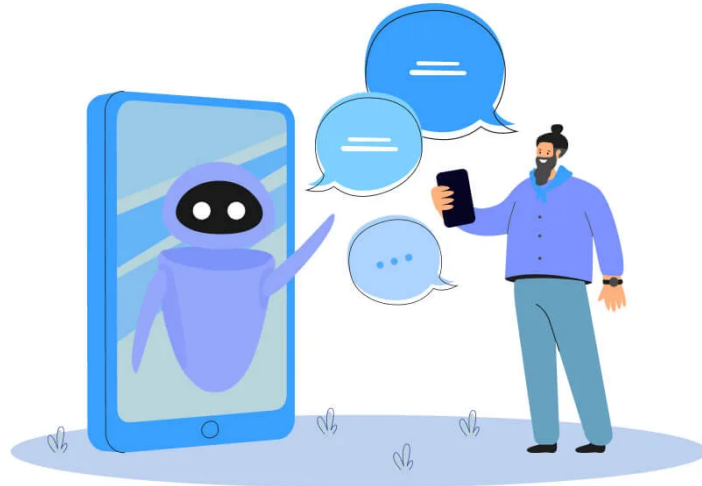


Custom Bot integration with vCX



Follow the steps to set up WhatsApp API using the manual method or embedded signup

A webhook to receive incoming messages

Incoming Message format

Below is the format of incoming messages payload as received from META webhook and will be forwarded to your Bot webhook

```
{
  "object": "whatsapp_business_account",
  "entry": [
    {
      "id": "xxxxxxxxxx",
      "changes": [
        {
          "value": {
            "messaging_product": "whatsapp",
            "metadata": {
              "display_phone_number": "xxxxxxxxxx",
              "phone_number_id": "xxxxxxxxxx"
            },
            "contacts": [
```

```

    {
      "profile": {
        "name": "Sanjeev Reddy"
      },
      "wa_id": "xxxxxxxxxx"
    }
  ],
  "messages": [
    {
      "from": "xxxxxxxxxx",
      "id": "wamid.HBgM0TE5NzQxMzkxNzAwFQIAEhgUM0Y20TU4Qzc00EYyMkMzQ0NC0EIA",
      "timestamp": "1733564481",
      "text": {
        "body": "hi"
      },
      "type": "text"
    }
  ]
},
"field": "messages"
}
]
}
]
}
}

```

Outgoing Messages to the user

format to send data to META using vCX

```

curl --location -X POST 'https://api.versal.one/<client-id>' \
--header 'Authorization: Bearer <client-token>' \
--header 'Content-Type: application/json' \
--data '{
  "purpose": "sendmessage",
  "message_data": {
    "messaging_product": "whatsapp",
    "recipient_type": "individual",
    "to": <recepient>,
    "type": "text",
    "text": {

```

```
        "body": <Message or response from Bot>
    }
}
}'
```

Outgoing messages to vCX

format to send data to vCX as a bot response

```
curl --location -X POST 'https://webhook.versal.one/<client-id>' \
--header 'Authorization: Bearer <client-token>' \
--header 'Content-Type: application/json' \
--header 'User-Agent': 'Bot' \
--data '{
  "responsefrom": "Bot",
  "conversation": {
    "id": "0470d58f-ad45-4d16-b229-76476e598fed",
    "type": "text",
    "channel": "channel",
    "direction": "outgoing",
    "payload": {
      "type": "text",
      "text": "Hello! I am Bot, your virtual assistant",
      "markdown": true
    },
    "preview": "Hello! I am Bot, your virtual assistant",
    "incomingEventId": "48621030-b469-420e-b827-9b9b293ba312"
  },
  "phonenummer": "xxxxxxxxxx"
}'
```

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