# **Salesforce - WhatsApp Integration**

## Pre-requisites for Salesforce WhatsApp integration

* First of all, you need to Salesforce account
* You must have Lightning Experience or Salesforce Classic in the Enterprise, Performance, Unlimited, or Developer editions
* You should have Digital Engagement, Service loud, and Chat user license
* It is essential to have an approved WhatsApp Business account and a verified Facebook Business Manager account.
* You need permission to configure messaging is required
* You need the provider’s permission to authorize WhatsApp Messaging Customize Application.
* You will also require a View Setup and must Configure it to see WhatsApp Channels

## Steps in Salesforce WhatsApp Integration

LINKL: <https://hevodata.com/learn/salesforce-whatsapp-integration/>