assets that Anil (system user) can access. View and manage their permission or remove assets.	
	Search by ID or name	Q

Assign assets to Anil		×
Select asset type	Select assets	Арр
Pages	Search and filter Q	Partial access Develop app
Ad accounts Catalogues Apps	Name <	Can change app settings, test the app and view analytics. View insights
Pixels		Can view app analytics.
Instagram accounts Events datasets		Test app Can test the app. Full control Manage app Can manage roles, change app settings, test the app and view analytics.
		Cancel Save Changes

• Select the System User \rightarrow Generate New Token

	System users		
	Filter by name or ID	Q Add	Anand Admin access
\setminus	Anand Admin System User		Generating Access Tokens
			System Users can only generate access token through App Review.
			C Generate New Token 🛛 Revoke Tokens

In the below form, please **enable** the below permissions: whatsapp_business_messaging whatsapp_business_management

Token Expiration - Select Never

Ge	nerate Token	\times
Sel	ect App:	
E	BagAChat App	•
	xen expiration bose when this token will expire. Learn about token expiry and refresh. 60 days (recommended)	
) Never	
	i) Generating Access Tokens	
	The list of available scopes is based on previously granted permissions for this app. To access additional permissions, submit your request through App Review or the app dashboard	ı

• Copy and **save** your Permanent Access token.

5) Add Credit card to Facebook account:

Effective 1st April 2023, the credit card needs to be added before starting to use the whatsapp number.

The first 1,000 user-initiated conversations each month are free. But business-initiated messages are charged. The payment for WhatsApp API usage will be done to Facebook via Credit card directly.

https://www.facebook.com/business/help/488291839463771 -

To set up a payment method, go to <u>https://developers.facebook.com/apps/</u> page. Select your WhatsApp Integration App \rightarrow WhatsApp \rightarrow Configuration. Under Phone numbers, click Manage phone numbers.

App Review	~	Webhook fields messages	Manage
Products Webhooks WhatsApp	Add Product	Permanent token Learn how to create a permanent token	
Getting started		Phone numbers	Manage phone numbers
Configuration		You have 1 production number and 1 test number.	
Resources			
Activity Log			

3dots (...)→Manage Account Settings

Overview				
WhatsApp accounts			1	Limits
Bag A Chat			~ ^	Business 50 per pho
Insights this month			Manage n	nessage templates
All conversations 1	Free-tier conversations 1 2 of 1,000 used	Approximate charges () \$0.00	\	eloper console ccount settings
Phone number	Business-initiated conversations in the la	ast 24 hours 🚯	Copy Wha	atsApp account ID

This leads you to your Business Manager account. **Payment Settings → Add Payment Method** to add your credit card.

\leftrightarrow \rightarrow C $\ $ business.facebo	ok.com/se	ttings/whatsapp-business-accounts/10088829	r?business_id=255660291 tab=whatsapp_settings الأ	≩ ☆	C	2	*	
∾ ^{Meta} Business settings	≡	WhatsApp accounts						
BitConnect Solutions Bu	•	Filter by name or ID Q + Add	Bag A Chat Owned by: BitConnect Solutions Business ID: 100888296				Re	move
		Bag A Chat	🛓 Add People					
၍ Users	~	Test WhatsApp Business Account	People Settings Pages					
Accounts	^		Business information		Pa	yment	Setti	ngs
Pages			Tax ID number					

Billing & payments	■	Payment settings	
BitConnect Solutions Bus 🝷		Current balance	
Payment settings		No payment due at this time.	(
-∕γ- Payment activity		Payment methods	Add payment method

Credit card billing via Visa or Mastercard is the only available payment method. There are six currencies available for payment: USD, AUD, EUR, GBP, IDR, INR.

6) Create BagAChat account and Connect WhatsApp Number:

- On <u>https://developers.facebook.com</u> , go to **WhatsApp→API Setup**.
- Select the Phone Number to be registered with WhatsApp API
- Copy the following fields ((These will be needed for BagAChat account creation): Permanent Access Token (Generated in step #4 above), Phone Number Id, WhatsApp Business Account Id Facebook Business Id : copy the business_id value from the URL of the page <u>https://developers.facebook.com/apps/app_id/whatsapp-business/wa-dev-</u> <u>console/?business_id=XXXXXXXXX</u>

\leftarrow \rightarrow C $($ develo	pers.facebook.com	apps/63437173498; //whatsapp-business/wa-dev-console/?business_id=2556602919	
∞ Meta for Develo	opers ≡ A _l	p Dashboard Docs Tools Support My Apps 2 Q Search developer documentation	n
BagAChat App	 App II 	63437170 App Mode: Development Live App type: Business	
☐ Dashboard		Quickstart > API Setup	
දිාිුි Settings	~	Temporary access token	
کی App Roles	~	EAAJA9S3rZAJABOza5q5aZBpZAyXDAkTnVQYnlU (LCopy C Refresh This token will e	xp
🖒 Alerts	*	Send and receive messages	
App Review	~	Step 1: Select phone numbers	
Products Webhooks	Add Product	From Send free messages with the provided test phone number. You can use your own phone number which is s +91 95185 22605	sub
WhatsApp	^	Phone number ID: 10217496268: D WhatsApp Business Account ID: 100888296	

Go to BagAChat portal: <u>https://link.bagachat.com/registerWAEntAPI.bg</u>

Populate the below fields:

- Email id Email id to login to BagAChat portal and get system alerts
- Phone number to be registered with WhatsApp API ((in international format) e.g. for India 919552323145
- Permanent Access Token (Generated in step #4 above)
- Phone Number Id
- WhatsApp Business Account Id
- Facebook Business Id

Creat	te Account For Whatsapp Enterprise	API
	bagachatapp@gmail.com	
	Phone Number	
	Meta Cloud API	
	Access Token	
	Phone Number Id	
	Whatsapp Business Account Id	
	Facebok Business Id	
	REGISTER	

Click on **Register** button. This creates your BagAChat account and connects it to your WhatsApp Account.

Sample Form Data:

bagachatapp_test@gmail.com	
951852	
Meta Cloud API	
EAAJA9S3rZAJABAAWnKV9RLngJmEQIDyt	
10217496268	
100888296	
REGISTER	

To login to BagAChat portal <u>https://link.bagachat.com/</u> the temporary password is sent to your registered email id (it can be changed later using '**Forgot password'** on the login page)

On successful registration, All the Meta Whatsapp API details are visible in Settings→Profile→WhatsApp Meta Cloud API Copy the Verify URL & Verify Token values.

Autoresponse	WhatsApp Meta Cloud API :
Message	Business API Provider: Meta Cloud
Forward	Phone Number: 9162627
Manage	Phone Number ID: 11180075
Users/Agents	WA Business Account ID: 10417
Desktop	Verify URL:
Notification	https://push.bagachat.com/BagAC
Settings	P84-,
Profile	Verify Token: 916

Go to <u>https://developers.facebook.com/</u> page. WhatsApp→Configuration →Webhook section. Copy the Verify URL value in Callback URL field. Copy the Verify Token in Verify Token field.

Dashboard		Configuration
දිරාදි Settings	~	Configuration
ල්) Roles	~	Webhook Callback URL https://push.bagachat.com/BagAC
🛆 Alerts	~	nttps.//push.bagachat.com/bagAc
App Review	~	Webhook fields messages
Products	Add Product	
Webhooks		Permanent token Learn how to create a permanent token
WhatsApp	^	
Getting started		Phone numbers
Configuration		You have 1 production number and 1 test number.
Resources		

Go to Webhooks → N	Messages row \rightarrow	Click on Subscribe
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Alerts Name Test
App Review v15.0 * Test
oducts Add Product sccount_update v15.0 - Test
ebhooks business_capability_update v15.0 * Test
hatsApp v message_template_status_update v15.0 v
ttivity Log messages v15.0 - Test
Activity Log phone_number_name_update v15.0 * Test
phone_number_quality_update v15.0 ▼ Test
security v15.0 - Test

Testing:

Send some messages to the registered Whatsapp number. It should be visible in <u>https://link.bagachat.com/</u> Inbox page. Send reply to those messages from <u>https://link.bagachat.com/</u>. It should reach the contact.

Make the App Live

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Important: Once, the testing is done, you need to make this Whatsapp integration live. By default it's in development mode for testing purpose.

Go to <u>https://developers.facebook.com/apps</u> and your app dashboard.

Update the 'Privacy Policy URL' field with the URL of privacy policy page on your website. If its not there, you need to create one using sites like: https://www.freeprivacypolicy.com)
 Also, its URL length should not be very big.

App ID	App secret
501700628768167	•••••
Display name	Namespace
bagachat_integration	
App domains	Contact email 🚯
	siyasharmaonline@gmail.com
Privacy Policy URL	Terms of Service URL
	Terms of Service for Login dialog and App Details
Privacy policy for Login dialog and app details	
Privacy policy for Login dialog and app details App icon (1024 x 1024)	Category

Change the Radio button to Live

🕫 Metaifor Developers		Docs	Tools	Support	My Apps	Q Search developer documen
S WA integration	App ID: 55182		App Mode	: Development	Live	App type: Business
					(

7) Create 'Message Templates' for Business Initiated Messages:

Business initiated conversations need the message templates to be approved by Facebook first. Without FB approval, business initiated outgoing messages can't be sent. Video for Steps: <u>https://youtu.be/OosqFtg1_q0</u>

Go to <u>https://developers.facebook.com/apps/</u> page. Select your App \rightarrow WhatsApp \rightarrow

Configuration \rightarrow Manage Phone Numbers

Webhooks		Permanent token Learn how to create a permanent token	
WhatsApp	^		
Getting started		Phone numbers	Manage phone numbers
Configuration		You have 1 production number and 1 test number.	
Resources			

Click on 3 dots button (...) → Manage Message templates → Create Template

VhatsApp accounts					Limits
Bag A Chat		<u>م</u>		^	Business 50 per pho
Insights this month			Mar	nage me	essage templates
All conversations	Free-tier conversations ()	Approximate charges	Go	to deve	loper console

essage templates			Bag A C
Q Search	Category	▼ 8 options ▼	Namespace Create Temp
Template name ↑↓	Language ↑↓	Status ↑↓	Last updated ↑↓
	English (US)	Active - Quality pend	ling 9 Oct 2022

For how to created Message templates, refer to

https://business.facebook.com/business/help/2055875911147364?id=2129163877102343 https://developers.facebook.com/docs/whatsapp/message-templates/guidelines/

Note: Select the language for Template message as **English (US)** Once the template is is added, then click on **Submit.**

Refer to BagAChat API document to send Template messages via your application.

Incoming messages are unlimited, but there are limits for outgoing messages. See Messaging Limits for more information on messaging tiers.

C) Green Tick Application:

1. Things to Note:

Once the Facebook account and the WhatsApp Account are verified, you are eligible to apply for Green Tick to your WhatsApp Number.

Please check eligibility and follow steps on <u>https://developers.facebook.com/docs/whatsapp/overview/business-accounts#official-business-accounts#official-business-account</u> to apply for Green tick.

Please note that Green tick is not guaranteed. While reviewing your application for Green Tick, Facebook team also checks some factors like your business reputation, type of business, Active presence & followers on Facebook etc,. Hence,

Please ensure the below on your website and Facebook account:

- A clear reference to the company's legal name
- A @website.com kind of business domain email id
- A privay policy URL (or generate it using sites like: <u>https://www.freeprivacypolicy.com/</u>)

However, without Green tick also, you are allowed to use WhatsApp exactly the same capacity and volumes as for the Green tick account. Functionally, there is no difference.

2. Steps:

Go to https://business.facebook.com/wa/manage/home . Click on the WhatsApp account link for your verified number.



Go to Two-Step Verification and Enable it.

Phone numbers > Phone number settings > +	-91 95185 22605
Settings	Two-step verification @ Enabled
Insights	Any attempt to register your phone number on Whats
Profile	misplace your PIN, you can turn off two-step verificati
Message links	Turn off two-step verification Change PIN
Two-step verification	

Go to **Profile** \rightarrow Add Profile photo and other relevant mandatory details on the page. This information will be visible to your WhatsApp contacts as your Profile.

Click SUBMIT in the Official business account section

Settings	Profile photo
Insights	This will be visible on your business profile
Profile	Choose File No file selected
Message links	Display name
Two-step verification	Bag A Chat
	Category
	Professional services
	Official business account
	An official business account has a green tick 🥺 next to its name. This shows that WhatsApp has
	confirmed that an authentic and notable brand owns this account. Learn more.