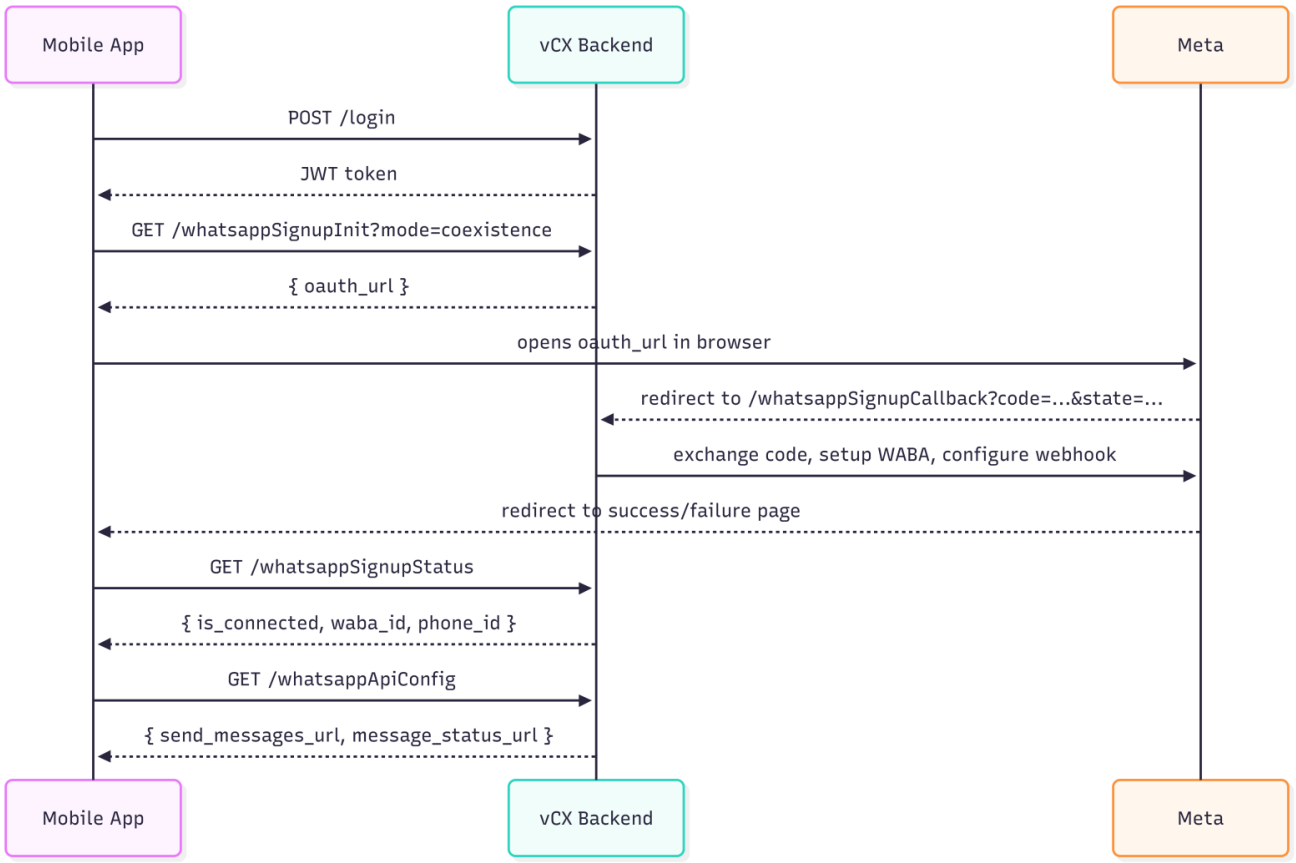
vCX WhatsApp Onboarding & Messaging



Base URL - Administration

```
https://backend.admin.versalence.online/api/v2
```

All protected endpoints require:

```
Authorization: Bearer <JWT_TOKEN>
```

---

1. Authenticate the customer admin

The customer’s admin user logs in with their vCX credentials. The returned JWT is used for all subsequent calls.

```
POST /api/v2/login
Content-Type: application/json

{
  "email": "admin@customer.com",
  "password": "CustomerAdminPassword"
}
```

Response:

```
{
  "success": true,
  "message": "Sign-in successful",
  "token": "<JWT_TOKEN>"
}
```

Notes:

- The user must have `email_verified = 'yes'`.
- The account must be `active`.
- The JWT expiry is controlled by the server (`JWT_EXPIRES_IN`).
- The JWT contains the company `uuid`. The backend uses this to identify which company to onboard.

Create a Sub-Account Under an Agency

An agency account creates a sub-account by calling the standard onboarding endpoint. The agency relationship is **implicitly derived from the JWT**; there is no body parameter to set the parent

agency UUID.

POST /api/v2/addUser Agency Account

Headers

```
Authorization: Bearer <agency-account-jwt>
Content-Type: application/json
```

How the Agency Tag Is Derived

1. The JWT `uuid` claim identifies the calling account.
2. The `cust_auth.authenticate` middleware validates the token and calls `MiddlewareCheck` to verify that the UUID belongs to a company with `is_agency = 'yes'`.
3. If valid, the middleware sets `req.parent_uuid` to the agency UUID.
4. The `SignUpController` passes that UUID as `agent_uuid` to the creation service, which writes it into `company.parent_agency_uuid`.

Request Body

```
{
  "name": "Sub-account Admin Name",
  "email": "admin@subaccount.com",
  "password": "securePassword",
  "company_name": "Sub Account Inc",
  "company_email": "info@subaccount.com",
  "company_type": "Agency Client",
  "phone_number": "1234567890",
  "address": "123 Main St",
  "industry": "Technology",
  "website": "https://subaccount.com"
}
```

Required Fields

Field	Validation
`name`	Required
`company_name`	Required
`company_type`	Required
`email`	Required, valid email
`company_email`	Required, valid email
`password`	Required, 6–26 characters
`phone_number`	Required, 8–15 characters
`address`	Optional
`industry`	Optional
`website`	Optional

Success Response — 201

```
{
  "success": true,
  "message": "User created successfully."
}
```

What Happens on the Backend

- A new UUID and `company_id` are generated.
- Records are inserted into `uuid_table`, `company`, and `company_users`.
- `company.parent_agency_uuid` is set to the agency UUID from the JWT.
- The first user is created with `user_role = 'admin'`, `email_verified = 'yes'`, and `first_admin = 'yes'`.
- Plan assignment: if the creator is not the Versalence super-account, the sub-account inherits the agency's current `company_plan_id` from `company_subscription_current`; otherwise it falls back to `plan0`.

Error Responses

Status	Meaning	Frontend Handling

`400`	Validation failed or duplicate user/company email	Show inline field errors
`403`	Authorization header missing, invalid token, or account is not an agency	Redirect to login or show access denied
`500`	Unexpected creation error	Show generic error and allow retry

UI / Frontend Notes

Note: The `addUser` endpoint does **not** accept a parent agency UUID in the body. The frontend should only allow this action when the logged-in account is an agency, and it should rely on the agency's JWT to establish the relationship automatically.
Warning: Only accounts with `is_agency = yes` can create sub-accounts via this flow. The configured `VERSALENCE_UUID` super-account is the only exception and can bypass the agency check.

Recommended Page Structure

```
SuperAdminPanel
└── AgencyManagementPage
    ├── AccountSearch / AccountSelector
    ├── AccountDetailsCard
    │   ├── CurrentAgencyStatusBadge
    │   └── PromoteButton / DemoteButton
    └── ConfirmAgencyStatusModal

AgencyDashboard
└── SubAccountManagementPage
    ├── SubAccountList
    └── CreateSubAccountForm (calls POST /api/v2/addUser)
```

Environment Variables

Variable	Purpose
`SUPER_ADMIN_UUID`	Overrides the default super admin UUID.
`VERSALENCE_UUID`	Bypasses the agency check for the master account.

2. Get Agency Customers

```
GET /api/admin/v2/getCustomers
Authorization: Bearer <agency-jwt>
```

Response:


```
{
  "success": true,
  "message": "Customers retrieved successfully.",
  "data": [
    {
      "uuid": "...",
      "company_name": "...",
      "company_email": "...",
      "company_id": "AGTSW000012026",
      "account_status": "active",
      "parent_agency_uuid": "...",
      "company_member_since": "...",
      "user_name": "...",
      "user_email": "...",
      "user_phone": "...",
      "user_role": "admin",
      "user_status": "active"
    }
  ]
}
```


---

3. Login to Sub Account using company_id

```
GET /api/admin/v2/clientAgentLogin?client_id=<SUB_ACCOUNT_COMPANY_ID>
Authorization: Bearer <agency-owner-jwt>
```

How it works

1. The agency owner logs in via `/api/admin/v2/adminLogin` to get their own JWT.
2. They call `/api/admin/v2/clientAgentLogin?client_id=<company_id>` with that JWT.
3. The backend validates that the requested account is actually a sub-account under the agency.
4. It returns a JWT for the sub-account's first admin user.

Example

```
GET /api/admin/v2/clientAgentLogin?client_id=AGTSW000012026
Authorization: Bearer <agency-owner-jwt>
```

Response:

```
{
  "success": true,
  "message": "User successfully logged in.",
  "token": "<sub-account-jwt>"
}
```

Base URL - Backend

```
https://backend.versalence.online
```

All protected endpoints require:

```
Authorization: Bearer <JWT_TOKEN>
```

---

4. Check WhatsApp integration status

Use this to decide whether the customer still needs to onboard WhatsApp.

```
GET https://backend.versalence.online/api/v2/getWaba
Authorization: Bearer <JWT_TOKEN>
```

Not integrated response:

```
{
  "success": true,
  "message": "no whatsapp data found"
}
```

Already integrated response:

```
{
  "success": true,
  "message": "whatsapp data found",
  "data": [
    {
      "app_id": "...",
      "waba_id": "...",
      "access_token": "[hidden]",
      "phone_id": "...",
      "phone_number": "919876543210",
      "display_phone_number": "+91 98765 43210",
      "onboarding_mode": "standard",
      "is_active": true,
      "webhook_subscription_status": "subscribed"
    }
  ]
}
```

---

5. Launch Meta Embedded Signup

The mobile app never sees the Meta App ID. It asks the vCX backend for the OAuth URL, opens it in a browser, and polls for the result after Meta redirects back to vCX.

5a. Initiate WhatsApp Embedded Signup

```
GET https://backend.versalence.online/api/v2/whatsappSignupInit?mode=coexistence
Authorization: Bearer <vCX_JWT_TOKEN>
```

Query parameters:

Parameter	Required	Values	Default	Description
`mode`	No	`standard`, `coexistence`	`standard`	WhatsApp onboarding mode. Use `coexistence` if the customer wants to keep their existing WhatsApp Business app running alongside vCX.

Response:

```
{
  "success": true,
  "data": {
    "oauth_url":
"https://www.facebook.com/v20.0/dialog/oauth?client_id=...&redirect_uri=...&scope=whatsapp_bus
iness_management&response_type=code&state=...",
    "state": "<STATE_TOKEN>",
    "redirect_uri": "https://backend.versalence.online/api/v2/whatsappSignupCallback",
    "scope": "whatsapp_business_management",
    "mode": "coexistence"
  }
}
```

Mobile app action: Open `oauth_url` in an in-app browser or WebView. Do not extract or store the Meta App ID.

5b. Meta OAuth callback

After the user completes Meta's flow, Meta redirects the browser to the vCX backend. The mobile app does **not** call this endpoint directly.

```
GET
https://backend.versalence.online/api/v2/whatsappSignupCallback?code=<META_AUTH_CODE>&state=<S
TATE_TOKEN>
```

What the backend does:

1. Exchanges the code for a Meta access token.
2. Resolves the WABA ID and phone number.

3. Registers the phone number.
4. Configures the vCX webhook.
5. Persists the account.
6. For `coexistence` mode, requests `smb_app_state_sync` and `history` sync from Meta.

On success, the browser is redirected to:

```
https://backend.versalence.online/whatsapp-signup-success
```

On failure:

```
https://backend.versalence.online/whatsapp-signup-failure?error=<ERROR_MESSAGE>
```

These redirect URLs are configurable via environment variables.

5c. Check WhatsApp signup status

The mobile app should poll this endpoint after the browser is redirected back.

```
GET /api/v2/whatsappSignupStatus
Authorization: Bearer <vCX_JWT_TOKEN>
```

Not connected response:

```
{
  "success": true,
  "message": "No WhatsApp account connected",
  "data": {
    "is_connected": false,
    "onboarding_mode": "standard"
  }
}
```

Connected response:

```
{
  "success": true,
  "message": "WhatsApp account connected",
  "data": {
    "is_connected": true,
    "onboarding_mode": "coexistence",
```

```
    "is_active": true,
    "waba_id": "...",
    "phone_id": "...",
    "phone_number": "919876543210",
    "display_phone_number": "+91 98765 43210",
    "webhook_subscription_status": "subscribed",
    "expires_in": "...",
    "last_message_at": null,
    "last_smb_message_echo_at": null,
    "last_history_at": null,
    "last_smb_app_state_sync_at": null
  }
}
```

This endpoint can be queried at any time in the future to check whether WhatsApp is still connected.

---

6. Get messaging API configuration

```
GET /api/v2/whatsappApiConfig
Authorization: Bearer <vCX_JWT_TOKEN>
```

Response:

```
{
  "success": true,
  "data": {
    "send_messages_url": "https://api.versal.one",
    "create_templates_url": "https://api.versal.one",
    "message_status_url": "https://apiproxy.versal.one"
  }
}
```

Use these endpoints (documented separately) to send messages, create templates, and check message delivery status.

---

7. Existing account lookup (backward-compatible)

```
GET /api/v2/getWaba
Authorization: Bearer <vCX_JWT_TOKEN>>
```

This existing endpoint continues to work and returns the connected WhatsApp account data. The mobile app may use either `/getWaba` or `/whatsappSignupStatus`.

Onboarding modes

Standard mode

```
GET /api/v2/whatsappSignupInit?mode=standard
```

- Uses the Meta Cloud API onboarding.
- The customer’s WhatsApp Business app will be replaced by vCX for business messaging.Coexistence mode

```
GET /api/v2/whatsappSignupInit?mode=coexistence
```

- The customer’s existing WhatsApp Business app continues to work.
- vCX receives messages through webhooks while the customer keeps using their native WhatsApp Business app.
- The backend requests `smb_app_state_sync` and `history` sync from Meta during onboarding.

Environment variables

Add these to the vCX backend `.env`:

```
# Backend-driven OAuth signup flow for external mobile apps.
# WHATSAPP_OAUTH_REDIRECT_URI must be registered in the Meta app settings.
WHATSAPP_OAUTH_REDIRECT_URI=https://backend.versalence.online/api/v2/whatsappSignupCallback
WHATSAPP_OAUTH_SUCCESS_REDIRECT=https://backend.versalence.online/whatsapp-signup-success
WHATSAPP_OAUTH_FAILURE_REDIRECT=https://backend.versalence.online/whatsapp-signup-failure
```

```
# External WhatsApp messaging API endpoints exposed to mobile apps.
WHATSAPP_SEND_MESSAGES_URL=https://api.versal.one
WHATSAPP_CREATE_TEMPLATES_URL=https://api.versal.one
WHATSAPP_MESSAGE_STATUS_URL=https://apiproxy.versal.one
```

The following existing variables are also used:

```
APP_ID=
APP_SECRET=
META_API_VERSION=
```

Prerequisites

1. The customer account must already exist in vCX (created as a sub-account under the partner's master account).
2. The customer must have an admin user with verified email and active account status.
3. The `WHATSAPP_OAUTH_REDIRECT_URI` must be registered in the Meta app settings.
4. Migration `009_add_whatsapp_coexistence_support.sql` must be applied to production. It creates the `onboarding_sessions` and `whatsapp_accounts` tables required by the new flow.

Coexistence with the existing web dashboard flow

The existing web dashboard flow is unchanged and continues to work:

- `POST /v2/whatsappSign`
- `POST /v2/whatsappWaba`
- `POST /v2/whatsappPhone`
- `POST /v2/embeddedSignup`
- `GET /v2/getWaba`
- `GET /v2/whatsapp-coexistence/status`

The new mobile-app flow is additive:

- `GET /v2/whatsappSignupInit`
- `GET /v2/whatsappSignupCallback`
- `GET /v2/whatsappSignupStatus`
- `GET /v2/whatsappApiConfig`

The removed `/v2/whatsapp-coexistence/enable` and `/v2/whatsapp-coexistence/disable` endpoints are no longer needed because the mode is passed directly at signup time.

Error handling

Step	Typical failure	How the mobile app should handle
Login	Invalid credentials	Show error and ask user to retry.
Initiate signup	Missing `APP_ID` / redirect URI	Backend misconfiguration. Contact vCX support.
Meta OAuth	User cancels	Browser redirects to failure page. Poll `/whatsappSignupStatus` to confirm not connected.
Callback	Invalid/expired `state`	Browser redirects to failure page with `error=Invalid or expired onboarding session`.
Callback	Missing WABA or phone number	Browser redirects to failure page. User must retry signup.
Status polling	`is_connected: false`	Continue polling or restart signup.

Summary of API endpoints

Endpoint	Method	Auth	Purpose
`/api/v2/login`	POST	Public	Authenticate and get JWT.
`/api/admin/v2/adminLogin`	POST	Public	Agency owner login.
`/api/admin/v2/getCustomers`	GET	Agency JWT	List sub-accounts.
`/api/admin/v2/clientAgentLogin`	GET	Agency JWT	Get sub-account JWT.
`/api/v2/getWaba`	GET	Any JWT	Check WhatsApp account.
`/api/v2/whatsappSignupInit`	GET	Admin JWT	Get Meta OAuth URL.
`/api/v2/whatsappSignupCallback`	GET	None (Meta calls this)	Complete signup after Meta OAuth.
`/api/v2/whatsappSignupStatus`	GET	Any JWT	Check if WhatsApp is connected.
`/api/v2/whatsappApiConfig`	GET	Any JWT	Get messaging API URLs.

Appendix: Web dashboard 3-step flow

The following endpoints are used by the existing vCX web dashboard. They remain available but are **not** used by the mobile-app OAuth flow described above.

A1. Exchange code for access token

```
POST /api/v2/whatsappSign
Authorization: Bearer <JWT_TOKEN>
Content-Type: application/json

{
  "code": "<META_AUTH_CODE>",
  "mode": "coexistence"
}
```

Response:

```
{
  "success": true,
  "message": "Access token updated successfully",
  "session_id": "<SESSION_ID>",
  "mode": "coexistence",
  "data": "<ACCESS_TOKEN>"
}
```

Save `session_id` and discard `data` (legacy field).

A2. Resolve WABA ID

```
POST /api/v2/whatsappWaba
Authorization: Bearer <JWT_TOKEN>
Content-Type: application/json

{
  "session_id": "<SESSION_ID>"
}
```

Response:

```
{
  "success": true,
  "message": "WABA ID updated successfully",
  "data": {
    "waba_id": "<WABA_ID>"
  },
  "session_id": "<SESSION_ID>"
}
```

A3. Resolve phone number and complete signup

```
POST /api/v2/whatsappPhone
Authorization: Bearer <JWT_TOKEN>
Content-Type: application/json

{
  "session_id": "<SESSION_ID>"
}
```

Response:

```
{
  "success": true,
  "message": "Whatsapp embedded signup complete with co-existence mode",
  "mode": "coexistence",
  "phone_number": "919876543210",
  "phone_id": "<PHONE_ID>",
  "webhook_config": "Webhook configured successfully"
}
```

Role requirement: Admin only for all three steps.

Send messages via vCX

Once onboarding is complete, use the separately documented messaging API to send WhatsApp messages through the vCX platform.

The backend stores the access token and phone ID, so the send-message API only needs the vCX customer JWT (and the recipient/message payload).

Important notes

- **Legacy endpoint** `POST /api/v2/embeddedSignup` exists as a single-call onboarding flow, but it always uses `standard` mode and does not support Coexistence. Use the 3-step flow in the appendix for Coexistence via the dashboard.
- **Token storage:** The 3-step flow uses `session_id` to keep the Meta access token server-side. The mobile-app OAuth flow keeps the token entirely server-side.
- **No login to vCX web UI required:** The mobile app can perform the entire flow via the API calls above.

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