

# WhatsApp Business API User Guide



## Contents:

### Introduction

1. **Accessing WhatsApp Business API Platform**
2. **Access for the new user**
3. **WhatsApp Business API Dashboard**
4. **Register For Facebook Business Manager and Business Manager ID**
5. **Creating and managing template**
6. **Send Campaign**
7. **Reporting**
8. **MOBtexting whatsapp business API documentation**

## Introduction

WhatsApp is a better choice for business communication. If you're a small business, you must have already used the WhatsApp Business App yourself to respond to the queries. This free app offers plenty of handy features for small businesses. But when you want to scale your company, you may start to find them limiting and will be on the hunt for more advanced features. When you're in the process of growing, you need a tool to handle your business customers' inquiries. Facebook introduced WhatsApp business API in August 2018. This API allows brands to receive and answer unlimited WhatsApp messages from their customers. WhatsApp offers fast, simple, and secure messaging. Through this API, you can send non-promotional messages like payment links and confirmations, e-tickets, appointment reminders, travel itineraries, delivery updates, and provide customer support.

## 1. Accessing MOBtexting WhatsApp Business API Platform

To get started with accessing the application, follow the steps below:

Step 1: In your browser, type in the URL <https://portal.mobtexting.com/login>

Step 2: Enter the username and password to log in

Step 3: Click on the Sign-in button

## 2. Access for the new user

Visit <https://www.mobtexting.com>

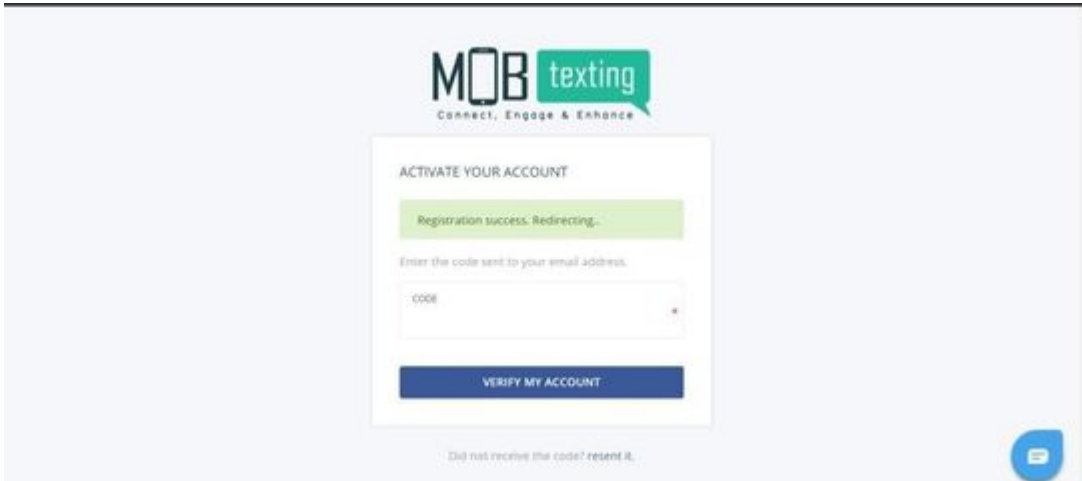
Click on Sign-Up at the top of the page.



Fill up all the required fields. Please provide a valid email address as we verify it.

A screenshot of the MOB texting "CREATE NEW ACCOUNT" form. The form is centered on a light blue background. It contains four input fields: "FIRST AND LAST NAME" with the placeholder "Your first and last name", "EMAIL ADDRESS" with the placeholder "Your email address", "PASSWORD" with the placeholder "Strong password" and a strength indicator, and "REFERRAL CODE" with the placeholder "Enter referral code if any". A blue "Let's Get Started" button is at the bottom of the form.

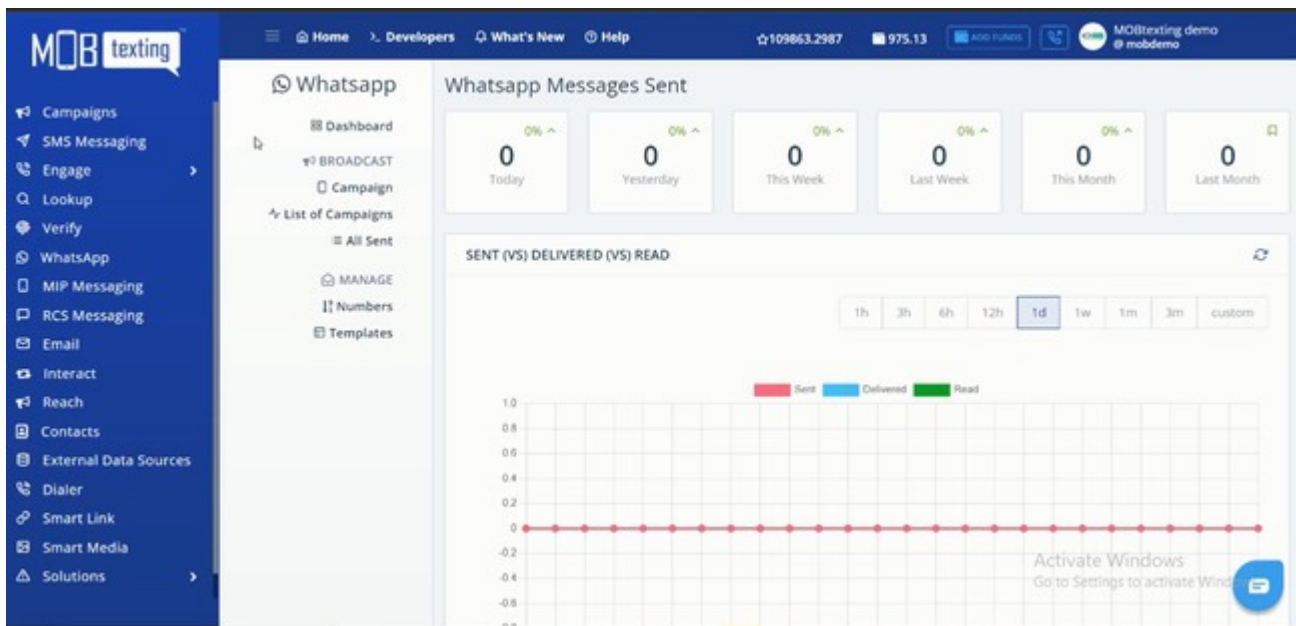
Enter the OTP sent to the email address.



### 3. MOBtexting, WhatsApp Business API Dashboard

Now you can use the WhatsApp Business API through MOBtexting platform.

Here the WhatsApp Business API Dashboard looks like in the MOBtexting panel.



## 4. Register For Facebook Business Manager and Business Manager ID

Before proceeding with WhatsApp business API

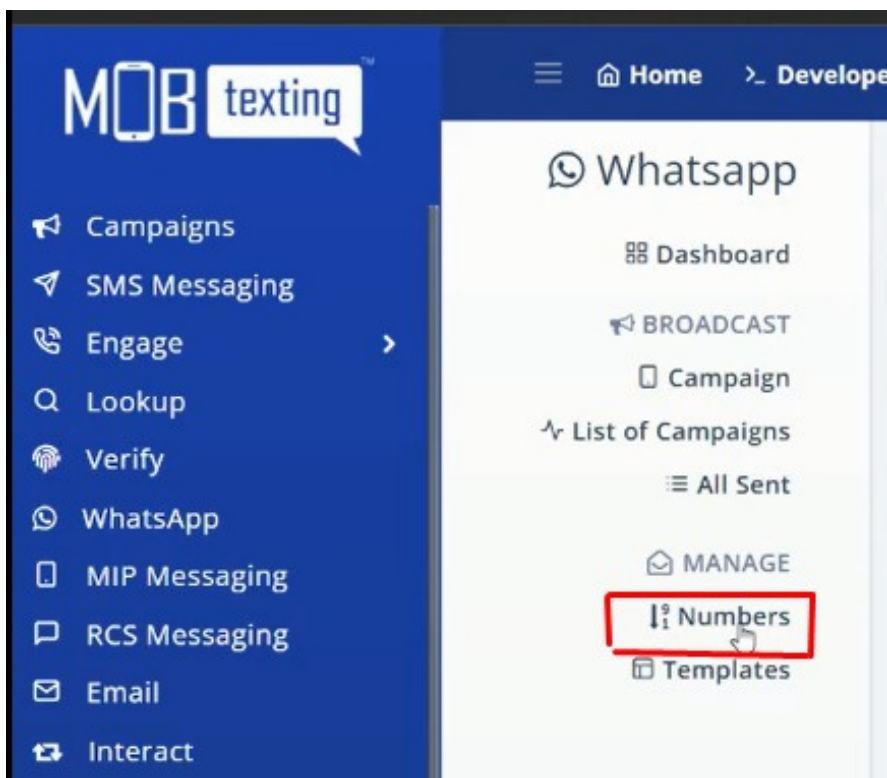
You have to register as a Facebook Business manager, once this step is done, you will have a Facebook Business page and Facebook Business Manager ID.

Once your Facebook Business Manager ID is created, Please contact your MOBtexting account manager and get

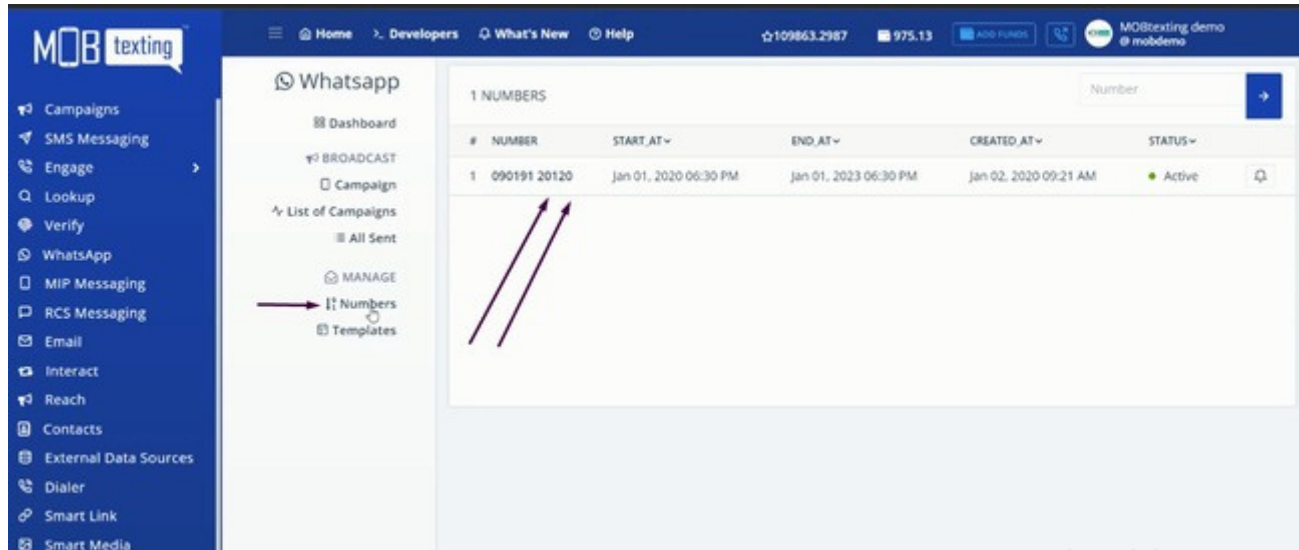
approval as a WhatsApp  
MOBtexting account sender.

MOBtexting account manager will collect a few documents from your end and get it approved from Facebook.

Once the approval process is completed, you can see the Approved WhatsApp number in Numbers, under the Manage.

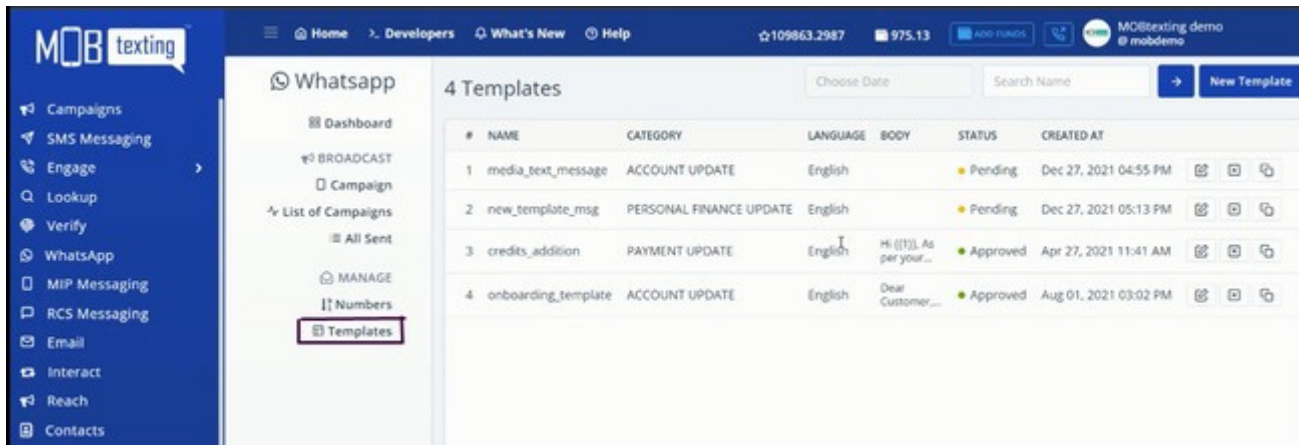


Your approved number will appear like below.



## 5. Creating and managing template

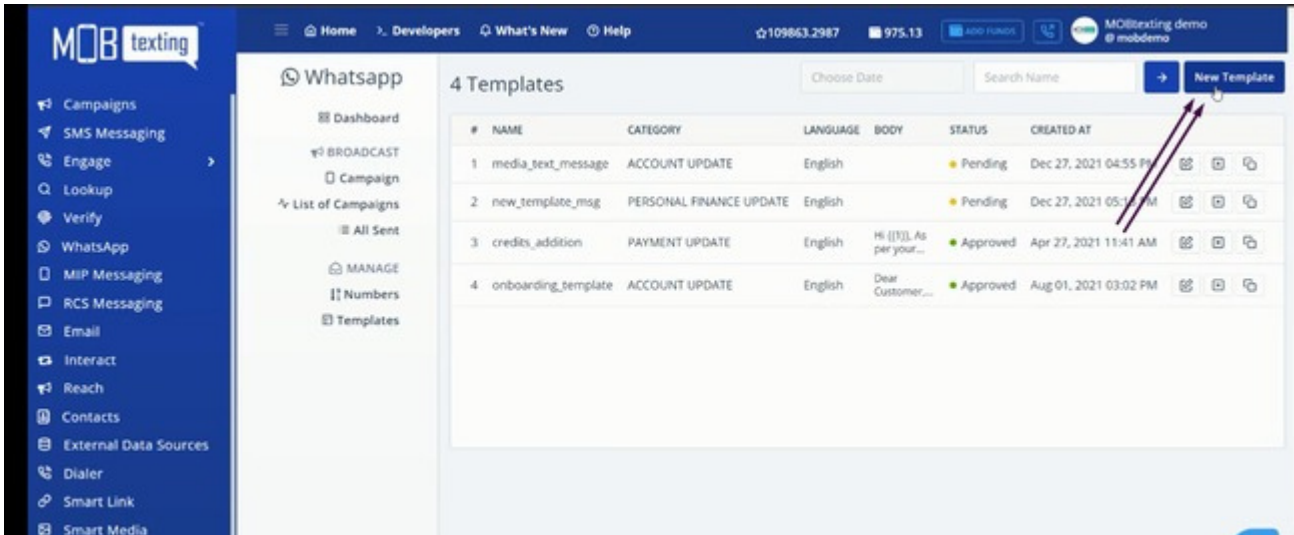
Step 1: Click on Templates. Now click on New Template.



Get the template approval under Facebook account, main template approval will happen in Facebook page.

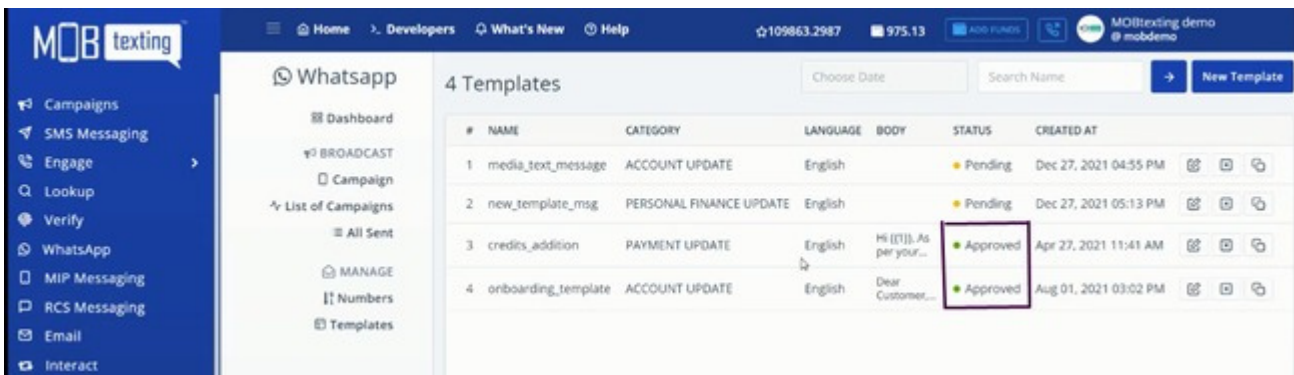
After that you will have to get the approval for the same template in the MOBtexting panel. It usually takes 15 to 20 minutes. New template approval:

Click on new template



Enter the details, template name => Choose available template category, according to Facebook rules => select the language => Add the template content. And then click on create template to place the template approval request to the MOBtexting team.

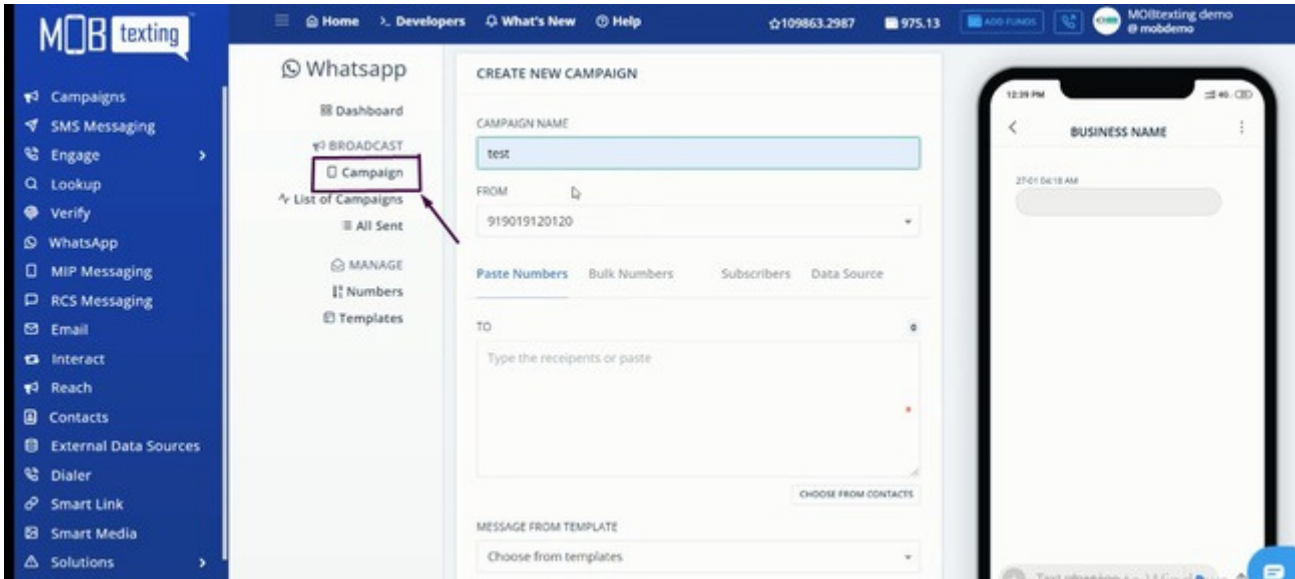
Once it gets approved, the status will be updated to Approved.



Once the template is approved, you can send the campaign.

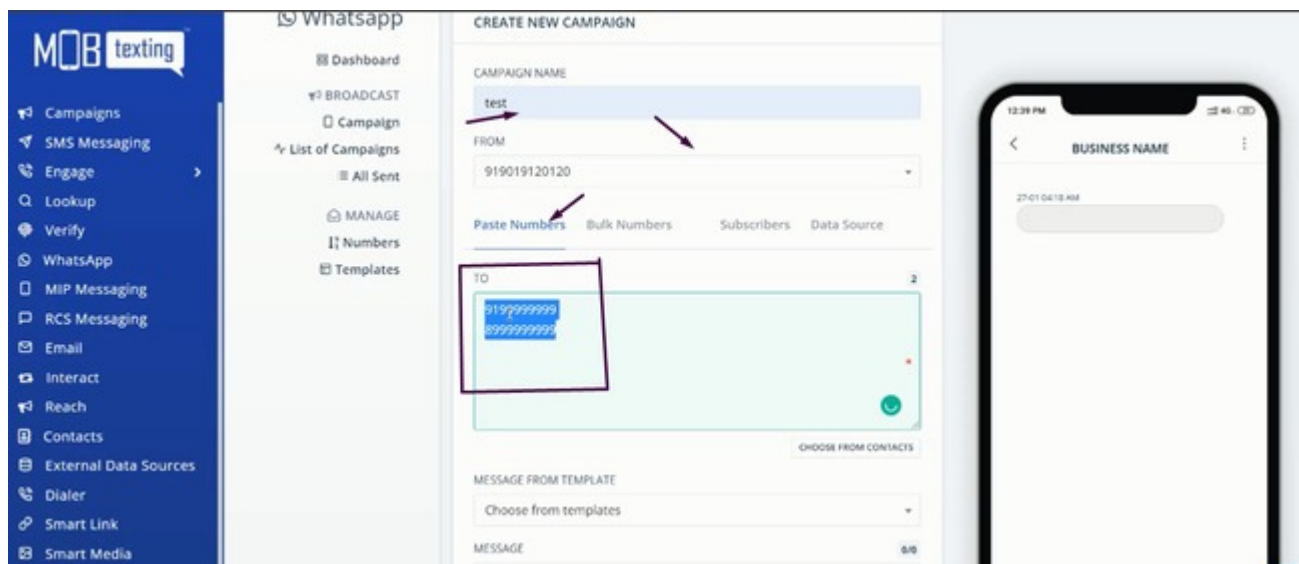
## 6. Send Campaign

To send the campaign click on campaign.



Enter the Details of the campaign

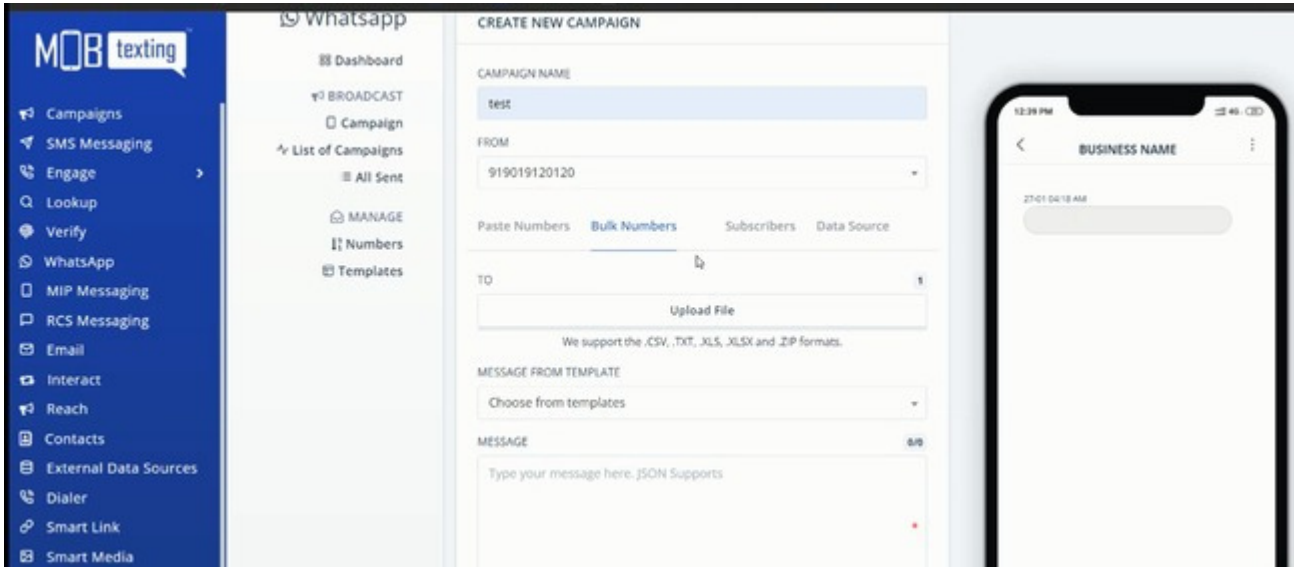
Campaign Name, Select From number, then past the numbers, one by one



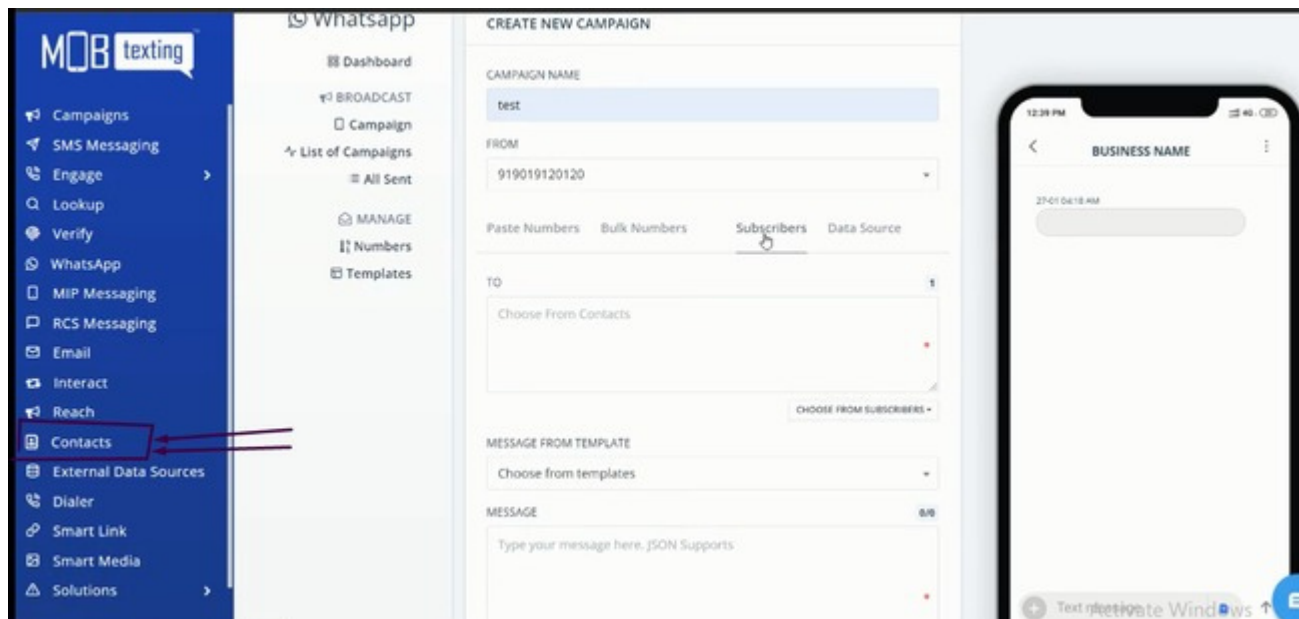


You will be having multiple options to import your data.

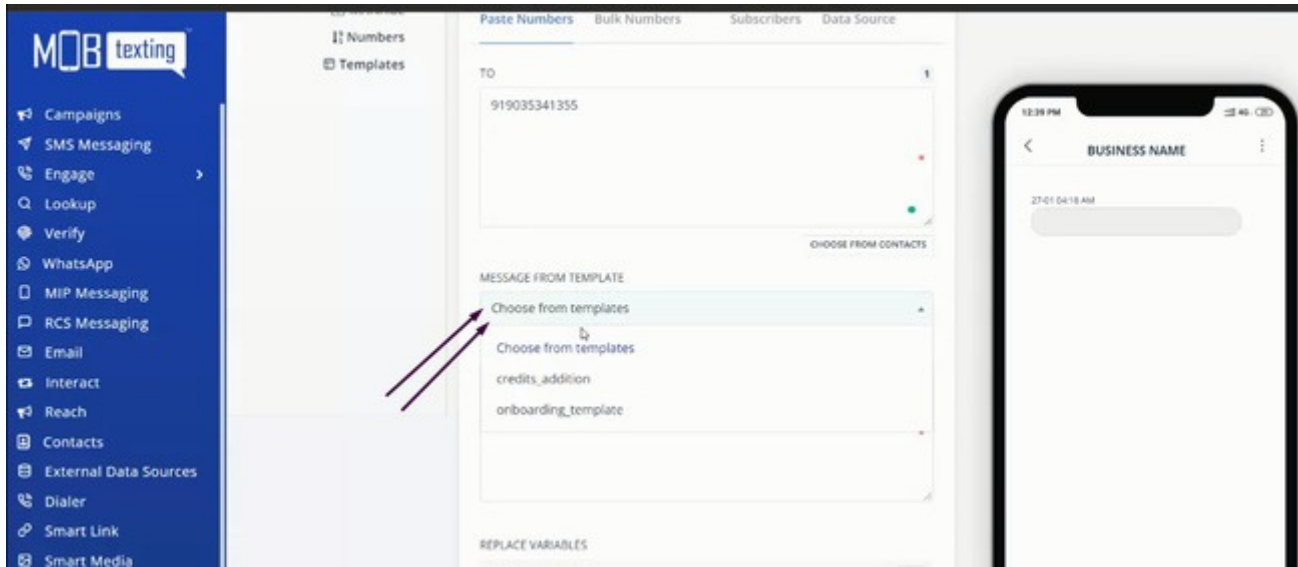
You can choose bulk number to upload your file, the file can be any of the following formats CSV, TXT, XLS, XLSH and ZIP



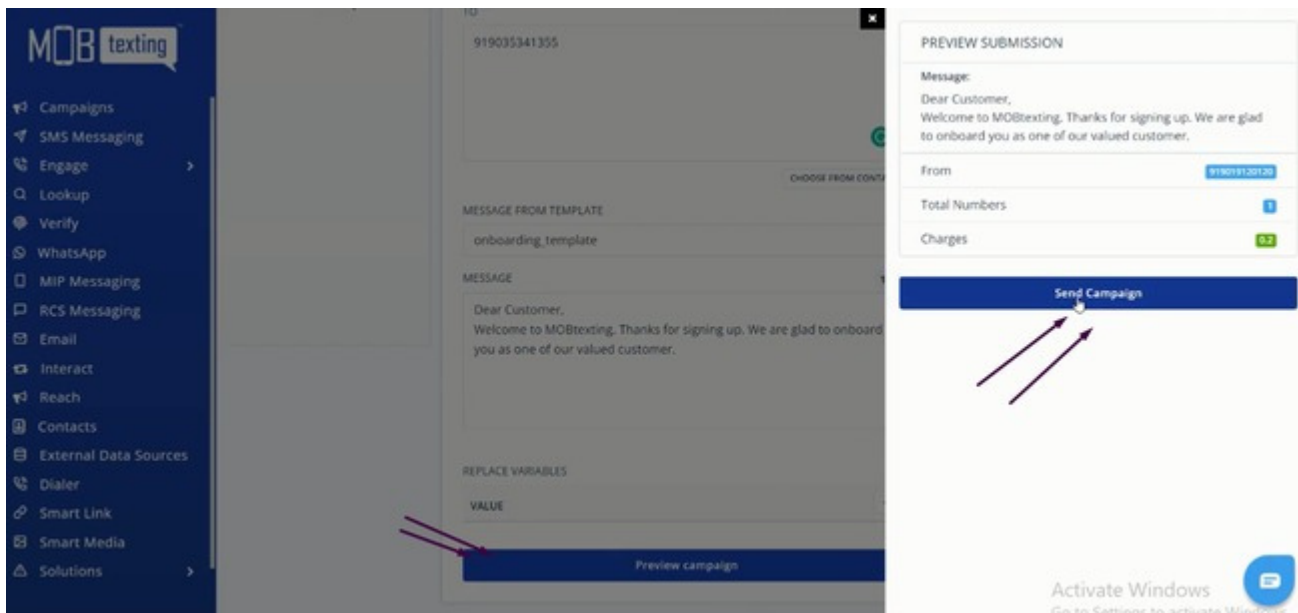
One more option is subscribers; you can choose data from pre uploaded contacts in the MOBtexting panel.



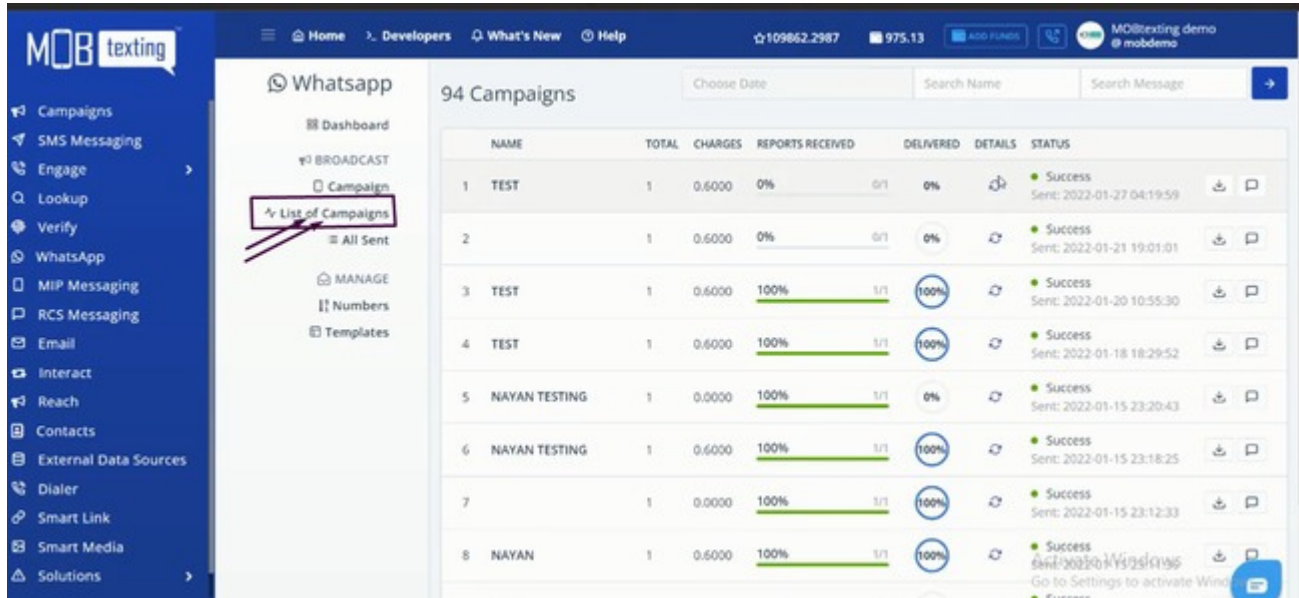
Another option is called Data source, you can directly link with database management from the MOBt texting platform. you can choose approved template by clicking on MESSAGE FROM TEMPLATE drop down



You can preview the campaign before sending it. Here you can see From number, Total numbers added for the campaign, and charges. Once everything is fine you can click on the send campaign.

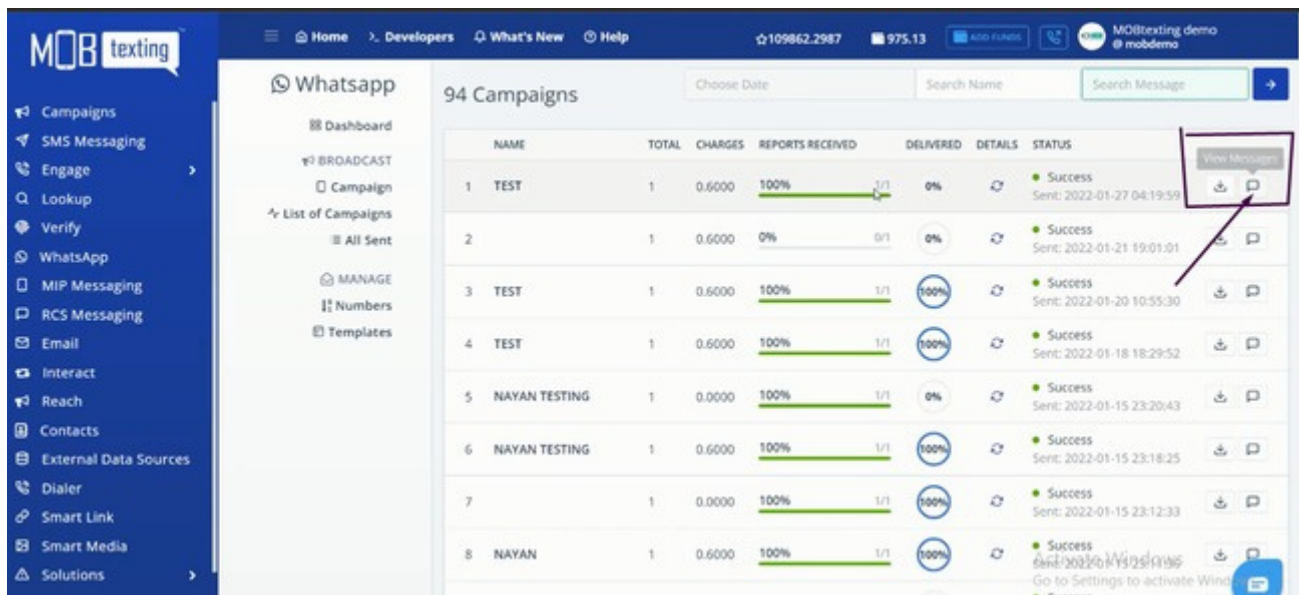


Once you click on the send campaign, the system automatically takes you to the list of campaigns in the Dashboard.

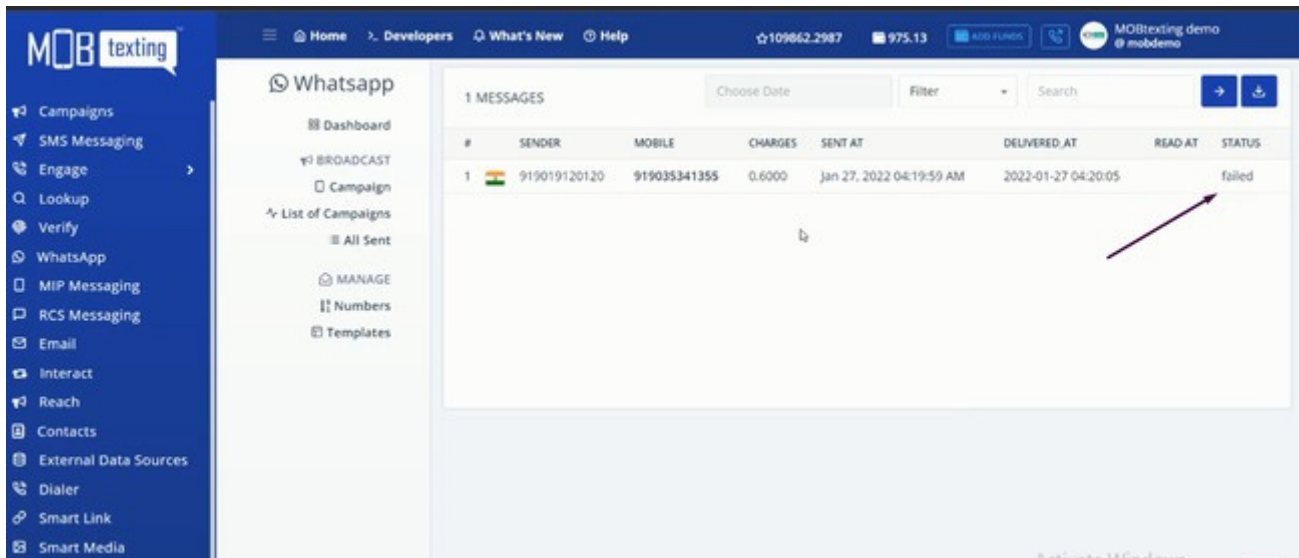


## 7. Reports

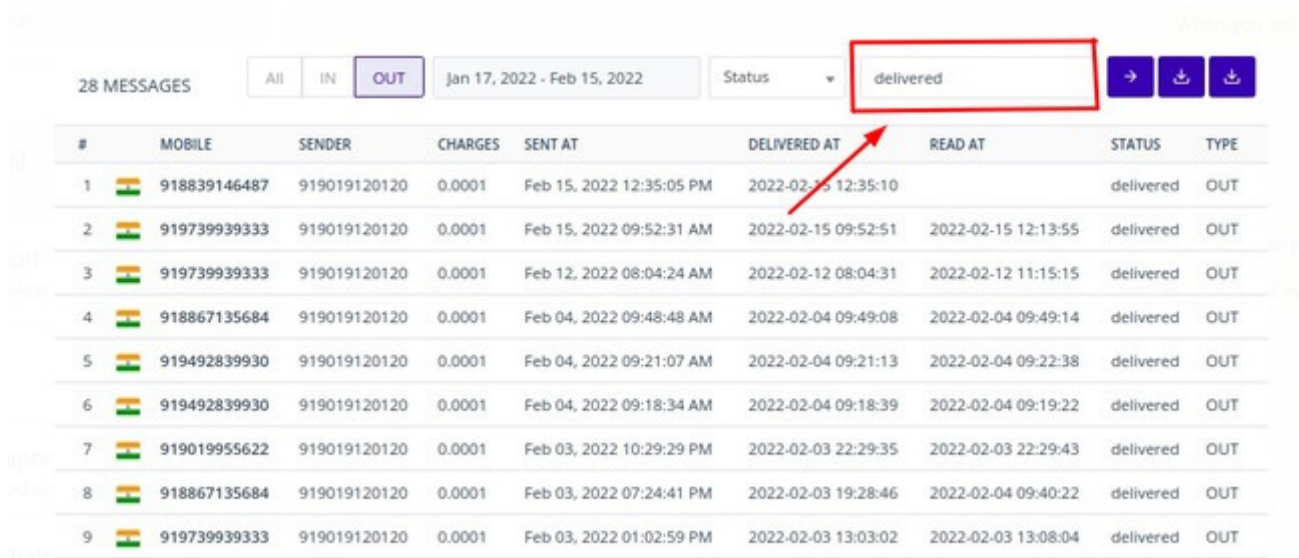
To see the campaign performance report click on the view messages,



Here you can see the message status for individual numbers of the campaign.



Here you can add filters to get the delivered and failed status of the campaign. we can apply date filter we can download the report by clicking on download option.



## 8. MOBtexting WhatsApp Business API Documentation



<https://portal.mobtexting.com/docs/v2/whatsapp/send-message>