

**Dott-Media**AI-POWERED DIGITAL
SOLUTIONS

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 |
|---|-------------------------------------|
| <code>whatsapp_business_messaging</code> | Send and receive WhatsApp messages. |
| <code>whatsapp_business_management</code> | 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