



# WhatsApp Business Connection Onboarding

Client account setup checklist

Date: \_\_\_\_\_

## Overview

This onboarding guide explains what is required to connect a WhatsApp Business Account to the Dott Media platform for inbound and outbound messaging.

Estimated time: 30-60 minutes

## Account prerequisites

- Meta Business Manager with a verified business.
- WhatsApp Business Account (WABA) and phone number.
- Phone number verified for WhatsApp Cloud API.

## Technical prerequisites

- Meta app with WhatsApp product enabled.
- System user with a permanent access token.
- Webhook callback URL and verify token configured.

## Required permissions

Permission	Why it is needed
whatsapp_business.messaging	Send and receive WhatsApp messages.
whatsapp_business.management	Manage WABA settings and webhooks.

## Connection steps

1. Create or select the WhatsApp Business Account and phone number.
2. Generate a system user access token with the permissions above.

3. Configure the webhook callback URL and verify token.
4. Add the WhatsApp phone number ID and token to Dott Media.

Note: WhatsApp credentials are managed at the organization level in Dott Media.

### **Data we store**

- WhatsApp access token.
- Phone number ID.
- Webhook verify token.

### **Verification checklist**

- Webhook verification succeeds.
- Inbound messages are received.
- Outbound test message succeeds.

**Dott-Media AI-Powered Digital Solutions**

WhatsApp Business Connection Onboarding

**Contact**

+256-775067216

info@dott-media.org