



∞ 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

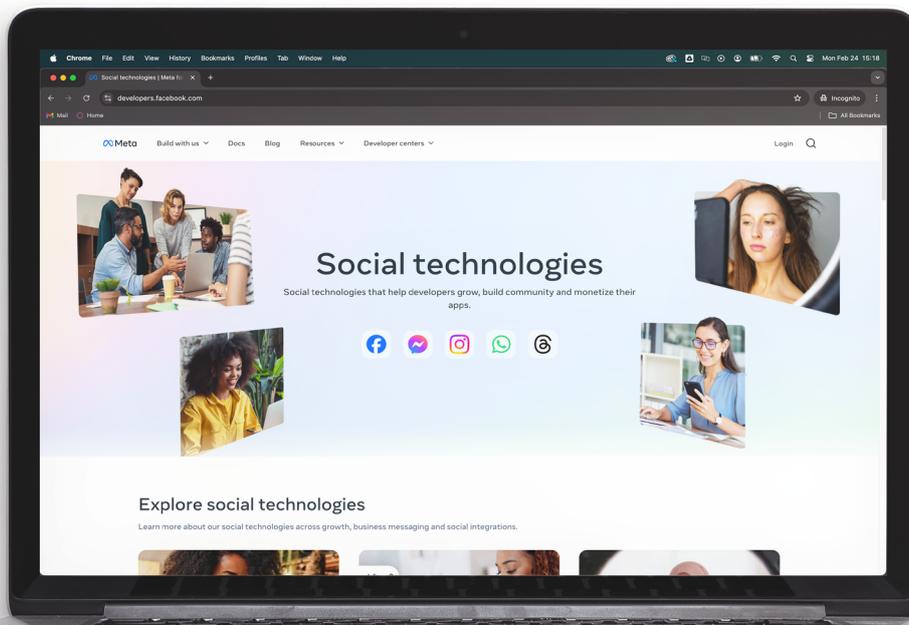
<https://shorturl.at/kBoih>



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

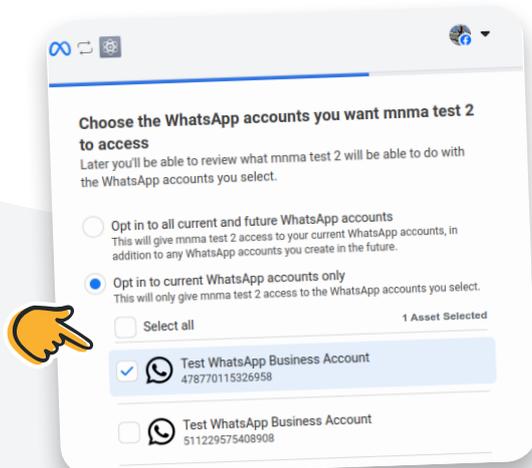
Step 1: Select phone numbers

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.



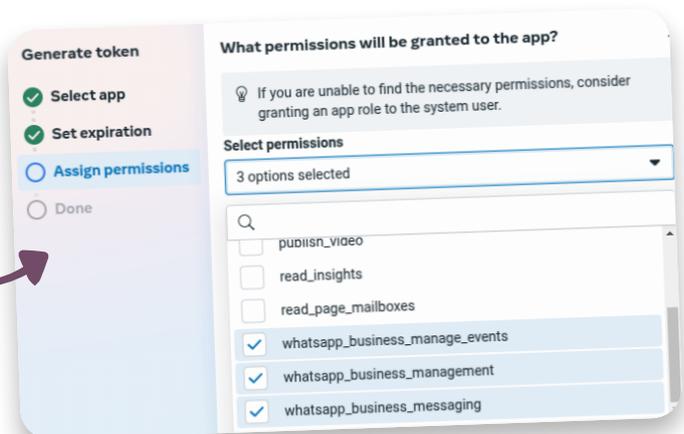
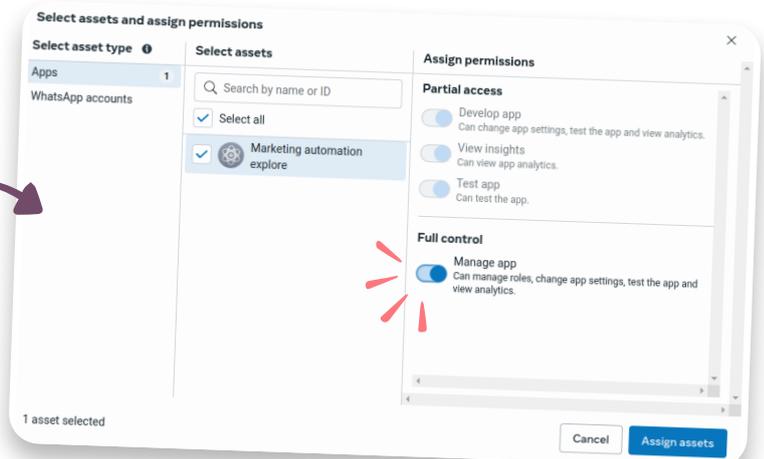
Create a permanent token



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_manage_events**
 - ➔ **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!

<https://shorturl.at/JuzXX>



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.

The screenshot shows the 'Odoo Demo Account' configuration page in Odoo. It is divided into two main sections: 'Sending messages' and 'Receiving messages'. The 'Sending messages' section includes fields for 'Phone Number ID', 'Access Token', and 'App ID'. The 'Receiving messages' section includes 'Callback URL' and 'Webhook Verify Token'. Numbered callouts (1-5) indicate the fields to be copied from the Facebook developer page: 1. App ID, 2. Access Token, 3. Phone Number ID, 4. Account ID, and 5. App Secret. A 'Switch to Production' button is visible at the top left.

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.



The screenshot shows the Facebook Developer 'API Setup' page. It includes fields for 'App ID', 'Access Token', 'Phone number ID', and 'WhatsApp Business Account ID'. Numbered callouts (1-5) indicate the fields to be copied: 1. App ID, 2. Access Token, 3. Phone number ID, 4. WhatsApp Business Account ID, and 5. App secret. A 'Generate access token' button is also visible.

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

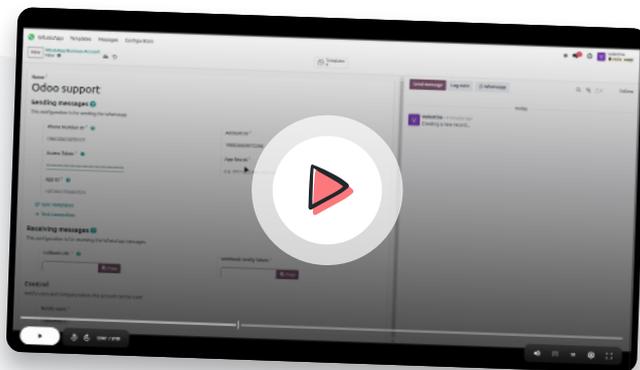
Webhook
To get alerted when you receive a message or when a message's status has changed, [how to configure Webhooks](#).

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!

<https://shorturl.at/zNlxK>

