

## OmniChannel WhatsApp API

1. You have got Omnichannel with you and now need to send a message to your customer. How do you do? Just follow these steps:

### Step 1:

- a) Scan the QR Code provided to your Instance by Omnichannel.
- b) Send the message to your Webhook in the below given format.

### Step 2:

#### Set your Webhook:

```
a) {  
b)   "operation": "wp_instance",  
c)   "moduleType": "wp_instance",  
d)   "api_type": "web",  
e)   "element_data": {  
f)     "action": "setWebHook",  
g)     "wp_num": "170****",  
h)     "web_hook": "https://omni.mconnectapps.com/api/v1.0/whatsapp-omni/"  
i)   }  
j) }
```

- You need to set webhook using this CURL data.
- 'wp\_num' is the Scanned WhatsApp number in Omnichannel Instance.
- Note: You should call this CURL only once.

## How send text Message to customers?

#### Send text CURL:

```
k) {  
l)   "operation" : "wp_instance",  
m)   "moduleType": "wp_instance",  
n)   "api_type": "web",  
o)   "element_data": {  
p)     "action": "sendWhatsappText",  
q)     "from": "174****",  
r)     "to": "18456****",  
s)     "message": "test",  
t)     "is_group": "0",  
u)     "company": "cal4care",  
v)     "username": "cal4care"  
w)   }  
x) }
```

- a. Make sure that you enter your customer's telephone number with country code (expect '+' symbol) in: "to"; and the message to be sent to the customer in: "message".
- b. For Individual message, set 'is\_group' as "0".
- c. For Group Message you wish to set 'is\_group' as "1" ('from' should be Group ID).
- d. Enter **Company** in "company name and **username** in "username". This will be provided to you after your Omnichannel account has been configured
- e. POST CURL to Below API provided:

<https://omni.mconnectapps.com/api/v1.0/whatsapp-omni/>

### Success Response for Sending text Message:

```
a) {  
b)  "status": "true",  
c)  "result": {  
d)    "data": "true_918489514086@c.us_3EB013E4277919A8B677"  
e)  }  
f) }
```

### Failure Response for Sending text Message:

```
a) {  
b)  "status": "false",  
c)  "result": {  
d)    "data": "not-sent"  
e)  }  
f) }
```

## 2. How to send files to your customer?

Just follow these steps:

Send the file in the following format:

### Send Files

```
a) {  
b)   "operation": "wp_instance",  
c)   "moduleType": "wp_instance",  
d)   "api_type": "web",  
e)   "element_data": {  
f)     "action": "sendWhatsappFile",  
g)     "from": "174****",  
h)     "to": "918****",  
i)     "file_url": "https://example.com/test.jpeg",  
j)     "caption": "demo",  
k)     "is_group": "0",  
l)     "company": "cal4care",  
m)     "username": "cal4care"  
n)   }  
o) }
```

- You have to enter in “caption” the Message and additionally set ‘file\_url’ as file path to be sent.

### Response for Sending File:

```
a) {  
b)   "status": "true",  
c) }
```

### Failure Response for Sending File:

```
a) {  
b)   "status": "false",  
c)   "result": {  
d)     "data": "not-sent"  
e)   }  
f) }
```

## How to Reply to a Group Message?

- a) {
- b) "operation": "wp\_instance",
- c) "moduleType": "wp\_instance",
- d) "api\_type": "web",
- e) "element\_data": {
- f) "action": "sendWhatsappText",
- g) "from": "1598e95\*\*99",
- h) "to": "918489514086",
- i) "message": "testc api",
- j) "is\_group": "1",
- k) "company": "cal4care",
- l) "username": "cal4care"
- m) }
- n) }

- You have to set the 'is\_group' as "1" for group messages.
- 'from' should be group reference number( That you can received in previous response ')

## Send Media to Group

- You have to Change the 'is\_group' as "1" for group messages in Send Text Message CURL.
- 'from' should be group reference number( that you can received in previous response ')

Here Response was same as your getting during send text message.

## How to get Response format for incoming Messages?

- Your Message will be received by Omnichannel and sent to your customer.
- When your customer replies, it will be received by Omnichannel.
- And Omnichannel will send the status response to your Webhook (See step 1 ). which was provide by you.
- And this will be the response:

## Recieve a new text Message

- a) {
  - b) "from": "1420\*\*\*\*",
  - c) "to": "174\*\*\*\*",
  - d) "chat\_msg": "test",
  - e) "chat\_status": 1,
  - f) "time": "1600316758",
  - g) "sender\_name": "Selva",
  - h) "message\_id": "false\_918489514086@c.us\_3EB0D0E65F495E0160A7",
  - i) "sender": "https://pps.whatsapp.net/v/t61.24694-24/118402784\_3002177316571673\_3741743132861472966\_n.jpg?oh=9e696e5998a1e1056a1a4c1c8928a99e&oe=5F66C815"
  - j) }
- 'from' represents Customer telephone number and 'to' is your telephone number(scanned WhastApp number).
  - 'chat\_msg' is the message you received.
  - 'sender\_name' represents Customer WhatsApp name.
  - 'sender' will give you the customer WhatsApp profile Image(if they have and allow profile photo to Everyone).

## Recieve a new Media Message

- a) {
  - b) "from": "91\*\*\*\*",
  - c) "to": "174\*\*\*\*",
  - d) "chat\_status": 1,
  - e) "time": "1600317556",
  - f) "sender\_name": "Rashid",
  - g) "message\_id": "false\_918489514086@c.us\_3EB04034AE9CE5351B2C",
  - h) "sender": "https://pps.whatsapp.net/v/t61.24694-24/118402784\_3002177316571673\_3741743132861472966\_n.jpg?oh=9e696e5998a1e1056a1a4c1c8928a99e&oe=5F66C815",
  - i) "image": "https://omni.mconnectapps.com/api/v1.0/whatsapp\_image/1600317556.jpeg"
  - j) }
- Here 'Image' represents received image file.

## Response when you receive a new Group Message

```
a) {  
b)  "from": "658**75-1502**128",  
c)  "to": "174***",  
d)  "chat_msg": "test",  
e)  "chat_status": 1,  
f)  "time": "1600317428",  
g)  "sender_name": "Jhones",  
h)  "message_id": "false_6582986675-1502710128@g.us_3EB0969F12AE3D646791",  
i)  "group_icon": "https://pps.whatsapp.net/v/t61.24694-  
    24/56356730_643957079401259_6779841459987152896_n.jpg?oh=592365e8d87507894504f04c64423725&oe=  
    5F65ECC4",  
j)  "group_name": "cal4care"  
k) }
```

- Here 'from' represents group reference ID.
- 'group\_name' gives Group name.
- 'group\_icon' is group profile photo.

## Response when you recieved a new Media in Group :

```
a) {  
b) "from": "658***675-1502***128",  
c) "to": "174***",  
d) "chat_status": 1,  
e) "time": "1600317960",  
f) "sender_name": "Jhones",  
g) "message_id": "false_6582986675-1502710128@g.us_3EB09634CFD25A533924",  
h) "sender": null,  
i) "image": "https://example.com/1600317960.jpeg",  
j) "group_icon": "https://pps.whatsapp.net/v/t61.24694-  
24/56356730_643957079401259_6779841459987152896_n.jpg?oh=592365e8d87507894504f04c64423725&oe=5F65  
ECC4",  
k) "group_name": "cal4care"  
l) }
```

- Additionally you have 'image' that will give you file path.

When you need to receive media from your customer, Omnichannel will send the status response to your custom API which was provide by you.

### Note:

- You need a SET Webhook once. After that we will trigger all the Response to that Webhook.
- if you had logged out from your WhatsApp Web , you will loss you data and you need to scan again.
- CURL should be Posted to below API.

<https://omni.mconnectapps.com/api/v1.0/whatsapp-omni/>