



WhatsApp Neo

OVERVIEW

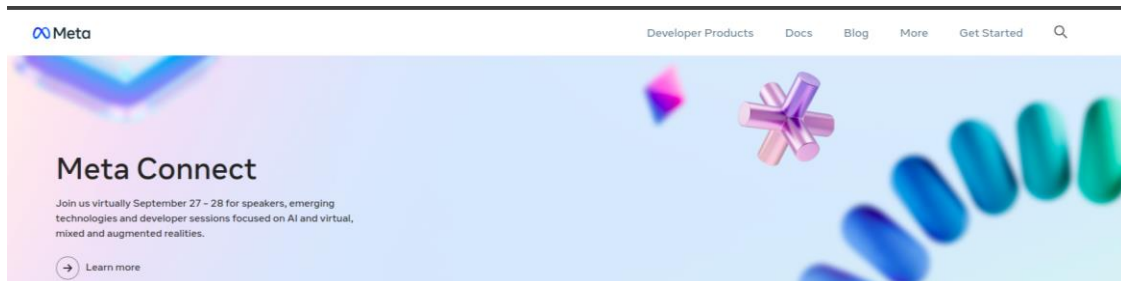
SMS Ninja App provides messaging from WhatsApp. Using this users can connect/convey to their customers through WhatsApp.

Get a WhatsAppNeo Permanent Token

Note :- Need FB Business Account and Login if not 'Create Account' From <https://www.facebook.com>

Steps for Create Application :-

- Click/Paste URL <https://developers.facebook.com>
- Click on the 'Get Started' / Apps.



- 'Register', Verify your account by filling data, continue.
- In 'About You' select 'Developer'.

Create a Meta for Developers account

- Register
- Verify account
- Contact info
- About you

Which of the following best describes you?
Help us improve your experience by telling us which of the following roles best describe you.

☒ Developer

☐ Marketer

☐ Analyst

☐ Product manager

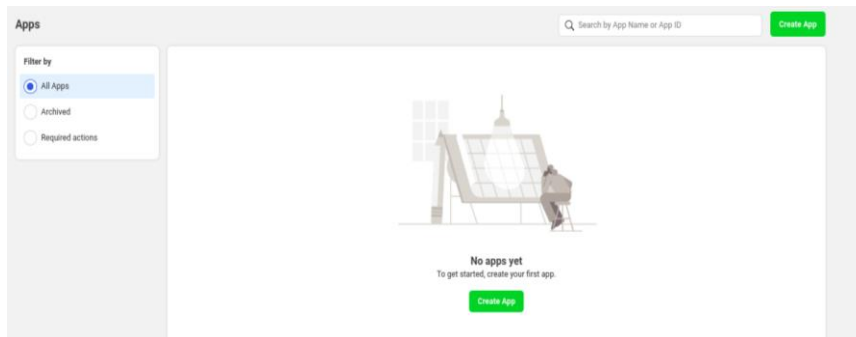
☐ Student

☐ Owner/founder

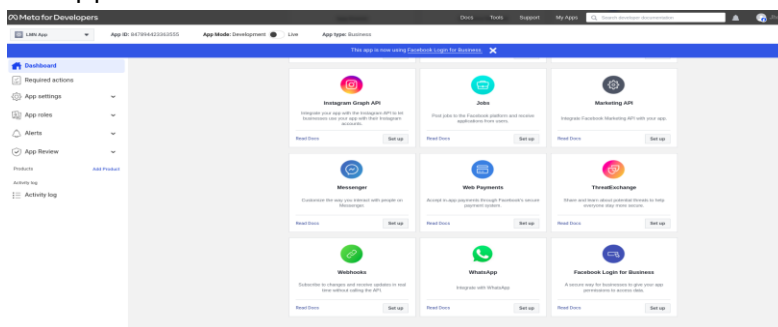
☐ Other

[Complete Registration](#)

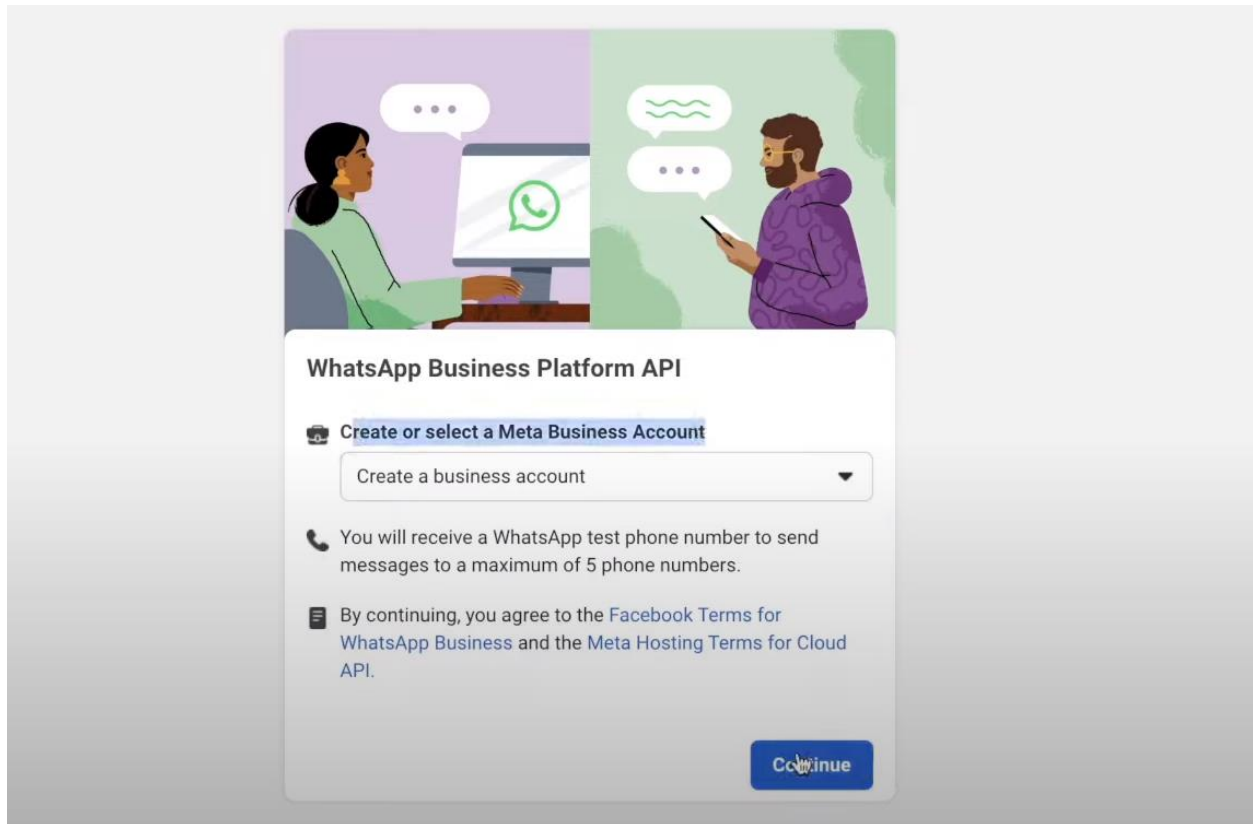
- Click on 'Create App'.



- Click on 'Other'.
- Select 'Business'.
- Fill App Details continue.



- On 'Dashboard' click on WhatsApp 'Set up'.
- Click on the WhatsApp 'Setting' tab.
- After this you will see the below page -



- Click on a create business account and Continue.
- After this click on the Configuration of WhatsApp just as given below

WhatsApp



Quickstart

API Setup

Configuration

Partner Solutions

Activity log

Activity log

- After this you will find the given below that how to create a permanent token -

Permanent token

[Learn how to create a permanent token](#)

- After click on 'Learn how to create permanent token' you will redirect to the next page where you will found the '**Business Account**'

 WhatsApp Business Platform > Business Management API

Overview

The Business Management API allows you to create and manage WhatsApp-related business assets, such as WhatsApp Business Accounts and message templates. The API is built on the [Marketing API](#) and leverages some of its endpoints, so this documentation may contain links to the Marketing API documentation where appropriate.

Requirements

- A [Meta Business Account](#).
- A WhatsApp Business Account, associated with your Meta Business Account.
- A [business app](#), associated with your Meta Business Account.
- A [Business Integration System User access token](#), a [System User access token](#), or a [User access token](#).
- The `whatsapp_business_management` permission.
- If your app accesses endpoints that target your Meta Business Account, you will need the `business_management` permission.
- If your app accesses Cloud API endpoints, you will need the `whatsapp_business_messaging` permission.

On This Page

- Overview
- Requirements
- Access Tokens
 - System User Access T
 - Business Integration s
 - User Access Tokens
 - User Access Tokens
 - Using Tokens In Requ
- WhatsApp Business Ac
- Access
- Testing Endpoints
- Get Information About t
- Business
- Rate Limits
- Learn More
- Next Steps

- After click on Business Account, you will redirect to the 'Meta Business Suite' and follow the steps -
 - Locate your business account in the top-left dropdown menu and click its Setting (gear)icon.
 - Click Business settings.
 - Navigate to Accounts > WhatsApp Accounts.
 - Select the appropriate WhatsApp Business Account.
 - Select the WhatsApp Account Access tab.
 - Click the +Add people button.
 - Select the appropriate system user and assign appropriate access levels on the WhatsApp Business Account.
- After that click on the system users.



Users



People

Partners

System users



Accounts



Pages

Ad accounts

Business asset groups

Apps

Instagram accounts

WhatsApp accounts



Data sources



Brand safety



Integrations



Billing & payments



Requests



News Pages



System users

Filter by name or ID

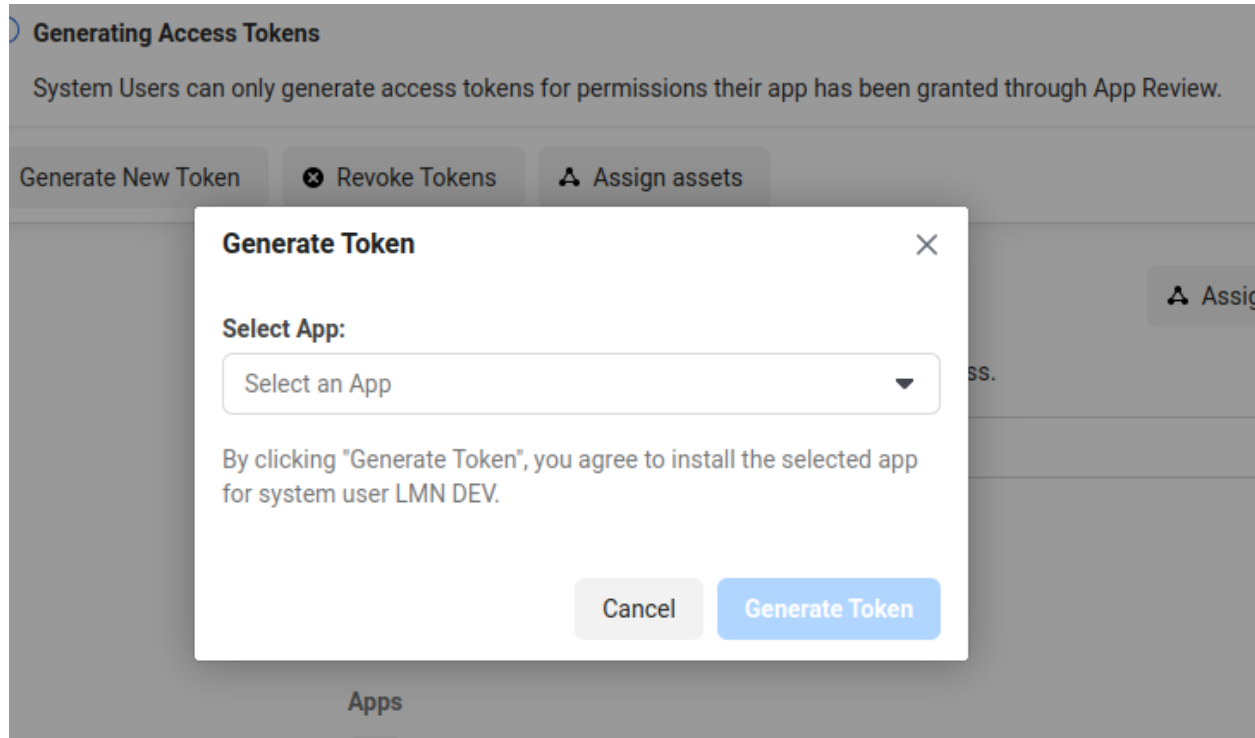


Add

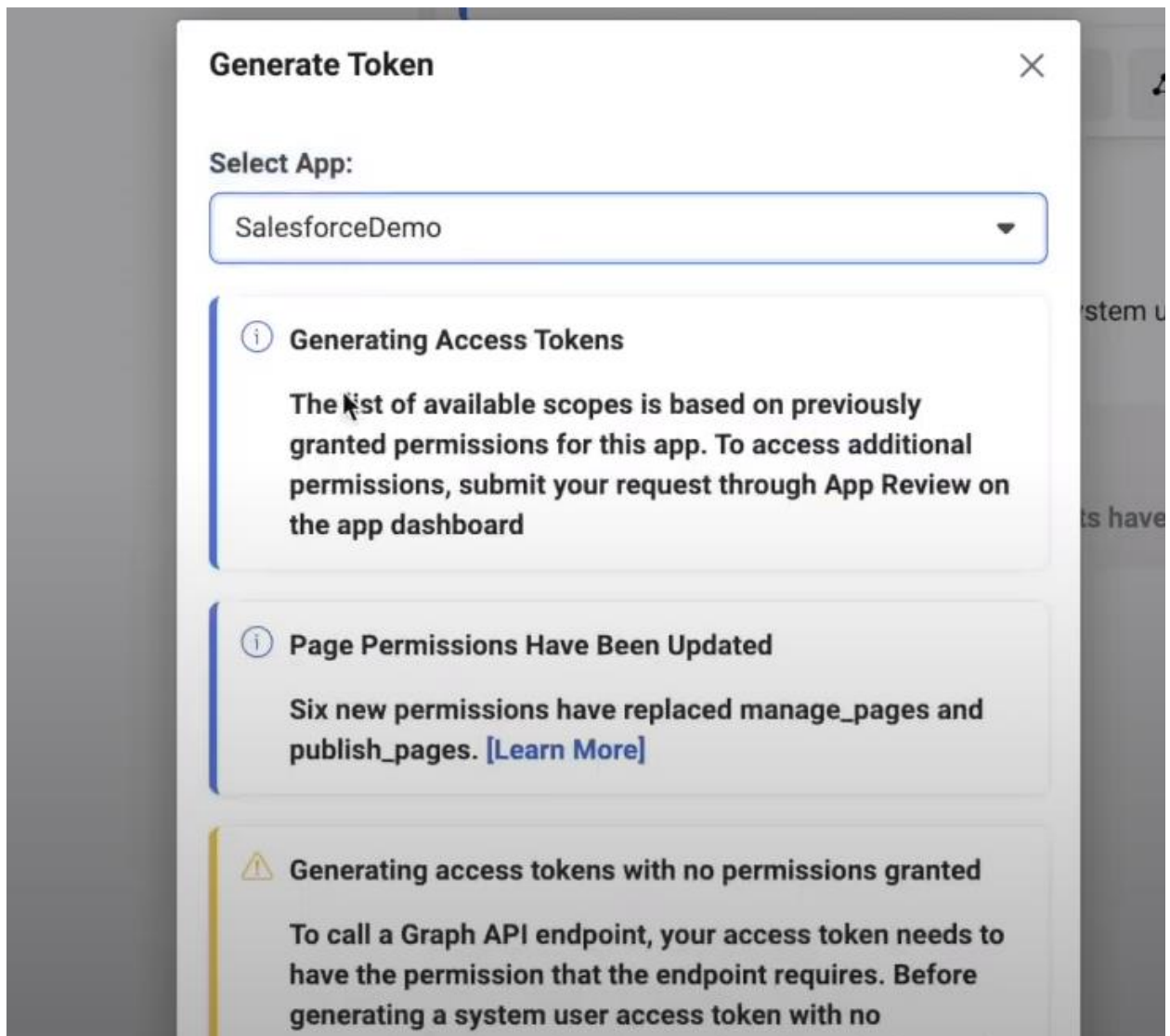
LMN DEV

Admin System User

- After this click on the '**Generate New Token**' after this will show you to choose an App.



- Please choose the App and Also choose the permissions for whatsapp messaging And that are -

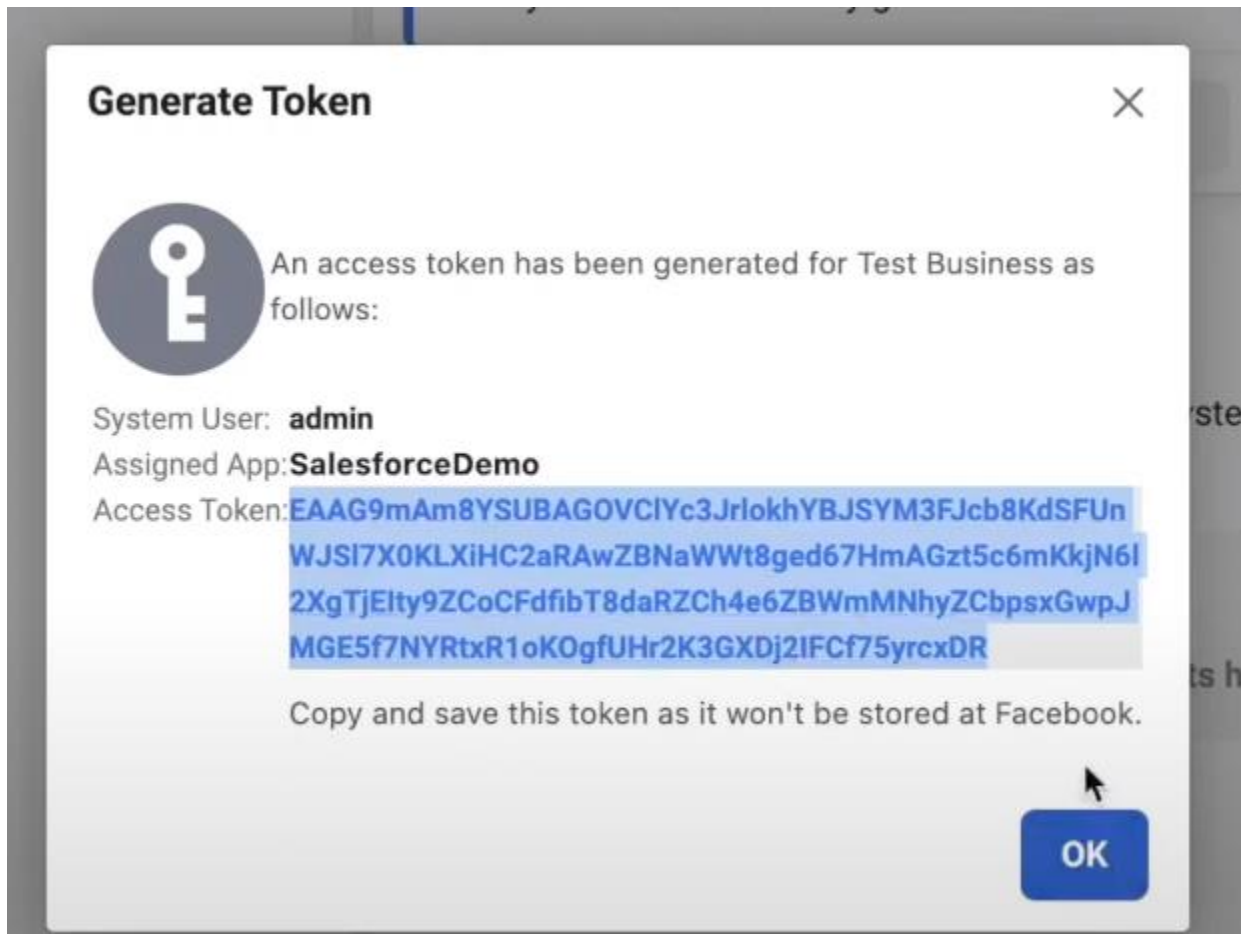


- Check these two permissions -

- ☐ publish_actions
- ☐ pages_manage_metadata
- ☐ pages_manage_ads
- ☐ pages_manage_cta
- ☒ whatsapp_business_messaging
- ☐ ads_management
- ☐ pages_read_user_content
- ☐ publish_pages
- ☐ pages_manage_posts
- ☐ business_creative_management
- ☒ whatsapp_business_management
- ☐ attribution_read
- ☐ commerce_account_read_settings
- ☐ commerce_account_read_orders
- ☐ instagram_manage_messages
- ☐ business_data_management
- ☐ pages_manage_instant_articles
- ☐ manage_business_extension
- ☐ read_page_mailboxes
- ☐ commerce_manage_accounts
- ☐ instagram_content_publish
- ☐ read_audience_network_insights
- ☐ pages_manage_engagement

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

- And click on generate token.
- You need to copy it and paste it somewhere to keep it secure with you because this token will now be stored with facebook if you click on the 'Ok' it vanishes.



SMS Provider Configuration For WhatsApp Neo

This screen helps in configuring the WhatsApp Neo account, Click on New button to add a new Provider which will be then shown in the list view as seen in the below screen with Provider name, Active status, Friendly name (Friendly Name serves as a distinct identifier within multi channel messaging, indicating that a message is being transmitted exclusively through a designated provider).

Yes

Yes

SMS Provider Settings

* Provider Name

Select the provider ▼

- Telnyx
- Twilio
- Messenger
- Telegram
- Whatsappneo

- Select the Whatsappneo Provider.

SMS Provider Settings

* Provider Name

Whatsappneo

* App Secret Key

Enter App Secret Key

* Auth Token

Enter Auth Token

* WhatsApp Business Id

Enter WhatsApp Business Id

* Application Id

Enter Application Id

* Friendly Name

Enter any Friendly Name

Active

Inactive

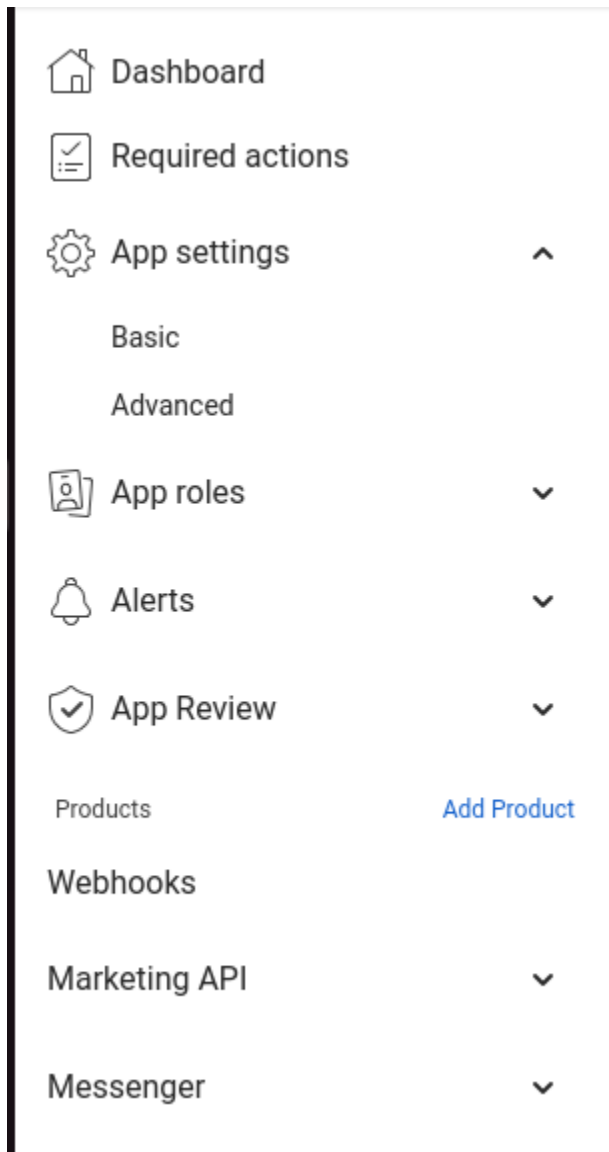
Cancel

Save

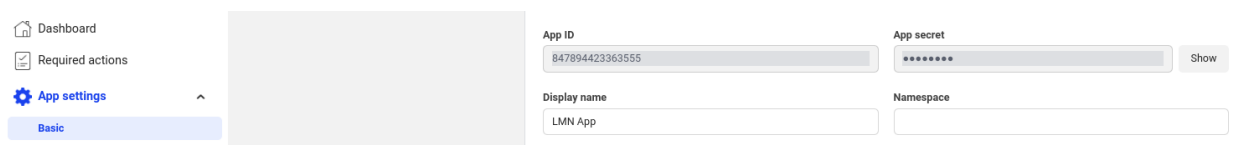
- Fill in all the details.

Let it be done step by step.

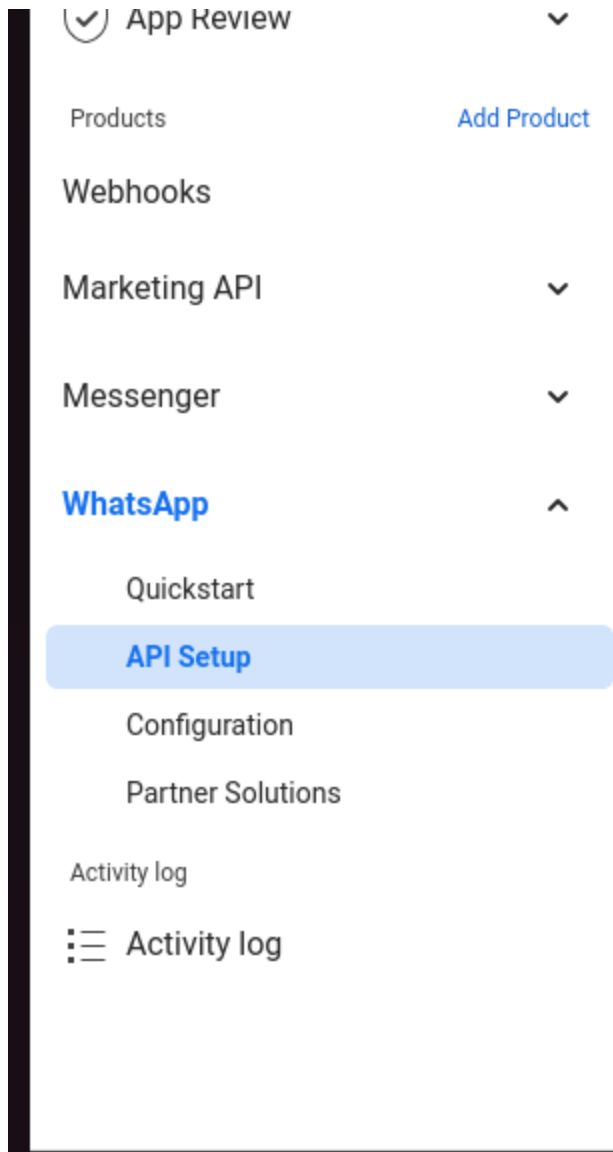
- Click on



- App setting > Basic > Show > Copy App Secret key.



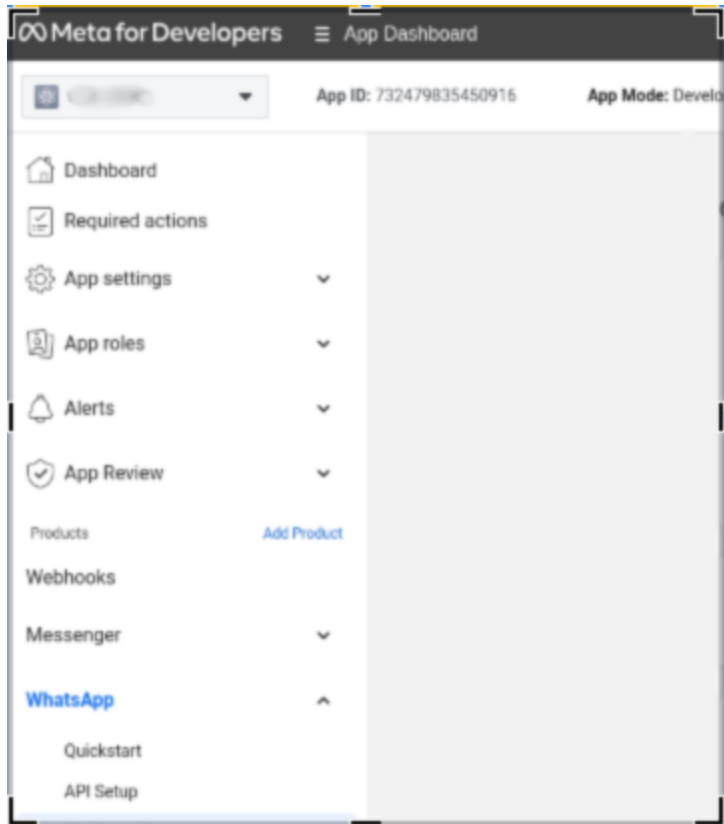
- And paste it on the App secret key.
- Paste the permanent token in the '**Auth token**' and paste your token here.
- For WhatsApp Business Id click on Api Setup



est phone number. You can use your own phone number which is su

 **WhatsApp Business Account ID: 186850014505825** 

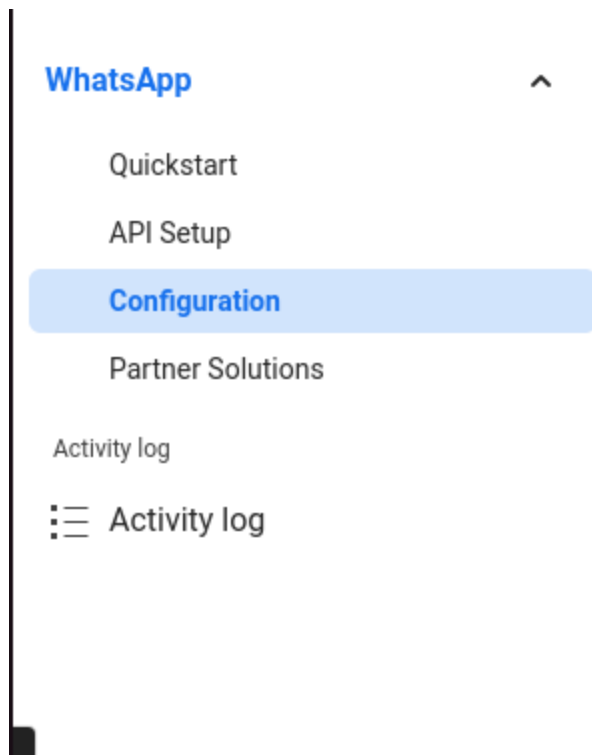
- Copy it and paste it.
- Add Application Id.



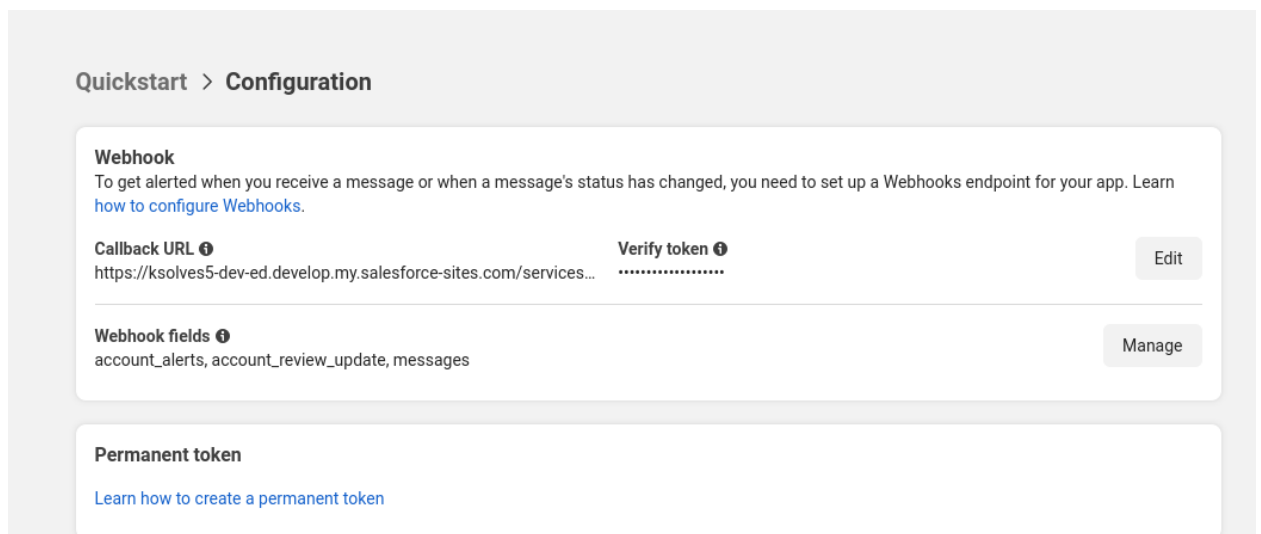
- Add a friendly name as a compatible name to identify it in org.

Set Webhook For WhatsApp Neo

- Click on the configuration part



- Then you will see



- Click on 'Edit CallBack URL' .
- Enter Site URL from Org, Setup > Site > copy Site URL > Paste in Callback URL.

Sample Domain Name: -dev-ed.develop.my.salesforce-sites.com

Sample sites URLs:

- dev-ed.develop.my.salesforce-sites.com/customers
- dev-ed.develop.my.salesforce-sites.com/developers
- dev-ed.develop.my.salesforce-sites.com/partners

Your Salesforce site domain name is: -dev-ed.develop.my.salesforce-sites.com

Settings

These settings affect all Salesforce sites.

☐ Allow using standard external profiles for self-registration, user creation, and login

Save Cancel

Sites (ed.develop.my.salesforce-sites.com) New

Action	Site Label	Site URL	Site Description	Active	Site Type	Last Modified By
	ed.develop.my.salesforce-sites.com					

- Add https:// as a prefix in this URL and suffix as /services/apexrest/**ks_sn**/incoming_message/
 - Add your org's namespace in the suffix part highlighted in yellow color
The final URL looks like below :-
- https://smsorg-dev-ed.develop.my.salesforce-sites.com/services/apexrest/ks_sn/incoming_message/

- In Org, Click on SMS Setting > General Settings > Copy 'Messenger Verified Token' > Paste in Verify token.
- Click on Verify and Save.

SMS Ninja

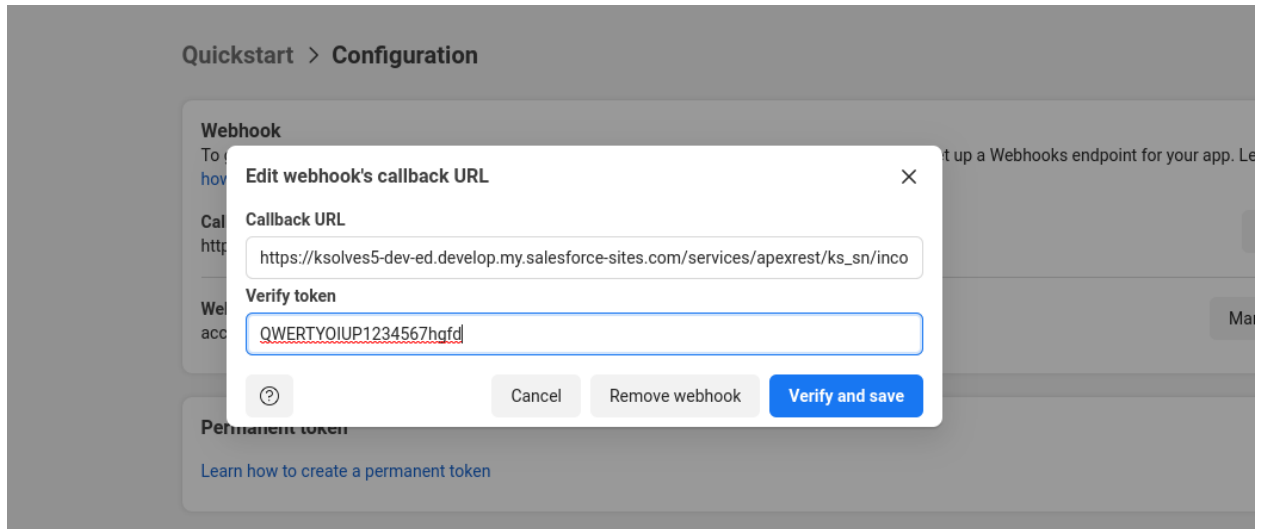
Search...

Message Credits: 49999

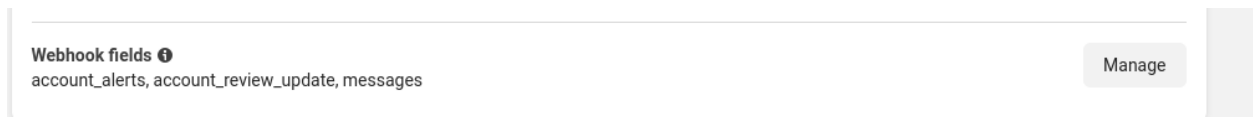
Messenger Verified Token: [Copy Icon]

Allow SMS: Enabled

Allow WhatsApp: Enabled

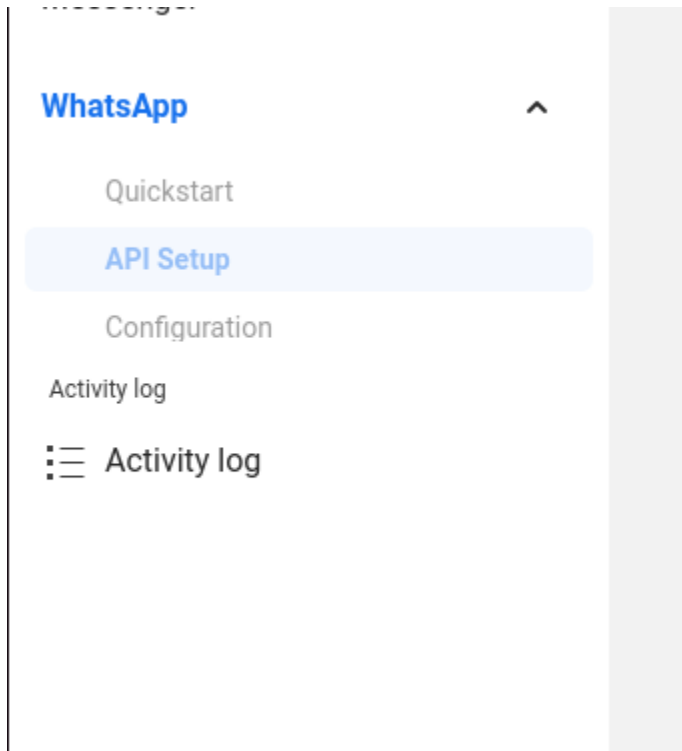


- Click on the Manage button and assign below three permissions



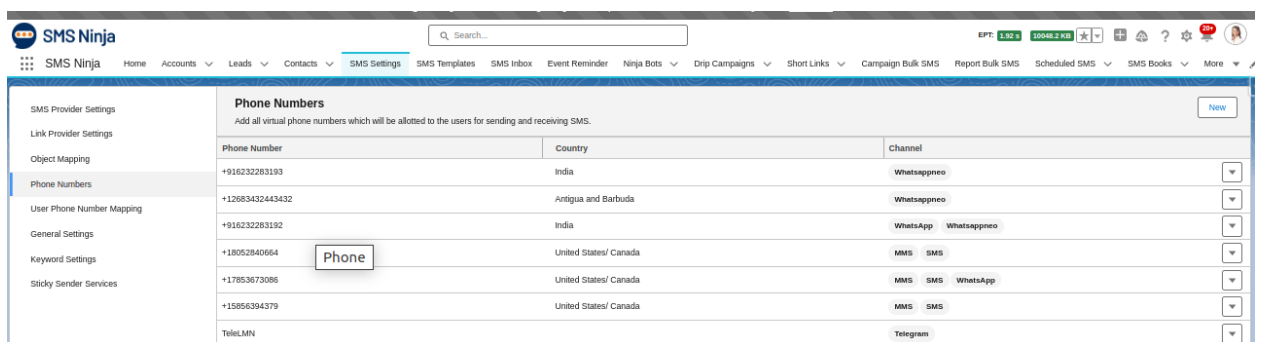
- Click on SMS Setting > Phone Number > New > Whatsappneo > Enter a number > Enter Phone Id > Save.

- For Phone Id > go on Api Setup in documentation



Phone number ID: 145170292022049 

-
- Copy Phone Id and Paste it.



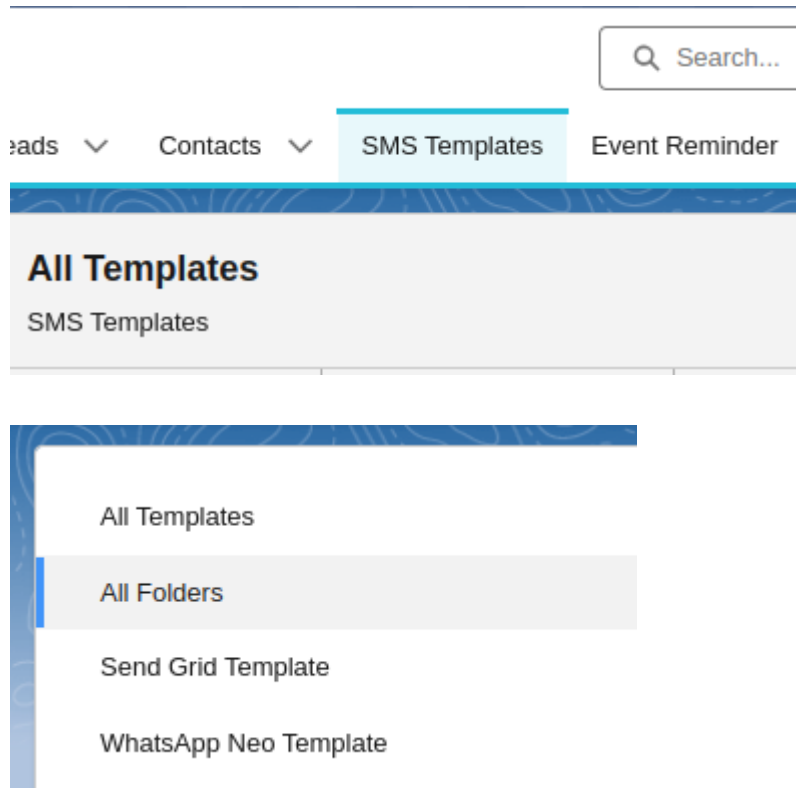
- Click on SMS Setting > User Phone Number Mapping > New > Map Pages to User.

NOTE :- “Ready to use Whatsapp Neo.

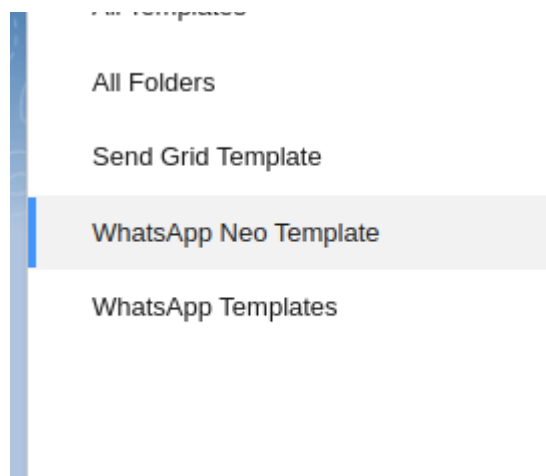
Template Creation for Whatsapp Neo -

The Steps for template creation of Whatsapp neo are given below : -

- Click on SMS Templates > All Folders > Create a Folder for Whatsapp Neo.
- Click on Whatsapp Neo Templates > Click on **New** > Fill the Form.



The screenshot shows a 'New Template Folder' form. The title 'New Template Folder' is centered at the top. Below the title, there is a label '* Name' followed by a text input field. At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'.



- Fill the New Whatsapp Neo Template Form

Name	Description	Folder	Template Body	Create
New WhatsApp Neo Template				
* Template Name Template Name		* Template Unique Name Template Unique Name		
* Channel WhatsAppNeo		Folder Select Folder		
* Category Select Category				
Object Name Select Object				
Header Header here				
Cancel Save & New Save				

- In this template you can add **Media** also by choosing attach file icon on the modal.

New WhatsApp Neo Template

* Friendly Name

Select Friendly Name ▼

* Language Name

Select Language Name ▼

Header

Header here



 You can add picture up to 5MB, video up to 12MB, and PDF up to 25 MB.

Description

Description here

Cancel

Save & New

Save

- Here you can see **Quick Reply Action** Button, you can add up to 10 buttons for quick replies.

Name	Description	Folder	Template Body	Create
------	-------------	--------	---------------	--------

New WhatsApp Neo Template

Quick Reply

Quick Reply

Quick Reply

Quick Reply

Button Text

one

Button Text

two

Button Text

Cancel

Save & New

Save

- And in the end you have to check the **useContentApi** checkbox for creation of Template in the Whatsapp server. Click on save.

Name	Description	Folder	Template Body	Create
WhatsApp neo		nice hai	Peter	X

New WhatsApp Neo Template

eight

Quick Reply

Button Text

nine

Quick Reply

Button Text

ten

☒ UseContentAPI

Cancel

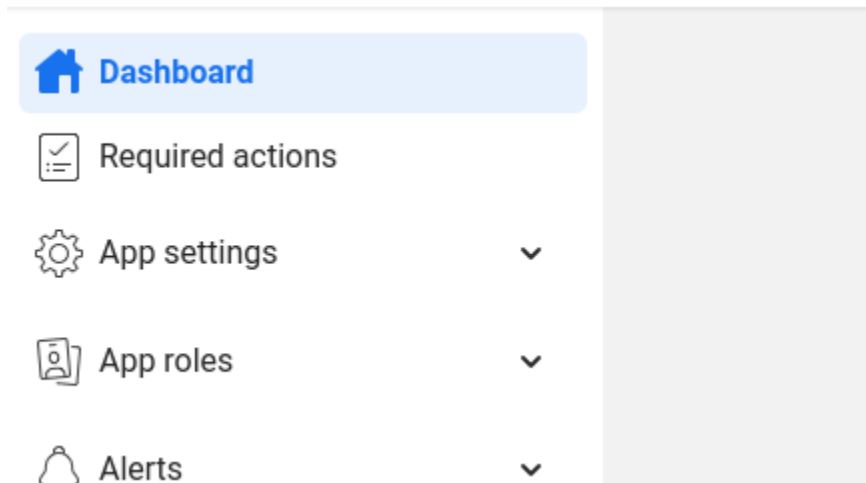
Save & New

Save

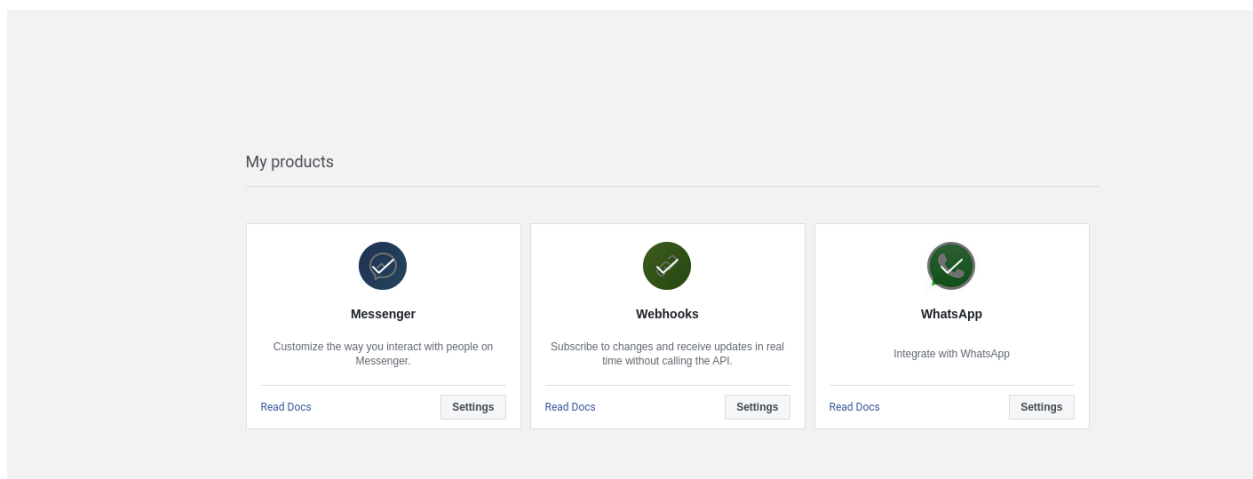
After this you have to open the **Dashboard of the Developer Meta Account** for Approval of template.

Note : **if you have put the merge field in the template body, then you will need to approval of the template on the whatsapp side, otherwise not.**

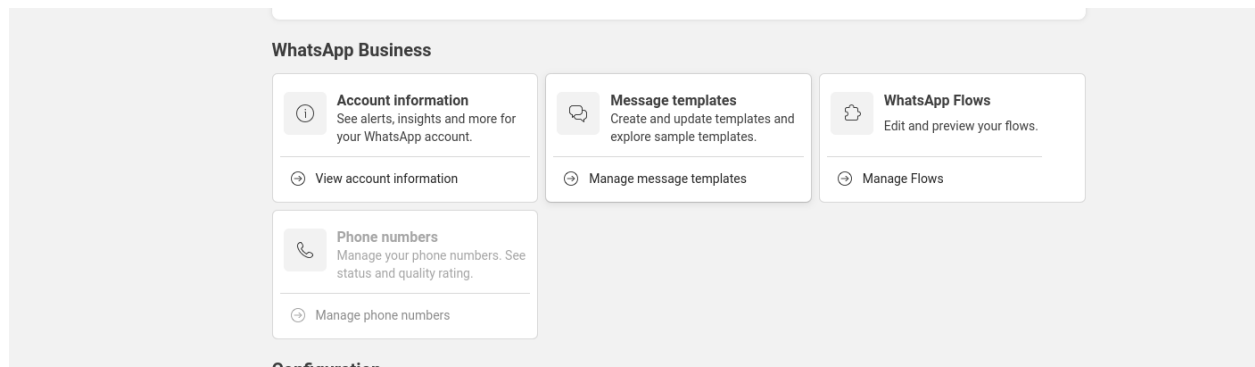
Steps to check template creation on **Developer Meta Account** -



- Click on the **Whatsapp Settings**.



- Click on **Message Templates**.



For Approving Templates, if it contains merge field, follow below steps -

Search

Category

Language

8 options sele...

Last 30 days

Namespace

Compare

Create Template

Template name TL	Template type TL	Language TL	Status TL	Messages delivered TL	Message read rate TL	Top block reason TL	Last updated TL
lmn_demo	Marketing	English (US) Hurray (!!!) we are providing our LMN App ...	Rejected	0	0	--	4 Jan 2024

- Click on it.
- Click on Edit Template.
- Put any name in the sample body content.

Header Optional

Add a title or choose which type of media you'll use for this header.

Text ▼

Winter Season off on LMN App

28/60

+ Add variable ⓘ

Body

Enter the text for your message in the language that you've selected.

Hurray {{1}} we are providing our LMN App at 50% off prices.

60/1028

Characters: 56/1024



B

I

S

</>

+ Add variable ⓘ

Samples for body content

To help us review your message template, please add an example for each variable in your body text. Do not use real customer information. Cloud API hosted by Meta reviews templates and variable parameters to protect the security and integrity of our services.

Body

{{1}} Enter content for {{1}}

⚠ Add sample text

Footer Optional

Add a short line of text to the bottom of your message template.

- Click on the Submit button.

Test WhatsApp Business Account

[Help Centre](#) [Back](#) [Delete](#)

Submit

oes not comply with WhatsApp's policies. You can edit the template and re-submit for review. Or if you believe that this in Account Quality. We recommend adding a sample before submitting. [Learn More](#).

u'll use for this header.

App28/60

+ Add variable ⓘ

age that you've selected.

at 50% off prices.60/1028

Message preview

Winter Season off on LMN App

Hurray Test we are providing our LMN App at 50% off prices.

Thanks and regards08:10

[Yes](#)

[No](#)

Now you are able to send the template message to the users.