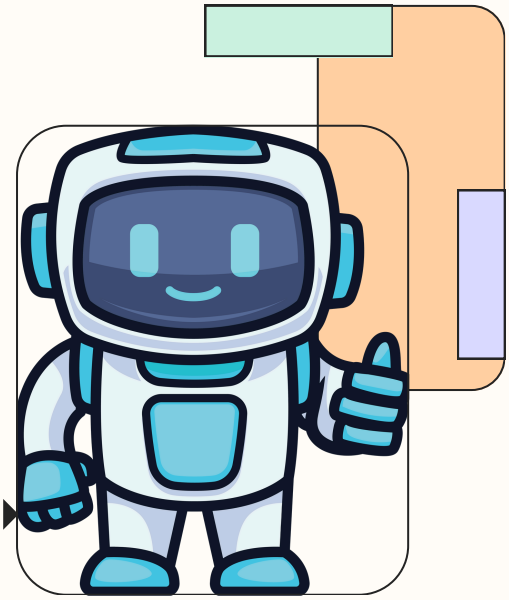
WhatsApp + Copilot Studio Bot Integration with Voice Support



Enable users to interact with an AI bot on WhatsApp using both text and voice messages — with dynamic replies handled by a Copilot Studio bot via Direct Line API.

Prerequisites

1- WhatsApp Business Account connected through Meta Developer Portal

Phone number ID
Webhook URL and verify token
Access token

2- Azure Speech-to-Text (STT) Service

Azure Speech API key
Region-specific endpoint (e.g., eastus)

3 - Copilot Studio Bot and AzureopenAI

Bot published with Direct Line Channel enabled
Direct Line Secret obtained.
Azure-openAI key AND endpoint

HOW IT WORKS

Some Extra Info

User Sends Message on WhatsApp

- Can be text or audio
- Hits /webhook route

Text Message Handling

- Extracts sender and message text
- Sends message to Copilot Studio bot via Direct Line
- Receives bot response and replies via WhatsApp API

Voice Message Handling

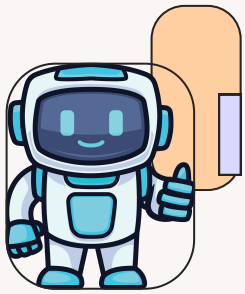
- Downloads media using WhatsApp API (via mediaId)
- Sends audio to Azure STT to transcribe
- Transcribed text is sent to the Copilot Studio bot
- Bot response sent back to user on WhatsApp

Bot Integration

- Direct Line conversation is started/continued
- Messages sent to Copilot Studio bot
- Bot responses polled and sent back

USE CASES

WhatsApp + Copilot Studio Bot Integration with Voice Support



01. 💳 SEAMLESS BALANCE TOP-UP

Never run out of balance again!
With just a quick message like "recharge" or "add money", Alina — your AI assistant — helps you instantly top up your SmartCard. Fast, secure, and hassle-free.

02. 🎬 ADD YOUR FAVORITE MOVIES INSTANTLY

Love a movie? Just say it!
Say "add movie" or "save this film" and let Alina add it to your SmartCard collection. Build your personal movie list effortlessly — all with your voice or a quick text.

03. 📊 REAL-TIME BALANCE CHECK

Know where you stand — anytime, anywhere.
Ask "what's my balance?" or "show balance", and Alina will instantly fetch your SmartCard balance so you're always in control of your spending.

Azure AI Studio

Microsoft Copilot Studio

SAMPLE PHRASES

1- AddBalance Phrases:
"add balance"
"recharge"
"top up my account"
"increase balance"
"add money"
"credit ₹50"

2- AddMovie Phrases:
"add movie"
"include a movie"
"save a movie"
"add film to my watchlist"

3- GetBalance Phrases:
"check balance"
"get balance"
"show my balance"
"how much money I have"