



ORACLE

ODA & WhatsApp setup on Twilio

How to message your bot through WhatsApp via Twilio

Step 1. Set up your Twilio account

Note: This is not used for WhatsApp

Copy these values

The screenshot shows the Twilio dashboard for a trial account. The left sidebar contains navigation links: Dashboard, Billing, Usage, Settings, and Upgrade. The main content area is titled "My first Twilio project Dashboard". It features a "Project Info" section with the following details:

- TRIAL BALANCE:** £10.76
- TRIAL NUMBER:** +1XXXXXXXXXXXXXXX
- REFERRAL PROGRAM:** Refer your network to Twilio — give \$10, get \$10. (Referral Dashboard)
- ACCOUNT SID:** ACXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- AUTH TOKEN:** Show

On the right, a section titled "Here's how your Twilio Trial account works:" provides instructions on using the trial account, including sending messages and making calls to verified numbers. Below this, the "PROJECT NAME" is "My first Twilio project" and the "PROGRAMMING LANGUAGE" is "Node.js".

At the bottom, there is a "TWILIOQUEST" banner with a "Start Your Adventure" button and a "Programable SMS" section with a "Messages" graph showing a single data point at (1, 2).

Step 2. Set up your WhatsApp number

You have two options, depending on the stage of your project

Option A – Testing Sandbox

- For use during development and testing
- Limited to a restricted set of WhatsApp users (developers and testers)
- Twilio provided WhatsApp number to access your bot
- No approvals required

Option B – Number Registered & Approved by Facebook

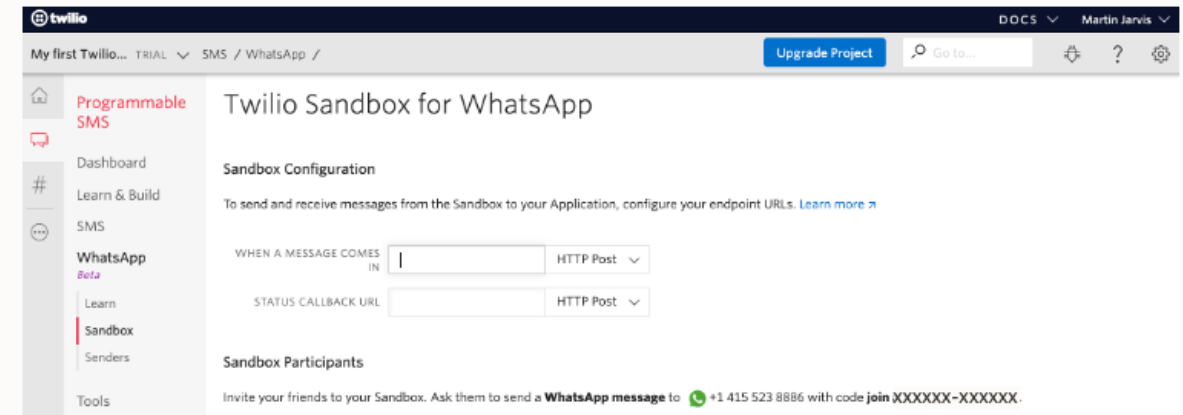
- For production usage
- Anyone on WhatsApp can access your bot
- You must provide a phone number
- Your brand **MUST** be approved by Facebook before activation (via Twilio)

Step 2A. Setting up Twilio WhatsApp Sandbox



The screenshot shows the Twilio WhatsApp Sandbox 'Learn' page. The left sidebar contains navigation links: Dashboard, Learn & Build, SMS, WhatsApp (Beta), Learn, Sandbox, Senders, Tools, Logs, Insights, Add-ons (Beta), Usage, and Settings. The main content area is titled 'Learn: Twilio Sandbox for WhatsApp' and includes a section '1. Set Up Your Testing Sandbox'. It explains that to send messages with WhatsApp in production, you need formal approval, but the Twilio Sandbox allows testing in a developer environment. It instructs users to begin testing by connecting to their sandbox via a WhatsApp message from their device to the number +1 415 523 8886 with a specific join code. A red arrow points from a red-bordered box containing the text 'Take note of this WhatsApp phone number' to the phone number in the instructions. Below the instructions is a status bar that says 'Waiting for your message' and a progress indicator showing 'Next: Send a One-Way Message'.

Take note of this WhatsApp phone number



The screenshot shows the Twilio WhatsApp Sandbox 'Sandbox Configuration' page. The left sidebar is identical to the previous screenshot. The main content area is titled 'Twilio Sandbox for WhatsApp' and includes a 'Sandbox Configuration' section. It instructs users to send and receive messages from the Sandbox to their Application by configuring endpoint URLs. There are two configuration fields: 'WHEN A MESSAGE COMES IN' and 'STATUS CALLBACK URL', both with a text input field and a dropdown menu set to 'HTTP Post'. Below this is a 'Sandbox Participants' section that invites friends to the Sandbox and provides the same phone number and join code as the 'Learn' page. A red arrow points from a red-bordered box containing instructions to the phone number and join code in the 'Sandbox Participants' section.

Register your own phone with your sandbox by sending the message to your WhatsApp Sandbox phone number join <your sandbox phrase>

Step 2B. Setting up your own WhatsApp number in Twilio

The image shows two screenshots from the Twilio console. The left screenshot displays the 'WhatsApp Enabled Senders' page, which lists a single sender with the number '+1XXXXXX-XXXXXX', business display name 'XXXXXXXXXXXX', and a status of 'Approved'. A red arrow points from this table to the right screenshot. The right screenshot shows the 'WhatsApp Configuration' page for the same number. It includes sections for 'Configuration' (with dropdowns for 'Configure With' set to 'Webhooks' and 'When a message comes in' set to 'HTTP POST'), 'WhatsApp Profile' (with fields for 'Business Display Name', 'Company Address', 'Company Email', 'Website', 'Description', and 'Link to Logo'), and 'Message Templates' (with a 'Create Template' button). The 'Save' button is visible at the bottom right of the configuration page.

XXXXXXX SMS / WhatsApp /

Programmable SMS

Dashboard

Learn & Build

SMS

WhatsApp Beta

Learn

WhatsApp Enabled Senders

To use your own brand name and phone number, your account and [display name](#) must be approved by WhatsApp. This approval is provided only for brands that your company owns. You must have completed Facebook Business Verification ([Learn More](#)).

WhatsApp Number	Business Display Name	Status
+1XXXXXX-XXXXXX	XXXXXXXXXXXX	Approved

COVID-19 SMS / WhatsApp / Senders /

Programmable SMS

Dashboard

Learn & Build

SMS

WhatsApp Beta

Learn

Sandbox

Senders

Tools

Logs

Insights

Add-ons Beta

Usage

Settings

WhatsApp: +1XXXXXXXXXXXX

Configuration

To send and receive messages from your WhatsApp application, configure your endpoint. [Learn More](#)

CONFIGURE WITH: Webhooks

WHEN A MESSAGE COMES IN: HTTP POST

STATUS CALLBACK URL: HTTP POST

FALLBACK URL: HTTP POST

WhatsApp Profile

The WhatsApp Business Profile provides WhatsApp users with more information about your business. To update the Business Display Name and Logo URL, please submit a [support ticket](#) with fields below.

STATUS: Approved

BUSINESS DISPLAY NAME: XXXXXXXXXXXX

COMPANY ADDRESS:

COMPANY EMAIL: xxx@xxxxxxxxx.xxx

WEBSITE: https://xxxxxxxxxxx

DESCRIPTION:

LINK TO LOGO: https://image.iol.co.za/image/1/process/620x349?source=

Message Templates

Outbound messages to start conversations with WhatsApp users must be sent using a pre-approved message template. [Learn more about Templates](#)

Create Template

Save Cancel

Step 3. Create a user channel in ODA

The screenshot shows the Oracle Digital Assistant (ODA) Channels configuration page. The page has a top navigation bar with 'ORACLE Digital Assistant' and a 'Channels' header. Below the header, there are tabs for 'Users', 'Agent Integrations', 'DA as Agent', 'Applications', and 'System'. The 'Channels' tab is active, showing a list of channels on the left and a configuration form on the right. The channel 'MJ_TwilioWhatsApp' is selected. The configuration form includes fields for 'Name', 'Description', 'Channel Type', 'Account SID', 'Auth Token', 'Phone Number', 'MMS', 'Webhook URL', and 'Session Expiration (minutes)'. Red arrows point from text boxes to specific fields: 'Point your channel at the correct skill and enable it' points to the 'Route To' dropdown and the 'Channel Enabled' toggle; 'Select Twilio SMS' points to the 'Channel Type' dropdown; 'From your Twilio dashboard' points to the 'Account SID', 'Auth Token', and 'Phone Number' fields; 'Important: prefix with whatsapp:' points to the 'Phone Number' field; 'We'll need to copy this webhook URL to Twilio' points to the 'Webhook URL' field; and 'Enable MMS to have images displayed' points to the 'MMS' toggle.

ORACLE Digital Assistant

Channels

Users Agent Integrations DA as Agent Applications System

+ Channel

mj

MJ_TwilioWhatsApp

Page 1 of 1

Route To: Alfredo Pasta DRAFT - 1.1

Channel Enabled: ☒

Reset Sessions

Name: MJ_TwilioWhatsApp

Description: Twilio's WhatsApp Sandbox using our Twilio SMS channel

Channel Type: Twilio SMS

Account SID: AC1XXXXXXXXXXXXXXXXXXXX

Auth Token:

Phone Number: whatsapp:+14XXXXXXXXXX

MMS: ☒

Webhook URL: https://odaXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.data.digitalassistant.oci.oc-test.com/connectors/v2/listeners/twilio/channels/XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Session Expiration (minutes): 1,440

From your Twilio dashboard

Important: prefix with whatsapp:

We'll need to copy this webhook URL to Twilio

Point your channel at the correct skill and enable it

Select Twilio SMS

Enable MMS to have images displayed

Step 4. Set the Webhook URL on Twilio

Twilio WhatsApp Sandbox

My first Twilio... TRIAL SMS / WhatsApp / Upgrade Project Go to...

Programmable SMS

Dashboard

Learn & Build

SMS

WhatsApp Beta

Learn

Sandbox

Senders

Tools

Twilio Sandbox for WhatsApp

Sandbox Configuration

To send and receive messages from the Sandbox to your Application, configure your endpoint URLs. [Learn more >](#)

WHEN A MESSAGE COMES IN HTTP Post

STATUS CALLBACK URL HTTP Post

Sandbox Participants

Invite your friends to your Sandbox. Ask them to send a WhatsApp message to +1 415 523 8886 with code **join appearance-industry**.

If using Twilio WhatsApp Sandbox, paste webhook URL here

Twilio WhatsApp Registered Number

COVID-19 SMS / WhatsApp / Senders /

Programmable SMS

Dashboard

Learn & Build

SMS

WhatsApp Beta

Learn

Sandbox

Senders

Tools

Logs

Insights

Add-ons Beta

Usage

Settings

WhatsApp: +1XXXXXXXXXXXX

Configuration

To send and receive messages from your WhatsApp application, configure your endpoint. [Learn More >](#)

CONFIGURE WITH: Webhooks

WHEN A MESSAGE COMES IN HTTP POST

STATUS CALLBACK URL HTTP POST

FALLBACK URL HTTP POST

WhatsApp Profile

The WhatsApp Business Profile provides WhatsApp users with more information about your business. To update the Business Display Name and Logo URL, please submit a [support ticket >](#) with fields below.

STATUS ☒ Approved

BUSINESS DISPLAY NAME

COMPANY ADDRESS

COMPANY EMAIL

WEBSITE

DESCRIPTION

LINK TO LOGO

Message Templates

Outbound messages to start conversations with WhatsApp users must be sent using a pre-approved message template. [Learn more about Templates >](#)

[Create Template](#)

[Save](#) [Cancel](#)

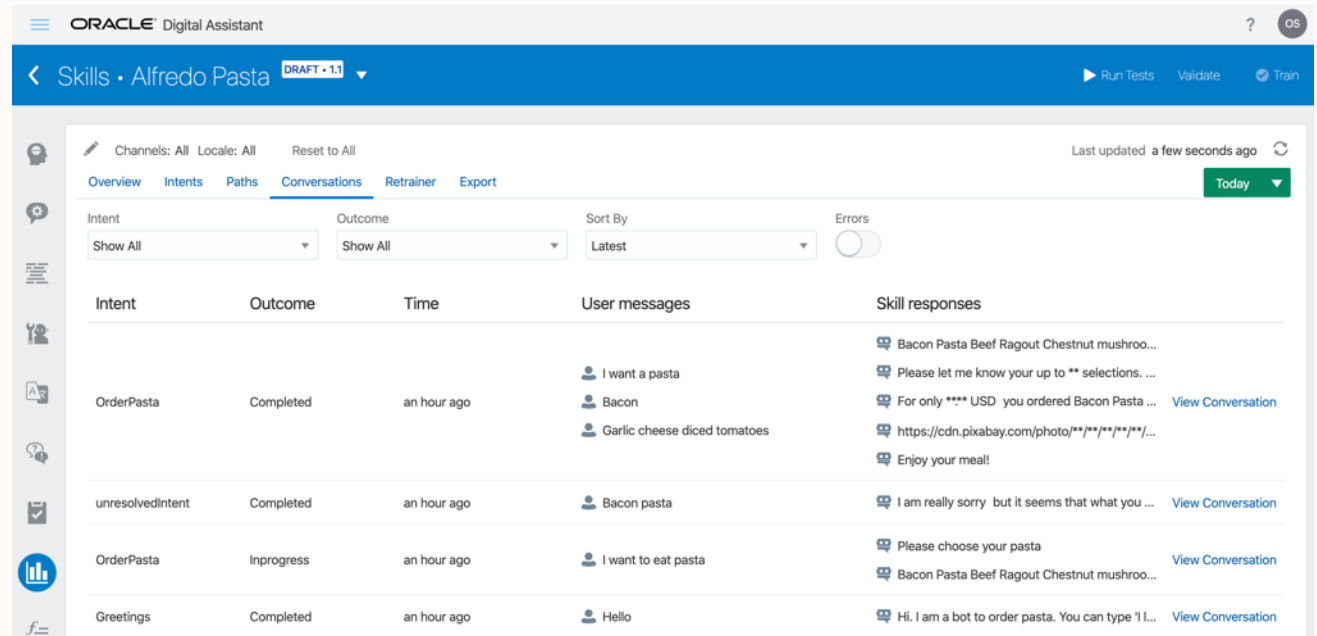
If you have a number registered for WhatsApp, paste webhook URL here

Step 6. Test



Add the WhatsApp number to your contacts

Send messages to your bot



Use Insights to ensure your messages are being received by your bot