# 3 Step WhatsApp Business Connection For SMS-iT Smart Inbox



### Introduction

Below are the steps that you need to take to connect your WhatsApp account in our Smart Inbox, so you can begin to send and receive messages.

## Requirements

- WhatsApp Business Account
- Facebook Business Account
- Facebook Business Application on Facebook Developer Portal

### Into steps To Integrate WhatsApp Business into Your Smart Inbox:

- 1. Generate The Permanent Token for The Token Authorization for WhatsApp
- 2. Get The WhatsApp API Details
- 3. Add The WhatsApp Webhook to The Facebook Developer Portal

### **Key Values Required**

- Access Token
- Phone Number ID
- WhatsApp Business Account ID



## Step 1: Permanent Token Access

- Go to business.facebook.com and select settings
  Select Systems Users from the user's section on the left side. Use this link for faster access: https://business.facebook.com/settings/system-users/

∾ Meta ≡ Business settings	System users	
S SMS-IT ·	Filter by name or ID Q. Add of smsit Admin access	Edit
Users ^	small         Image: Constraint of the state of the	
People Partners	Simat integration platform	
System users Accounts Pages Ad accounts Business asset groups Apps Instagram accounts Commerce accounts WhatsApp Accounts  \$	Assigned assets Add assets Here are the assets smarth (System User) can access. View and manage their permissions. Add or remove assets. Search by ID or name Apps SMS-IT Marketing Bot	
Registrations V		
Å Integrations ∽		
Billing & payments	a	
Security Center		
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- Click the Add button in System Users
  Enter a username and select system user role as Admin

$\infty$	Settings SMS-iT Business	Account			
S	🛱 Users	^	System users		
$\widehat{\mathbf{G}}$	People				
0	Partners		Filter by name or ID Q Add	Admin access	Edit
٥	System Users		smsit Admin system user	Generating Access Tokens	
⊞	Accounts	^	smoit integration platform	System Users can only generate access tokens for permissions their app has been granted through App Review.	
Ð	Pages			Create system user X	
Ģ	Ad Accounts			Enter a name for the system user you want to create below:	
afi	Business Asset Groups			System user name A Add assets	
	Apps			aw and manage their permissions. Add	
=	Commerce Accounts			System user role	
	WhatsApp Accounts			Admin  Q	
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- Once user is added, click on it so it's selected
- Next click on Add Assets (see first image at the beginning of Step 1)
- Once in the new pop-up window, click on **Apps** under Select asset type and then select your Facebook Application
- Now you must Provide Full Permissions and then click Save Changes (see image below)

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	People				to an all the second second			
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	Pages			Select asset type	Select assets		App	
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	Business Asset Groups			Ad accounts	Name		Can change app settings, test the app and view analytics.	
	Apps			Catalogs			View insights Can view app analytics.	
	Commerce Accounts			Apps	SMS-iT I-G S	Sales Bot	Test app	
	Instagram accounts			Pixels	SMS-iT Sma	irt Inbox 📀	Can test the app.	-
	WhatsApp Accounts			Instagram accounts			Full control	
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• Then return to the Systems User window and click on **Generate New Token** and select the application and then in the Token Expiration section set to **Never** (see image to the right)

Generate Token	×
Select App:	
BussinessInteractions -	
Token expiration Choose when this token will expire. Learn about token expiry and refresh.	
60 days (recommended)	
Never	
() 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 on the app dashboard	
i) Page Permissions Have Been Updated	
Six new permissions have replaced manage_pages and publish_pages. [Learn More]	
Available permissions:	
instagram_manage_comments	
instagram_basic	
business_management	
read insidute	_



• Continue to scroll down to the Available Permissions section and select

#### whatsapp\_business\_messaging and whatsapp\_business\_management

or select all permissions if want you to connect Facebook and Instagram. (see image below)





### **Step 2:** Get WhatsApp API Details

- Go to https://developers.facebook.com/ and select your business application
- On the left-hand column side, below products, you will find WhatsApp, click it
- The WhatsApp menu expands and you need to select and click API Setup
- As shown in the below image, copy your **Phone Number ID** and WhatsApp **Business Account ID**

Dashboard				
Required actions			Quickstart > API Setup	
{Ô} Settings	~		Temporary access token	
회 App Roles	~		() Copy () Refresh This token will expire in 23 hours.	
🛆 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 subject to limits and pricing. Learn Test number: +1	more.
Instagram Graph API	~		Phone number ID	
Messenger	~		To Select a recipient phone number	
WhatsApp	^ 1		Step 2: Send messages with the API	
Quickstart		$\backslash \mathcal{X}$	To send a test message, copy this command, paste it into Terminal, and press enter. To create your own message template, click here.	
Configuration Activity log		VV	1 curl - 4 - X POST ' 2 https://graph.facebook.com/v17 messages ' 3 - W Authorization: Barrer	D
i			<pre>4</pre>	\ <b>"</b> ,
			🖓 Run in Postman Send mes	sage

• Then you will paste the copied data in the proper fields as seen below in the image to configure it with the SMS-iT Smart Inbox.

Add Inbox		
1. Choose Channel	WhatsApp Channel	
2. Create Inbox	Please enter the business account access token	
Sin	WhatsApp Business Account ID	
3. Add Teams	Please enter the Business Account ID obtained from Facebook developer dash	
	Phone number ID	
c 4. Voila!	Please enter the phone number ID from which message will be sent.	
	Create WhatsApp Channel	
	You have already connected this channel with your account	
	Previous	Next

• Now that step 2 is completed, it's now time to add a webhook for WhatsApp business so you can also receive the messages in your Smart Inbox.



### **Step 3:** Add Webhook to WhatsApp Business

• Once you've filled out the fields from above for WhatsApp you will click next until you reach the below screenshot for you to get your webhook.

Doe Smith 🗸 🔍	Add Inbox		× <b>?</b>
SMS-iT	l. Choose Channel	Your Inbox is ready!	
	2. Create Inbox	You can now engage with your customers through your new Channel. Happy supporting . You have to configure the webhook URL in Whatsapp application with the URL mentioned here.	<b>000</b>
B Dashboard	3. Add Teams	Callback URL: Copy	
Text	4. Voila!	https://aicpanel.smsit.ai/whatsapp/webhook/87799444412619924? hub.mode=subscribe&hub.challenge=12108&hub.verify_token=457757drysdy8878767778 768c65ce104	
Voice		Verify token: Copy	:
@ Email		75776587657876720bc568c65ce104	
Fax			8
			hey :
Activity Logs			9 23 59 15 🕑
Leads Reports		Previous Finish	

- Copy that webhook URL
- Go to https://developers.facebook.com/ select my apps on top right then select your business application.
- On the left-hand column side, below products, you will find WhatsApp, click it
- The WhatsApp menu expands and you need to select and click **Configuration**. (see image below)
- Click the Edit button on the **Call Back URL** and paste your generated webhook URL from image above.

tions		Quickstart > Configuration	
	~	Wohlmak	
	~	To get alerted when you receive a message or when a message's status has changed, you need to set up a Webhooks endpoint for your ap how to configure Webhooks.	ıp. Learn
	~	Callback URL  https://aicpanel.smsit.ai/whatsapp/webhook/105101912619924?	Edit
	~	Webhook fields <b>0</b>	Manage
	Add Product	i i ressayes	
		Parananat takan	
API	~	Learn how to create a permanent token	
	~		
		Phone numbers	
		You have 0 production numbers and 1 test number. Manage phone	numbers
	~	Test account	
		Delete your business	Delete
		I ris wii uniink your appication and deirte your weta Business Account, test WhatsApp Business Accounts, and phone numbers.	



- After this, there will be a pop-up to verify and save your token. You need to copy the entire numbers and letters that follow after the (=) equal sign. Do NOT copy the text before the equal sign (=).
- Go back to your Smart Inbox and paste this verify token in the verify token field. (see first image at the beginning of Step 3)

Edit webhook's	allback URL		×		
Callback URL				t up a Webbooks endpo	nt for your app I earn
le=subscribe&hu	b.challenge=222222&hub.v	erify_token=93adsjkf;av	whjfad;ljf68c65ce104		neror your upp. Louin
Verify token					Edit
93adsjkf;awhjfao	;ljf68c65ce104				
?	Cancel	Remove webhook	Verify and save		Manage
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rmanent token rn how to create a pe one numbers I have 1 production n it account	rmanent token umber and 1 test number.			N	anage phone numbers

- Click on Verify and Save button.
- You are done setting Webhook for WhatsApp.



### Wanna Test WhatsApp Out For Free?

Click here to sign up for a 14-day FREE Trial.

## **Need More Help?**

If you have any issues or need help troubleshooting, please contact us at: support@smsit.ai

