

# Webhook Documentation



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## Incoming Message

Incoming message is message that coming from customer, so 3<sup>rd</sup> party system can retrieve the customer WhatsApp message using parameter text

Parameter	Description
eventType	eventType is the type of the webhook payload, there is 3 type for the payload.or the payload.  eventType : Message for incoming message ,messageStatus for outgoing message, Conversation for check the type of conversation
Platform	Channel that use by the customer, currently ADA have 2 channels WhatsApp and LINE
accountNo	WhatsApp business phone number
accountName	WhatsApp business display name
Id	Message id to checking the delivery status of the message, message id will be auto generated after the customer send message to WhatsApp
custNo	Customer WhatsApp phone number
custName	Customer WhatsApp display name
type	Message type that send by the customer  Message type : text, image, audio, video, document, stiker, location
text	Message from customer
timestamp	Time when customer send the message

## Outgoing Message Status

Outgoing message is message that send by the business to customer, outgoing message is Business Initiated (broadcast), 3<sup>rd</sup> party system can retrieve delivery status of the broadcast using parameter status

Parameter	Description
eventType	eventType is the type of the webhook payload, there is 3 type for the payload.or the payload.  eventType : Message for incoming message ,messageStatus for outgoing message, Conversation for check the type of conversation
Platform	Channel that use by the customer, currently ADA have 2 channels WhatsApp and LINE
accountNo	WhatsApp business phone number
accountName	WhatsApp business display name
Id	Message id to checking the delivery status of the message, message id will be auto generated after the customer send message to WhatsApp
custNo	Customer WhatsApp phone number
custName	Customer WhatsApp display name
timestamp	Time when customer send the message
status	Contain data about delivery status broadcast message

	Delivery status: sent, delivered, read, invalid contact (failed)
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## Conversation Start

Conversation start is to check what type of conversation that customer have, if customer conversation type is user\_initiated it mean the conversation is start from customer and if conversation type is business\_initiated it mean the conversation is start from business by sending broadcast to the customer.

Parameter	Description
eventType	eventType is the type of the webhook payload, there is 3 type for the payload.or the payload.  eventType : Message for incoming message ,messageStatus for outgoing message, Conversation for check the type of conversation
Platform	Channel that use by the customer, currently ADA have 2 channels WhatsApp and LINE
accountNo	WhatsApp business phone number
accountName	WhatsApp business display name
Id	Message id to checking the delivery status of the message, message id will be auto generate after the customer send message to WhatsApp
custNo	WhatsApp business phone number
custName	WhatsApp business display name
startTime	Conversation start time
type	The type of conversation, if customer conversation type is user_initiated it mean the conversation is start from customer and if conversation type is business_initiated it mean the conversation is start from business by sending broadcast to the customer.



We're not  
scientists.  
but we totally  
got space.

manhattan  
self storage