



∞ In Meta

To start, you need to have **two account**:

Try to have a **real business name** and not something shady or weird or just "test", as it risk not being accepted by Meta.



A business account
<https://shorturl.at/BkJ17>



A developer account
<https://shorturl.at/xUFPg>

Creation of Meta account

Odoo docs

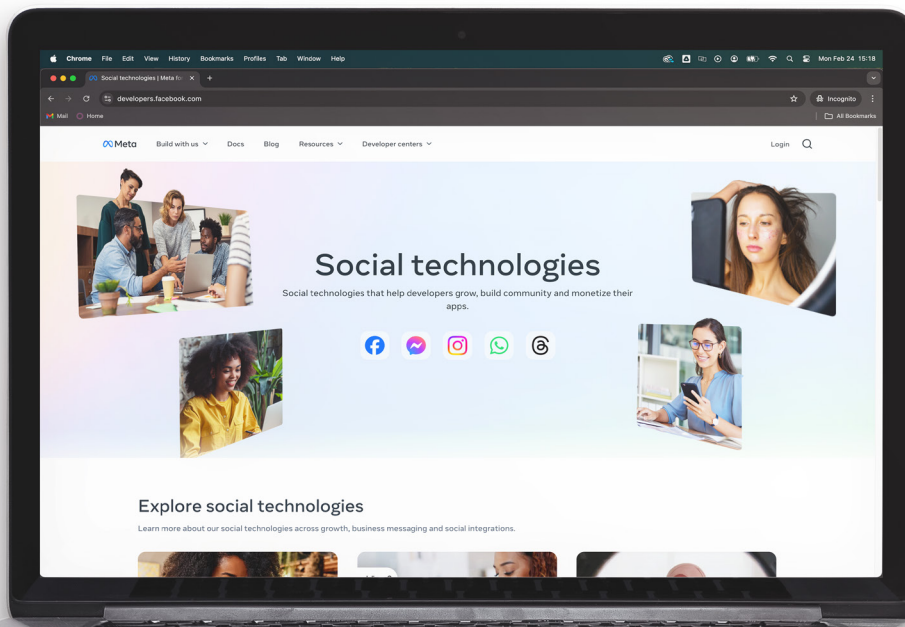
<https://shorturl.at/kBoih>



It's explained here!

- You can add your professional email address and it can be different from the one linked to your Facebook page.
- You can add people to your business portfolio. If you don't need to, you can skip the steps until the confirmation step.

Once the Meta Account is created, you have to go to the Facebook developer account to create the WhatsApp integration.





Facebook developer account

Here are the steps to follow once in **Facebook developer**:

01

Create an app

1. Give it a name that make sens as well (so not test 3).
2. Choose "other" in the Use cases step.
3. Choose "Business" in the Business step.
 - Choose the business portfolio that we created to do the link.
4. A pop-up will appear to encode your Facebook password and validate the link.

02

Add product to you app

Select WhatsApp:

1. The business portfolio should be selected automatically, if not, you can choose the one you want to work on.



03

Configuration of the API

Go under the API set-up menu:

1. **Generate an access token:** you will have to reconnect to your Facebook page and select the correct WhatsApp account that you want to connect to.
 - Select the account that matches the WhatsApp Business Account ID that is defined in the API set-up.

2. **Add your number** in the "To" field and **validate** the connection with the code received.

Send and receive messages

Step 1: Select phone numbers

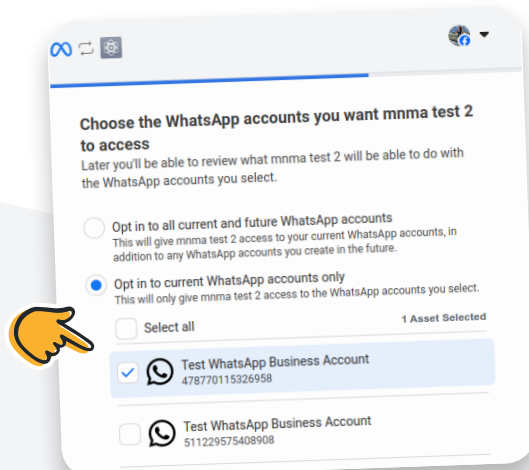
From

Test phone numbers allow you to send free messages for 90 days. You can use your own phone number, which is subject to limits and pricing. [About pricing](#)

Test number: +1 555 146 1789

Phone number ID: 525282490663903

WhatsApp Business Account ID: 478770115326958



For client: add a payment method, even if you don't use it.



For each account, you need to have a business.

So if you have two different phone number, you need two business account and one app for each.

And when creating an account, you receive a test number and you can do a test on 5 numbers.



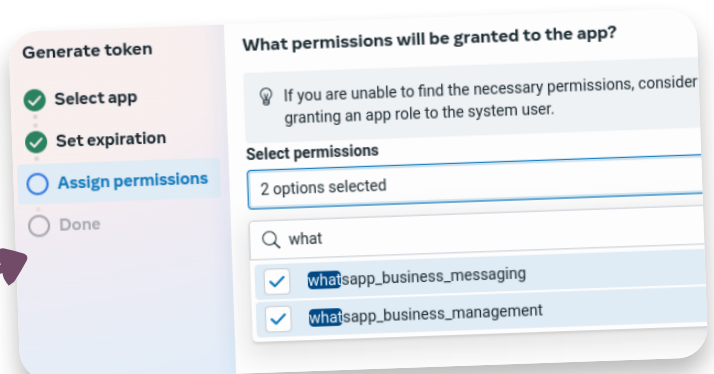
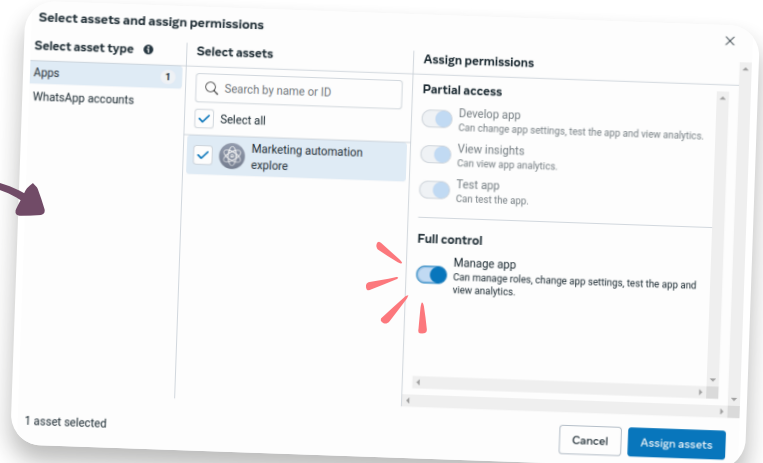
Create a permanent token



The one defined was temporary and can cause connection issue if not replaced by a permanent one.

From Meta business:

1. Select your **business portfolio > User > system users**.
2. Assign assets.
 - select the app that you have integrated and give full control in the "assign permissions" panel.
3. Refresh the page to see the assigned assets.
4. Generate token.
 - Select the app.
 - Set expiration date to never.
 - In the "assign permission", select the following:
 - ➔ **WhatsApp_business_messaging**
 - ➔ **WhatsApp_business_management**
 - Generate the token.
5. Copy the token and paste it in your Odoo database, in the access token section of your configuration.



Follow the tutorial!

www.odoo.com/r/SIBQt



Set-up in Odoo

You'll have to work between your Odoo database & the Facebook developer page. Use the **demo account of Odoo** and switch it to production.

Switch to Production

Name
Odoo Demo Account

Sending messages ⓘ
This configuration is for sending the WhatsApp

Phone Number ID ⓘ
odoo_demo_account

Access Token ⓘ
.....

App ID ⓘ
odoo_demo_account

Account ID ⓘ
odoo_demo_account

App Secret ⓘ
.....

[Sync Templates](#)
[Test Connection](#)

Receiving messages ⓘ
This configuration is for receiving the WhatsApp messages.

Callback URL ⓘ
 [Copy](#)

Webhook Verify Token
 [Copy](#)

1. Copy and paste all the fields under the "Sending messages" section **from the API set-up page** in the developer account.

- For the "App secret" field, you have to go into the "App settings" section in the **developer account > Basic**

2. Save manually in Odoo.



App ID: 874429374579416 App type: Business

Quickstart > API Setup

Access Token
EAAMbSTRWtgB07gXzNZCDrhF8eDCEZAVTXoyB8NNOE6quyGYHEUeITuGBEG4dc8c5BKm80JGAZ [Copy](#) [Generate access token](#)

Send and receive messages
Step 1: Select phone numbers

From
Send free messages with the provided test phone number. You can use your own phone number which is subject to limits and pricing. [Learn more](#).

Test number: +1 555 146 1789

Phone number ID: 525282490663903 WhatsApp Business Account ID: 478770115326958

App ID
874429374579416

App secret
..... [Show](#)

The rest on next page

WHATSAPP CONFIGURATION



3. Take the call-back URL & the Webhook verify token from the "Receiving messages" section in Odoo and copy-paste them in the WhatsApp configuration section in the developer account page.

4. Subscribe to the following webhook fields in the developer account page:

- account_update
- message_template_quality_update
- message_template_status_update
- messages
- template_category_update



Quickstart > Configuration



Webhook

To get alerted when you receive a message or when a message's status has changed, [how to configure Webhooks](#).

Callback URL ⓘ

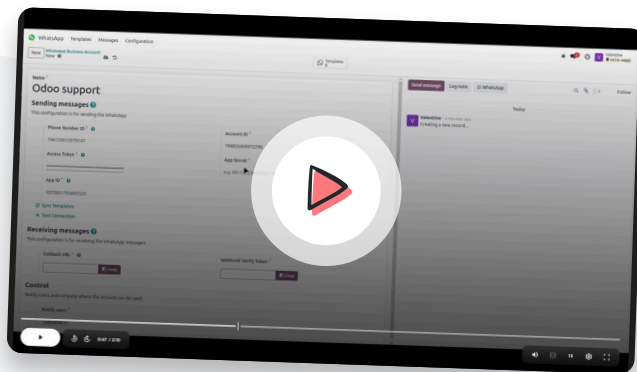
`https://edu-explore-automation.odoo.com/whatsapp/webhook`

Verify token ⓘ

.....



The call back URL **must always be an HTTPS** and not an HTTP!



Follow the tutorial!

www.odoo.com/r/WSA

