

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:

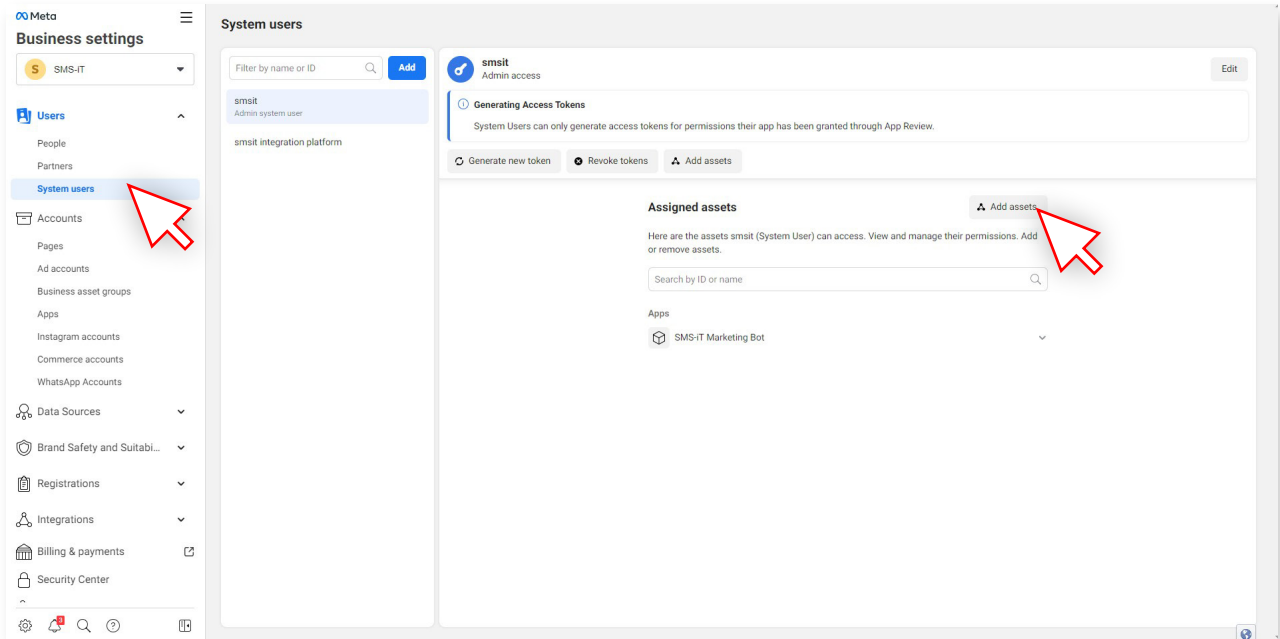
1. Generate The Permanent Token for The Token Authorization for WhatsApp
2. Get The WhatsApp API Details
3. Add The WhatsApp Webhook to The Facebook Developer Portal

Key Values Required

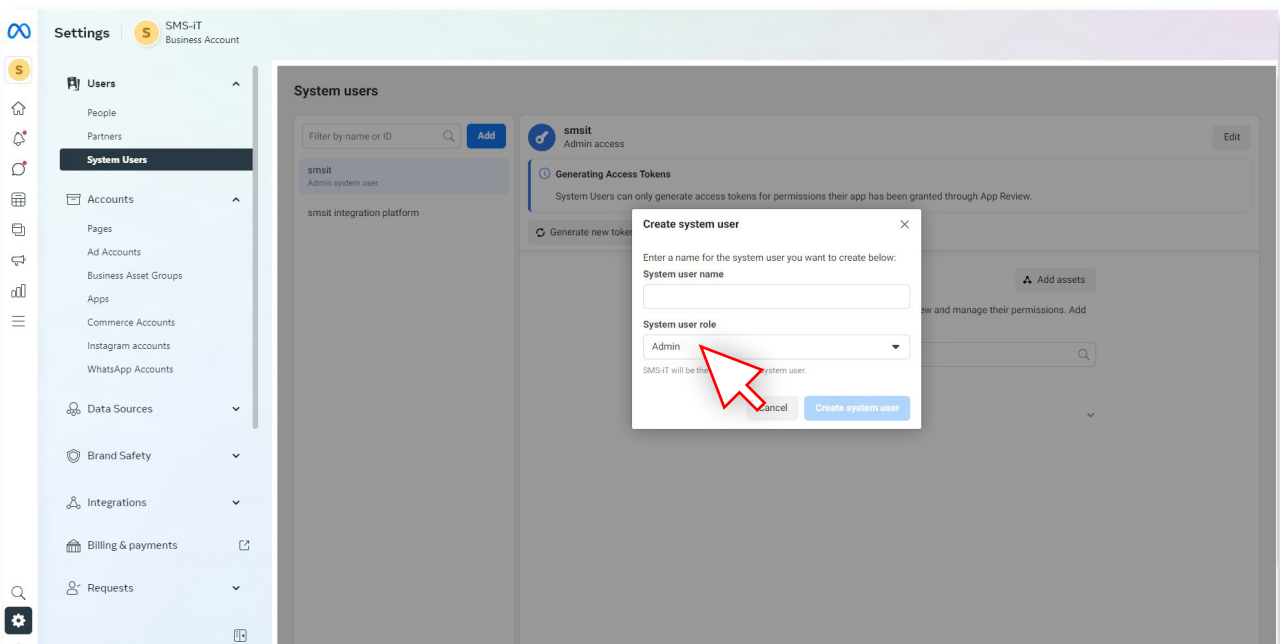
- Access Token
- Phone Number ID
- WhatsApp Business Account ID

Step 1: Permanent Token Access

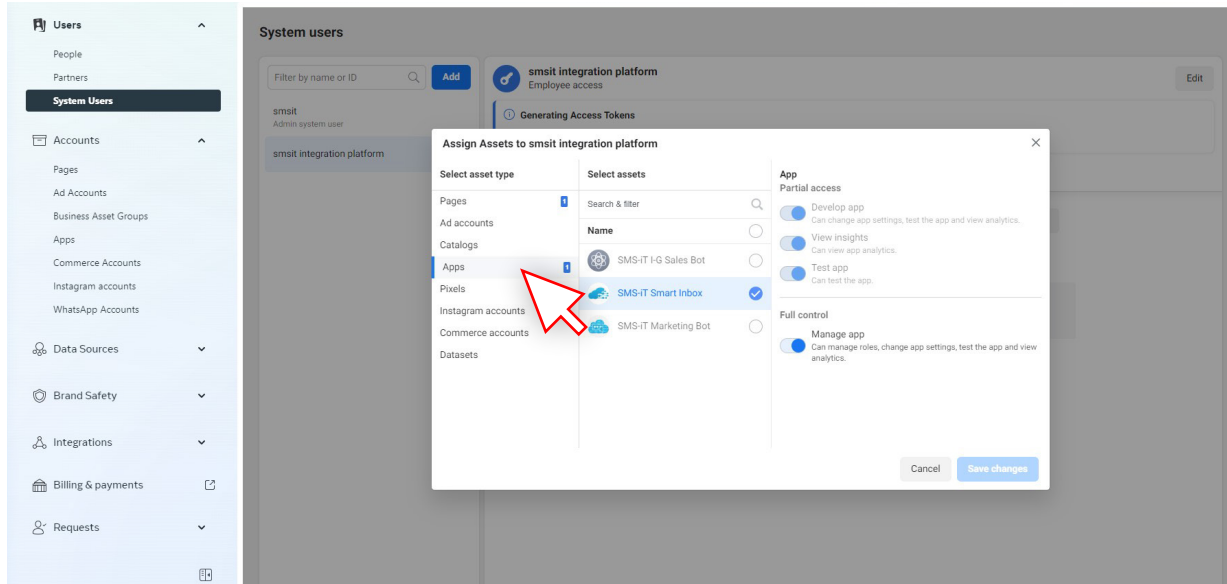
- Go to business.facebook.com and select settings
- Select System Users from the user's section on the left side. Use this link for faster access: <https://business.facebook.com/settings/system-users/>



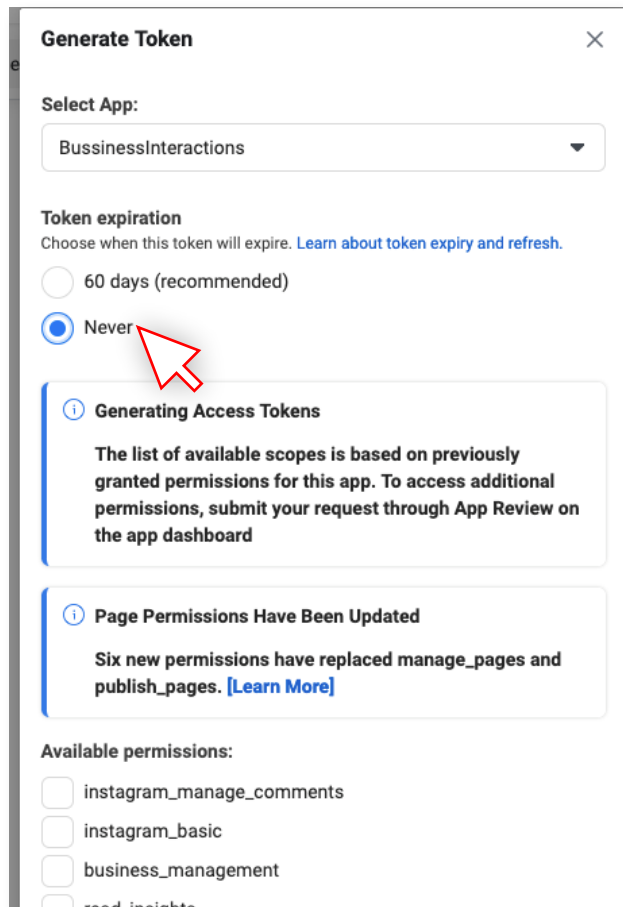
- Click the Add button in System Users
- Enter a username and select system user role as Admin



- 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)



- 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)



- 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)

Available permissions:

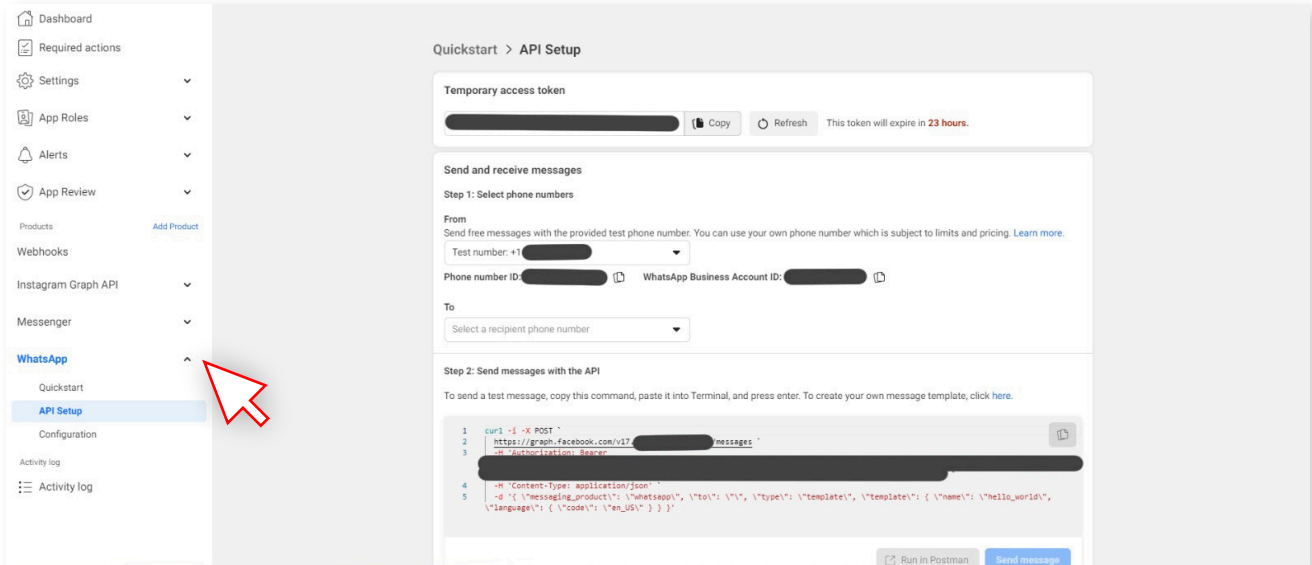
- instagram_manage_comments
- instagram_basic
- business_management
- read_insights
- pages_show_list
- ads_read
- instagram_manage_insights
- catalog_management
- pages_messaging
- page_events
- publish_video
- leads_retrieval
- pages_read_engagement
- pages_manage_metadata
- pages_manage_ads
- pages_manage_cta
- whatsapp_business_messaging
- ads_management
- pages_read_user_content
- pages_manage_posts
- whatsapp_business_management
- instagram_manage_messages
- pages_manage_instant_articles
- read_page_mailboxes
- instagram_content_publish
- pages_manage_engagement

By clicking "Generate Token", you agree to install the selected app for system user vishvaraj.

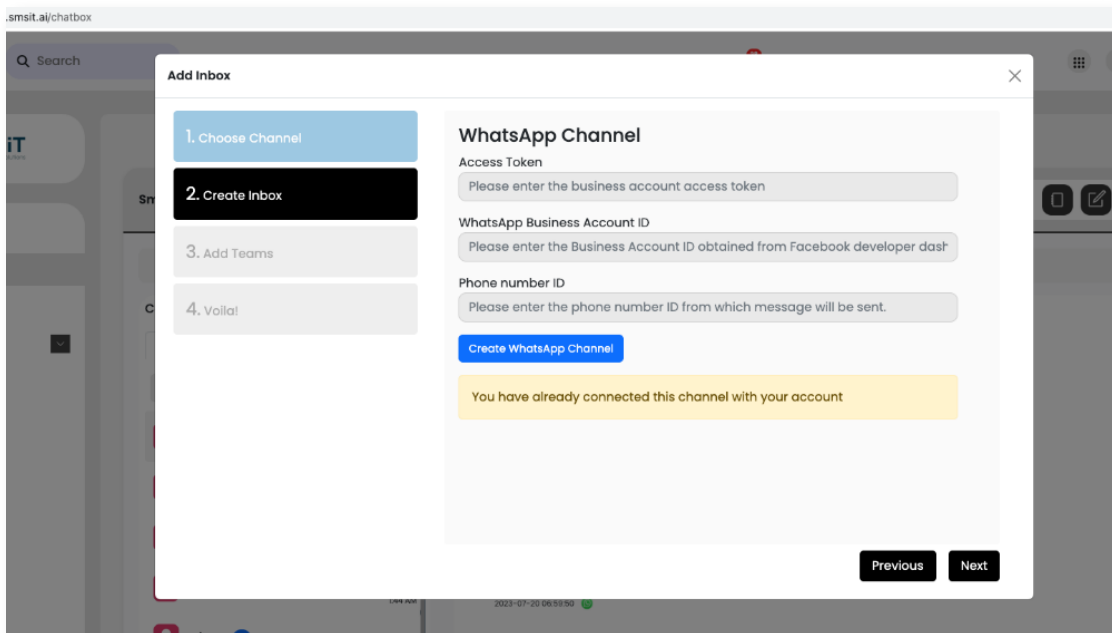
- After selecting the WhatsApp Messaging and Management, click on **Generate Token**.
- A pop-up will appear with your token info. Please copy the token info from there or go to the next page by clicking on the token link and copy from the token box value.

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**



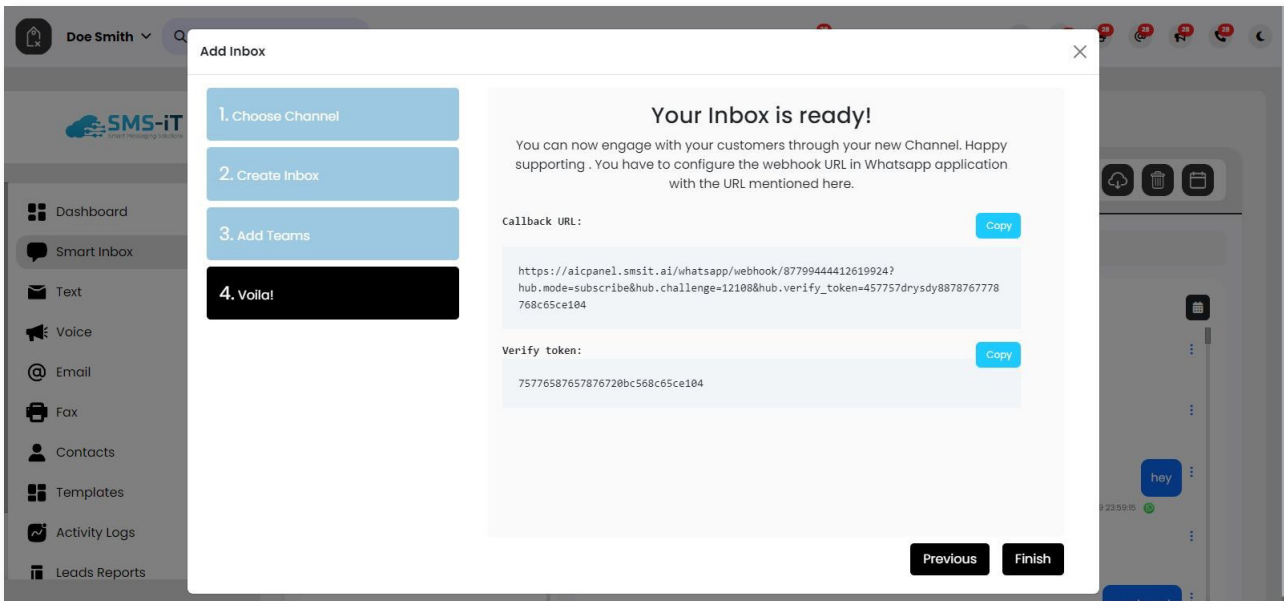
- Then you will paste the copied data in the proper fields as seen below in the image to configure it with the SMS-iT Smart Inbox.



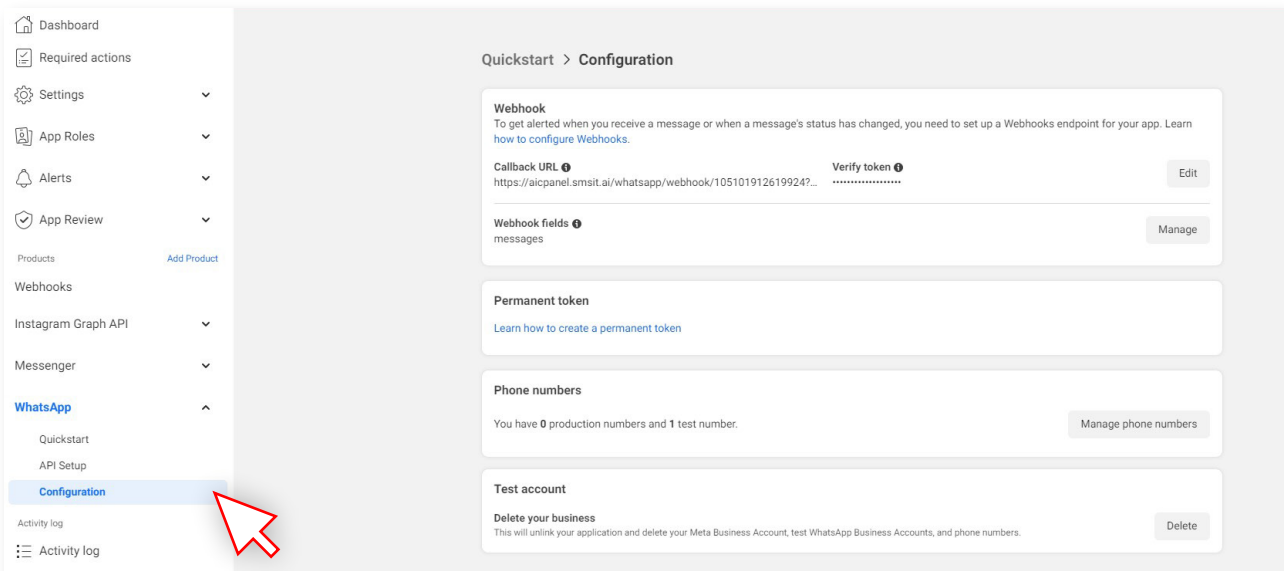
- Now that step 2 is completed, it's now time to add a webhook for WhatsApp business so you can also receive the messages in your Smart Inbox.

Step 3: Add Webhook to WhatsApp Business

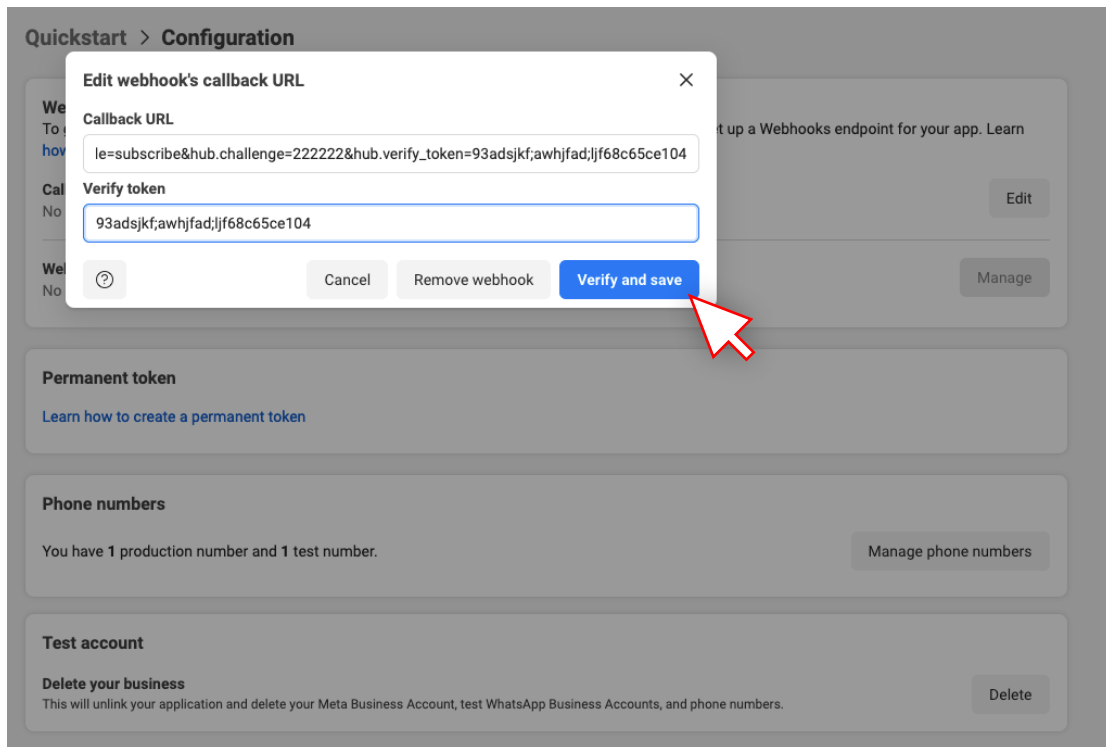
- Once you've filled out the fields from above for WhatsApp you will click next until you reach the below screenshot for you to get your webhook.



- 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.



- 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)



- 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

