

Webhook - Callback URLs

We provide two types of webhooks. All the events can be captured on the URLs that has been added in Omni Smartflow panel.

Type	Description
Callbacks	Here you will get the user initiated messages like text, media, document, location, etc.
Status Callbacks	Here you will get all the statuses of message that is sent to user like sent, delivered, read, failed, etc.

Status Callbacks

Here all the delivery status will receive for each message such as `sent`, `delivered`, `read`, `failed`, `referral_conversion`

Parameter	Description
id	conversation id from WhatsApp
status	status of the message like <code>sent</code> , <code>delivered</code> , <code>read</code> , <code>failed</code> and <code>referral_conversion</code>
timestamp	timestamp of the status changed
recipient_id	Recipients mobile number
conversation.id	conversation id
conversation.expiration_timestamp	Expiration time of the conversation (24hr conversation window as per WhatsApp)
conversation.origin.type	It gives the conversation type such as <code>service</code> , <code>marketing</code> , <code>utility</code> , and <code>authentication</code>
pricing.billable	It gives value as <code>true</code> or <code>false</code> . If <code>true</code> then it will be billable conversation, charges will be applied as per the policy.
pricing.pricing_model	Pricing model will be CBP - Conversation Based Pricing
pricing.category	Pricing category will be like <code>service</code> , <code>marketing</code> , <code>utility</code> , and <code>authentication</code>

Webhook Payload

```
{
  "statuses": [
    {
      "id": "WHATSAPP_MESSAGE_ID",
      "status": "STATUS",
      "timestamp": "TIMESTAMP",
      "recipient_id": "CUSTOMER_PHONE_NUMBER",
      "conversation": {
        "id": "CONVERSATION_ID",
        "expiration_timestamp": "CONVERSATION_EXPIRATION_TIMESTAMP",
        "origin": {
          "type": "SERVICE_TYPE"
        }
      },
      "pricing": {
        "billable": true,
        "pricing_model": "CBP",
        "category": "SERVICE_TYPE"
      }
    },
    {
      "id": "STATUS_ID"
    }
  ],
  "id": "STATUS_ID"
}
```

Example Payload

```
{
  "statuses": [
    {
      "id": "wamid.HBgM0TE5NDI5NTY2Mzk1FQIAERgSM0VCMjRENjI5MzhFNzUzNjYzAA==",
      "status": "sent",
      "timestamp": "1687327462",
      "recipient_id": "91xxxxxxxxxx",
      "conversation": {
        "id": "bc45913f7e57a0053b634e14c368ae4b",
        "expiration_timestamp": "1687413660",
        "origin": {
          "type": "service"
        }
      },
      "pricing": {
        "billable": true,
        "pricing_model": "CBP",
        "category": "service"
      }
    },
    {
      "id": "2736a0a2-be7d-4279-95ba-2033e1356107"
    }
  ],
  "id": "2736a0a2-be7d-4279-95ba-2033e1356107"
}
```

Incoming Messages

This webhook sends incoming message as and when user send a text message
When user gives a reply to a previous message then context will be provided.

Parameter	Description
name	WhatsApp customer's name
wa_id	WhatsApp customer's number
messages.from	WhatsApp customer's number
messages.id	Whatsapp conversation id
messages.timestamp	Timestamp when message is recived
messages.text.body	Body text which custome has sent
type	It is the message type. Various message types like text, audio, video,etc.

Text Message

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "text": {
      "body": "MESSAGE_BODY"
    },
    "type": "text"
  },
  "id": "187a2eb3-f3e9-41a2-8be3-b249fc6e125c"
}
```

Media Message

This webhook will be sent when user shares any media on WhatsApp. Media messages can be of following types:

1. Image
2. Video
3. Audio
4. Documents

Parameter	Description
name	WhatsApp customer's name
wa_id	WhatsApp customer's number
messages.from	WhatsApp customer's number
messages.id	Whatsapp conversation id
messages.timestamp	Timestamp when message is recived
messages.text.body	Body text which custome has sent
type	It is the message type. Various message types like text, audio, video,etc.
mime_type	It is the mime type of shared file or media.
sha256	It's a <code>IMAGE_HASH</code>
id	Media ID uploaded in WhatsApp

Image Payload

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "type": "image",
    "image": {
      "mime_type": "image/jpeg",
      "sha256": "IMAGE_HASH",
      "id": "ID"
    }
  },
  "id": "8e885c62-18f5-439f-ae97-b0233554b68c"
}
```

Video Payload

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "type": "video",
    "video": {
      "mime_type": "video/mp4",
      "sha256": "IMAGE_HASH",
      "id": "ID"
    }
  },
  "id": "45281b3a-ef88-4e0b-8659-0497e7aff9eb"
}
```

Audio Payload

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "type": "audio",
    "audio": {
      "mime_type": "audio/mpeg",
      "sha256": "IMAGE_HASH",
      "id": "ID",
      "voice": false
    }
  },
  "id": "13282703-877e-4a7d-aa0e-bf87f25f887e"
}
```

Document Payload

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "type": "document",
    "document": {
      "filename": "Test Arnab_64900aa70baf9dea831c1632.csv",
      "mime_type": "text/csv",
      "sha256": "IMAGE_HASH",
      "id": "ID"
    }
  },
  "id": "06585716-2de0-405c-8ed7-e1ce59cdb6c3"
}
```

Location Message

This webhook will be sent when user shares a location on WhatsApp.

Parameter	Description
name	WhatsApp customer's name
wa_id	WhatsApp customer's number
messages.from	WhatsApp customer's number
messages.id	Whatsapp conversation id
messages.timestamp	Timestamp when message is recived
messages.text.body	Body text which custome has sent
type	It is the message type. Various message types like text, audio, video,etc.
location.address	It is the mime type of shared file or media.
location.latitude	Latitude of shared location
location.longitude	Longitude of shared location
location.name	It is a name of location
location.url	It's a <code>IMAGE_HASH</code>
type	It is a message type location

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "location": {
      "address": "LOCATION_ADDRESS",
      "latitude": LOCATION_LATITUDE,
      "longitude": LOCATION_LONGITUDE,
      "name": "LOCATION_NAME",
      "url": "LOCATION_URL"
    },
    "type": "location"
  },
  "id": "ed980cef-4fb3-4d26-8f58-309b5f0b7ede"
}
```

Contact Card

This webhook will sent when user shares a contact on WhatsApp.

```
{
  "contacts": [
    {
      "profile": {
        "name": "NAME"
      },
      "wa_id": "PHONE_NUMBER"
    }
  ],
  "messages": {
    "from": "PHONE_NUMBER",
    "id": "wamid.ID",
    "timestamp": "TIMESTAMP",
    "type": "contacts",
    "contacts": [
      {
        "name": {
          "first_name": "CONTACT_FIRST_NAME",
          "formatted_name": "CONTACT_FORMATTED_NAME"
        },
        "phones": [
          {
            "phone": "CONTACT_PHONE",
            "wa_id": "CONTACT_WA_ID",

```

```

        "type": "CELL"
      }
    ]
  },
  {
    "name": {
      "first_name": "Travel",
      "last_name": "Buddy",
      "formatted_name": "Travel Buddy"
    },
    "phones": [
      {
        "phone": "+91 89045 84254",
        "wa_id": "918904584254",
        "type": "CELL"
      }
    ]
  }
]
},
"id": "23351d0a-9928-4c33-b094-e6ffe003a239"
}

```