Mehery Documentation

Messaging APIs

API Version: 1.0 - 2022-01-11 13:07

Use API key for authentication. An API key is a token that a client provides when making API calls.

API key can be set in the headers with param *x-api-key*
To get your *x-api-key* contact TechSupport

CONTACT

Terms of service: Terms of service

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Security and Authentication

SECURITY SCHEMES

KEY	TYPE	DESCRIPTION
API_Key	apiKey	

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API

1. CONFIG APIS

API's for configuration

1.1 POST /api/v1/config/webhook

Set Webhook URL

The webhook URL is a URL where the WhatsApp Business API sends the notifications to, triggered by specific events

REQUEST

REQUEST BODY - application/json

```
{
  url* string The webhook URL can either be: - the URL from your own application- or the partner
}
```

HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-api-key	string		API Key

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

```
{
  data* {
    description* string
    key*         string
    shared*      boolean
    value* {
    }
  }
  details* [{
  Array of object:
  }]
  error*         string
  errors* [{
  Array of object:
    body* {
    }
    code*           string
    codeKey*        string
    codes*          [string]
    description*    string
    descriptionKey* string
    field*          string
    obzect*         string
  }]
  exception*     string
  extra* {
  }
```

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```
    logs*           [string]
    message*        string
    messageKey*     string
    meta* {
    }
    params* {
    }
    path*           string
    redirectUrl*    string
    results* [{
    Array of object:
      description*  string
      key*          string
      shared*       boolean
      value* {
      }
    }]
    status*         string
    statusKey*      string
    timestamp*      integer
    traceid*        string
    warningKey*     string
    warnings* [{
    Array of object:
      body* {
      }
      code*             string
      codeKey*          string
      codes*            [string]
      description*      string
      descriptionKey*   string
      field*            string
      obzect*           string
    }]
  }
```

STATUS CODE - 201: Created

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

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2. DIGITAL ANALYTICS

Analytics APIS

2.1 POST /api/v1/event/push

dataEvent

REQUEST

REQUEST BODY - application/json

```
{
  eventName* string  Event Name and action
  id*        string  Unique  Id assigined by event
  links* [{
  Array of object:
    linkName*  string
    linkType*  string
    linkValue* string
  }]
}
```

HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-api-key	string		API Key

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

```
{
  data* {
    eventName* string  Event Name and action
    id*        string  Unique  Id assigined by event
    links* [{
    Array of object:
      linkName*  string
      linkType*  string
      linkValue* string
    }]
  }
  details* [{
  Array of object:
  }]
  error*            string
  errors* [{
  Array of object:
    body* {
    }
    code*           string
    codeKey*        string
    codes*          [string]
    description*    string
```

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```
    descriptionKey* string
    field*          string
    obzect*         string
  }]
  exception*        string
  extra* {
  }
  logs*             [string]
  message*          string
  messageKey*       string
  meta* {
  }
  params* {
  }
  path*             string
  redirectUrl*      string
  results* [{
```
Array of object:
```
    eventName* string  Event Name and action
    id*        string  Unique  Id assigined by event
    links* [{
```
Array of object:
```
      linkName*  string
      linkType*  string
      linkValue* string
    }]
  }]
  status*           string
  statusKey*        string
  timestamp*        integer
  traceid*          string
  warningKey*       string
  warnings* [{
```
Array of object:
```
    body* {
    }
    code*           string
    codeKey*        string
    codes*          [string]
    description*    string
    descriptionKey* string
    field*          string
    obzect*         string
  }]
}
```

STATUS CODE - 201: Created

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

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3. INBOUND CALLBACKS

API's to be implemented by Clients, to recieve inbound messages

3.1 POST /api/v1/action/event

onActionCallback

REQUEST

REQUEST BODY - application/json

```
{
  actionCode*  string  Action Triggered by Agent/Service
}
```

HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-verify-token	string		Callback Verification Token

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

```
{
  actionCode*  string  Action Triggered by Agent/Service
}
```

STATUS CODE - 201: Created

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

3.2 POST /api/v1/contact/info

onProfileCallback

REQUEST

REQUEST BODY - application/json

```
{
  contactId*    string  Unique Id assigined to user by Service
  contactType*  enum    ALLOWED:SMS, EMAIL, WHATSAPP, PUSH, FACEBOOK, TELEGRAM, WEBSITE,
                        TWITTER, INSTAGRAM, DUMMY, EMPTY
                        Contact Type
  csid          string  Channel Specific ID
  lane*         string  Contact Used by User while sending messageeg your business number or email address
  profile* {
    email   string  Email Id collected from Channel
    mobile  string  Mobile Number collected from Channel
    name    string  Name collected from Channel
  }
```

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profileId string Unique Id assigned to Contact by Core Business Application
}

HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-verify-token	string		Callback Verification Token

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

{
email string EmailId if to be changed
labels [{
Array of object:
format enum ALLOWED:MM/DD/YY
Data Format
key* string Unique LabelType
name string Display LabelType, Labels with same name will be grouped together, if not provided key will be used instead
type enum ALLOWED:TEXT, DATE, NUMBER, LIST
Type of Label
value* {
Value of Label Value
}
}]
mobile string Mobile Number if to be changed
name string Name if to be Channel
profileId string Unique Id assigned to Contact by Core Business Application
}

STATUS CODE - 201: Created

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

3.3 POST /api/v1/message/receive

onMessageCallback

REQUEST

REQUEST BODY - application/json

{
actions* [{
Array of object:
actionCode* string Action Triggered by Agent/Service
}]
contacts* [{
Array of object:
contactId* string Unique Id assigned to user by Service
contactType* enum ALLOWED:SMS, EMAIL, WHATSAPP, PUSH, FACEBOOK, TELEGRAM, WEBSITE, TWITTER, INSTAGRAM, DUMMY, EMPTY
Contact Type

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```
  csid          string  Channel Specific ID
  lane*         string  Contact Used by User while sending messageeg your business number or email address
  profile* {
    email   string  Email Id collected from Channel
    mobile  string  Mobile Number collected from Channel
    name    string  Name collected from Channel
  }
  profileId     string  Unique Id assigned to Contact by Core Business Application
}]
messages* [{
```
Array of object:
```
  audio* {
    caption     string  The provided caption for the media.
    filename    string  Filename on the sender's device.
    id*         string  ID of the media
    link*       string  link-to-audio-file
    mime_type*  string  Mime type of the media.
    sha256*     string  checksum
    type*       string  Message Type
  }
  contactId*     string   Unique Contact Id of user
  document* {
    caption     string  The provided caption for the media.
    filename    string  Filename on the sender's device.
    id*         string  ID of the media
    link*       string  link-to-audio-file
    mime_type*  string  Mime type of the media.
    sha256*     string  checksum
    type*       string  Message Type
  }
  from*          string   Contact of user
  id*            string   Unique Message Id assigined by Service
  image* {
    caption     string  The provided caption for the media.
    filename    string  Filename on the sender's device.
    id*         string  ID of the media
    link*       string  link-to-audio-file
    mime_type*  string  Mime type of the media.
    sha256*     string  checksum
    type*       string  Message Type
  }
  location* {
    address*    string  Address Text
    latitude*   string  latitude
    longitude*  string  longitude
    name*       string  location-name
  }
  messageIdExt*  string   Unique Message Id assigined by Channel if any
  originalMessage* {
```
Original Message sent by Channel : only if modified/error by service
```
  }
  session* {
    assignedToAgent*  string  Message Assignment If Any
    assignedToDept*   string  Message Assignment If Any
    sessionId*        string  SessionId
  }
  tags* {
```

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```
      categories*      [string]
      cities*          [string]
      countries*       [string]
      langs*           [string]
      locations*       [string]
      organizations*   [string]
      persons*         [string]
      sentimentScore*  integer
      sentiments*      [string]
    }
    text* {
      body*  string  Message Text
      type*  string  Message Type
    }
    timestamp*     integer  message-timestamp
    type*          enum     ALLOWED:audio, document, image, location, system, text,
                            video, voice
                            message-type
    video* {
      caption     string  The provided caption for the media.
      filename    string  Filename on the sender's device.
      id*         string  ID of the media
      link*       string  link-to-audio-file
      mime_type*  string  Mime type of the media.
      sha256*     string  checksum
      type*       string  Message Type
    }
    voice* {
      caption     string  The provided caption for the media.
      filename    string  Filename on the sender's device.
      id*         string  ID of the media
      link*       string  link-to-audio-file
      mime_type*  string  Mime type of the media.
      sha256*     string  checksum
      type*       string  Message Type
    }
  }]
}
```

HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-verify-token	string		Callback Verification Token

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

```
{
  audio* {
    caption     string  The provided caption for the media.
    filename    string  Filename on the sender's device.
    id*         string  ID of the media
    link*       string  link-to-audio-file
    mime_type*  string  Mime type of the media.
    sha256*     string  checksum
```

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```
  type*       string  Message Type
}
contactId*     string   Unique Contact Id of user
document* {
  caption     string  The provided caption for the media.
  filename    string  Filename on the sender's device.
  id*         string  ID of the media
  link*       string  link-to-audio-file
  mime_type*  string  Mime type of the media.
  sha256*     string  checksum
  type*       string  Message Type
}
from*          string   Contact of user
id*            string   Unique Message Id assigined by Service
image* {
  caption     string  The provided caption for the media.
  filename    string  Filename on the sender's device.
  id*         string  ID of the media
  link*       string  link-to-audio-file
  mime_type*  string  Mime type of the media.
  sha256*     string  checksum
  type*       string  Message Type
}
location* {
  address*    string  Address Text
  latitude*   string  latitude
  longitude*  string  longitude
  name*       string  location-name
}
messageIdExt*  string   Unique Message Id assigined by Channel if any
originalMessage* {
Original Message sent by Channel :  only if modified/error by service
}
session* {
  assignedToAgent*  string  Message Assignment If Any
  assignedToDept*   string  Message Assignment If Any
  sessionId*        string  SessionId
}
tags* {
  categories*     [string]
  cities*         [string]
  countries*      [string]
  langs*          [string]
  locations*      [string]
  organizations*  [string]
  persons*        [string]
  sentimentScore* integer
  sentiments*     [string]
}
text* {
  body*  string  Message Text
  type*  string  Message Type
}
timestamp*     integer  message-timestamp
type*          enum     ALLOWED:audio, document, image, location, system, text,
                        video, voice
                        message-type
```

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```
  video* {
    caption     string  The provided caption for the media.
    filename    string  Filename on the sender's device.
    id*         string  ID of the media
    link*       string  link-to-audio-file
    mime_type*  string  Mime type of the media.
    sha256*     string  checksum
    type*       string  Message Type
  }
  voice* {
    caption     string  The provided caption for the media.
    filename    string  Filename on the sender's device.
    id*         string  ID of the media
    link*       string  link-to-audio-file
    mime_type*  string  Mime type of the media.
    sha256*     string  checksum
    type*       string  Message Type
  }
}
```

STATUS CODE - 201: Created

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

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4. OUTBOUND MESSAGES

API's to send OutBound Messages

4.1 POST /api/v1/message/send

Send Message

This API can be used to Send Message

REQUEST

REQUEST BODY - application/json

```
{
  audio {
    caption   string  your-media-caption
    filename  string  your-document-filename
    link      string  Public URL of Media file
  }
  channelId* string   The ID that identifies the channel over which the message should be sent.
  document {
    caption   string  your-media-caption
    filename  string  your-document-filename
    link      string  Public URL of Media file
  }
  image {
    caption   string  your-media-caption
    filename  string  your-document-filename
    link      string  Public URL of Media file
  }
  mask*       boolean Mask the outgoing message data
  template {
    data {
      Data will be used to resolve placeholders in template, in case of missing value blank will be attempted,
      Kindly note Template may be rejected in case it does not match the approved format
    }
    id              string              Unique Template Id
  }
  text {
    body* string  Message Text
    type* string  Message Type
  }
  to* {
    email* string  Email Address for email message.
    name*  string  Name of to be used will, override the name in message
    phone* string  Phone in caseo of SMS/WHATSAPP
  }
  type*       enum     ALLOWED:audio, document, image, location, system, text, video,
                       voice, contacts, template, optin, optout
                       message-type
  video {
    caption   string  your-media-caption
    filename  string  your-document-filename
    link      string  Public URL of Media file
  }
}
```

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HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-api-key	string		API Key

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

```
{
  data* {
    id* string
  }
  details* [{
  Array of object:
  }]
  error*          string
  errors* [{
  Array of object:
    body* {
    }
    code*           string
    codeKey*        string
    codes*          [string]
    description*    string
    descriptionKey* string
    field*          string
    obzect*         string
  }]
  exception*      string
  extra* {
  }
  logs*           [string]
  message*        string
  messageKey*     string
  meta* {
  }
  params* {
  }
  path*           string
  redirectUrl*    string
  results* [{
  Array of object:
    id* string
  }]
  status*         string
  statusKey*      string
  timestamp*      integer
  traceid*        string
  warningKey*     string
  warnings* [{
  Array of object:
    body* {
    }
    code*           string
```

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```
      codeKey*         string
      codes*           [string]
      description*     string
      descriptionKey*  string
      field*           string
      obzect*          string
    }]
  }
```

STATUS CODE - 201: Created

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

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5. SESSION APIS

API's for Session Management

5.1 GET /api/v1/session/messages

Read all messages for a session

REQUEST

QUERY PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
*sessionId	string		sessionId

HEADER PARAMETERS

NAME	TYPE	EXAMPLE	DESCRIPTION
x-api-key	string		API Key

RESPONSE

STATUS CODE - 200: OK

RESPONSE MODEL - */*

```
{
  data* {
    action*                    string
    attachments* [{
    Array of object:
      mediaCaption*   string   Media Caption
      mediaId*        string   Media ID generated by Service
      mediaMimeType*  string   Mime Type
      mediaName*      string   File Name
      mediaSrc*       string   Media URL generated by Channel
      mediaType*      enum     ALLOWED:IMAGE, DOCUMENT, TEXT, PDF, VIDEO
                               Media Type
      mediaURL*       string   Media URL generated by Service
    }]
    bulkSessionId*             string
    contact* {
      channelType*  string
      contactId*    string
      contactType*  string
      csid*         string
      email*        string
      lane*         string
      name*         string
      phone*        string
    }
    logs*                      [string]
    messageId*                 string
    messageIdExt*              string
    messageIdRef*              string
```

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```
  meta* {
  }
  name*                       string
  replyId*                    string
  replyIdExt*                 string
  sender*                     string
  sessionId*                  string
  stamps* {
  }
  status*                     string
  tags* {
    categories*     [string]
    cities*         [string]
    countries*      [string]
    langs*          [string]
    locations*      [string]
    organizations*  [string]
    persons*        [string]
    sentimentScore* integer
    sentiments*     [string]
  }
  template*                   string
  templateId*                 string
  text*                       string
  timestamp*                  integer
  type*                       string
}
details* [{
```
Array of object:
```
}]
error*                    string
errors* [{
```
Array of object:
```
  body* {
  }
  code*           string
  codeKey*        string
  codes*          [string]
  description*    string
  descriptionKey* string
  field*          string
  obzect*         string
}]
exception*                string
extra* {
}
logs*                     [string]
message*                  string
messageKey*               string
meta* {
}
params* {
}
path*                     string
redirectUrl*              string
results* [{
```
Array of object:

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```
  action*                    string
  attachments* [{
  Array of object:
    mediaCaption*  string  Media Caption
    mediaId*       string  Media ID generated by Service
    mediaMimeType* string  Mime Type
    mediaName*     string  File Name
    mediaSrc*      string  Media URL generated by Channel
    mediaType*     enum    ALLOWED:IMAGE, DOCUMENT, TEXT, PDF, VIDEO
                           Media Type
    mediaURL*      string  Media URL generated by Service
  }]
  bulkSessionId*             string
  contact* {
    channelType* string
    contactId*   string
    contactType* string
    csid*        string
    email*       string
    lane*        string
    name*        string
    phone*       string
  }
  logs*                      [string]
  messageId*                 string
  messageIdExt*              string
  messageIdRef*              string
  meta* {
  }
  name*                      string
  replyId*                   string
  replyIdExt*                string
  sender*                    string
  sessionId*                 string
  stamps* {
  }
  status*                    string
  tags* {
    categories*     [string]
    cities*         [string]
    countries*      [string]
    langs*          [string]
    locations*      [string]
    organizations*  [string]
    persons*        [string]
    sentimentScore* integer
    sentiments*     [string]
  }
  template*                  string
  templateId*                string
  text*                      string
  timestamp*                 integer
  type*                      string
}]
status*                  string
statusKey*               string
timestamp*               integer
```

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```
  traceid*                    string
  warningKey*                 string
  warnings* [{
  Array of object:
    body* {
    }
    code*           string
    codeKey*        string
    codes*          [string]
    description*    string
    descriptionKey* string
    field*          string
    obzect*         string
  }]
}
```

STATUS CODE - 401: Unauthorized

STATUS CODE - 403: Forbidden

STATUS CODE - 404: Not Found

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