

DotPe WhatsApp APIs

List Template API

Use case: This API is to be used to fetch templates present on WABA and subsequently use template information to send messages using templates-based bulk messaging API.

NOTE: Templates can also be found under the template management section of the merchant panel.

Request Information:

Method	GET
URL	https://api.dotpe.in/api/comm/public/enterprise/v1/templates
Header	Mandatory
Dotpe-API-Key	dpmat-xyz
Response (Successful)	<div>200 OK</div> <div><pre>1 { 2 "status": true, 3 "data": [4 { 5 "eventId": 736, 6 "templateName": "checkt_emplate", 7 "templateStatus": "REJECTED", 8 "rejectedReason": "SCAM", 9 "language": "en", 10 "templateCategory": "MARKETING", 11 "sampleText": "Hi!,Whats up", 12 "components": { 13 "body": { 14 "text": "Hi, \n \nWelcome to {{storeName}}, \nYour order is confirmed", 15 "variables": [16 "storeName", 17 "orderId", 18 "itemNames" 19] 20 }, 21 "footer": { 22 "text": "This is footer_text" 23 }, 24 "header": { 25 "format": "text", 26 "text": "some header text {{headerVar}}", 27 "variables": [28 "storeName" 29] 30 }, 31 "buttons": { 32 "cta": [33 { 34 "text": "123", 35 "phone": "+919958984495" 36 } 37] 38 } 39 }, 40 } 41] 42}</pre></div>

	<pre>40 "createdAt": "2023-02-06 12:59:18", 41 "updatedAt": "2023-02-06 12:59:29", 42 }, 43], 44 "paging": { 45 "cursor": { 46 "before": "MQ==", 47 "after": "MTA0" 48 } 49 } 50 }</pre>
Response (Failure)	<p>2. 401 unauthorised</p> <pre>1 { 2 "message": "unauthorized", 3 "status": false, 4 }</pre> <p>3. 422 Unprocessable Entity</p> <pre>1 { 2 "status": false, 3 "message": "unprocessable_entity", 4 "error": "wabaID not found" 5 }</pre> <p>4. 400 bad request</p> <pre>1 { 2 "status": false, 3 "message": "invalid request", 4 "error": "both 'after' and 'before' cursors present in request" 5 }</pre>
Curl	<pre>1 curl --location 'https://api.dotpe.in/api/comm/public/enterprise/v1/templates?status=APPROVED' 2 --header 'Dotpe-API-Key: dpmat-xyz'</pre>

Query params	Mandatory	values
status	No	APPROVED, DISABLED, SUBMITTED
templateName	No	test_ok
before	No	MQ==
after	No	MTA0
count	No	>=0 (number of templates in the result set)

Template-Based Bulk Message API

Use case: This API is to be used to send template-based messages to up to 1000 recipients in a single call.

Request Information:

Method	POST
URL	https://api.dotpe.in/api/comm/public/enterprise/v1/wa/send
Header	Mandatory
Dotpe-API-Key	dpmat-xyz
Header	Mandatory
Content-Type	application/json
Payload	<pre>1 { 2 "template":{ 3 "name":"welcome_order", 4 "language":"en" 5 }, 6 "source":"crm", 7 "wabaNumber": "9123456789", 8 "recipients": [9 "918602376936" 10], 11 "params": { 12 "header": "header variable", 13 "body": ["name", "last_name"], 14 } 15 }</pre>
Response (Successful)	200 OK
	<pre>1 { 2 "jobId": 12796, 3 "status": true 4 }</pre>
Response (Failure)	1. 401 unauthorised
	<pre>1 { 2 "message": "unauthorized" 3 }</pre>
	2. 400 bad request
	<pre>1 { 2 "status": false, 3 "message": "unable to process message send request", 4 "error": "invalid request" 5 }</pre>
	<pre>1 { 2 "status": false, 3 "message": "unable to process message send request",</pre>

```
4     "error": "template language is required"
5 }
```

3. 422 Unprocessable Entity

```
1 {
2     "status": false,
3     "message": "unable to process message send request",
4     "error": "invalid waba phone number"
5 }
```

Curl

```
1 curl --location 'https://api.dotpe.in/api/comm/public/enterprise/v1/wa/send' \
2 --header 'Dotpe-API-Key: dpmat-xyz' \
3 --header 'Content-Type: application/json' \
4 --data '{
5     "merchantId": 5618,
6     "template": {
7         "name": "test_1",
8         "language": "en"
9     },
10    "wabaNumber": "917976890438",
11    "recipients": [
12        "918860828118"
13    ],
14    "source": "crm",
15    "clientRefId": "E5CEmR2WFzd0EGSG",
16    "params": {
17        "header": "https://cdn.dotpe.in/marketing/media/1676529980/download.mp4",
18        "body": [
19            "himanshu",
20            "12345678"
21        ]
22    }
23 }'
```

```
1 curl --location 'https://api.dotpe.in/api/comm/public/enterprise/v1/wa/send' \
2 --header 'Dotpe-API-Key: dpmat-xyz' \
3 --header 'Content-Type: application/json' \
4 --data '{
5     "merchantId": 5618,
6     "eventId": 581,
7     "wabaNumber": "917976890438",
8     "recipients": [
9         "918860828118"
10    ],
11    "source": "crm",
12    "clientRefId": "E5CEmR2WFzd0EGSG",
13    "params": {
14        "header": "https://cdn.dotpe.in/marketing/media/1676529980/download.mp4",
15        "body": [
16            "himanshu",
17            "12345678"
18        ]
19    }
20 }'
```

Understanding the payload:

Field	Description
-------	-------------

<div>template</div> <div> <div>name</div> <div>language</div> </div>	<div>mandatory if eventId not passed.</div> <div>name and language both mandatory</div>
eventId	mandatory if template not passed
wabaNumber	mandatory
recipients	upto 1k recipients are supported.
recipients[i]	<div>country coded phone number. with or without +.</div> <div>+919721395967 or 919721395967`</div>
params.header	variable header if template requires.
params.body	list of text variables if template requires.
clientRefId	message Id

Free-Form (Non Template) Message API

Use case: This API is to be used to send non template based message within the service window.

When a customer messages you, a 24-hour timer called a customer service window starts. As long as it has been less than 24 hours since they last messaged you, you can respond with free form messages. If it has been more than 24 hours since they last messaged you, you are outside the customer service window and must use a message template.

Request Information:

Method	POST
URL	https://api.dotpe.in/api/comm/public/enterprise/v1/wa/send/free-form
Header	Mandatory
Dotpe-API-Key	dpmat-xyz
Header	Mandatory
Content-Type	application/json
Payload	<div>TEXT</div> <pre> 1 { 2 "wabaNumber": "919650888922", 3 "recipient": "919599670191", 4 "source": "", 5 "clientRefId": "asdniwqhefiu", 6 "type":"text" 7 "text" : { 8 "preview_url": false, 9 "body": "MESSAGE_CONTENT" 10 } 11 }</pre> <div>IMAGE</div>

```
1 {
2   "wabaNumber": "919650888922",
3   "recipient": "919599670191",
4   "source": "",
5   "clientRefId": "asdniwqhefiu",
6   "type":"image"
7   "image" : {
8     "link":"image.link.required",
9     "caption":"this is a caption, can be any text"
10  }
11 }
```

VIDEO

```
1 {
2   "wabaNumber": "919650888922",
3   "recipient": "919599670191",
4   "source": "",
5   "clientRefId": "asdniwqhefiu",
6   "type":"video"
7   "video" : {
8     "link":"video.link.required",
9     "caption":"this is a caption, can be any text"
10  }
11 }
```

DOCUMENT

```
1 {
2   "wabaNumber": "919650888922",
3   "recipient": "919599670191",
4   "source": "",
5   "clientRefId": "asdniwqhefiu",
6   "type":"document"
7   "document" : {
8     "link":"document.link.required",
9     "caption":"this is a caption, can be any text",
10    "filename":"docname"
11  }
12 }
```

AUDIO

```
1 {
2   "wabaNumber": "919650888922",
3   "recipient": "919599670191",
4   "source": "",
5   "clientRefId": "asdniwqhefiu",
6   "type":"audio"
7   "audio" : {
8     "link":"audio.link.required",
9     "caption":"this is a caption, can be any text",
10  }
11 }
```

LOCATION

```
1 {
2   "wabaNumber": "919650888922",
3   "recipient": "919599670191",
```

	<pre> 4 "source": "", 5 "clientRefId": "", 6 "type":"location" 7 "location":{ 8 "latitude":34.76, 9 "longitude":45.76, 10 "name":"Name of the location.", 11 "address":"Address of the location. Only displayed if name is present." 12 } 13 }</pre>
Response (Successful)	<p>200 OK</p> <pre> 1 { 2 "jobId": 12796, 3 "status": true 4 }</pre>
Response (Failure)	<p>1. 401 unauthorised</p> <pre> 1 { 2 "message": "unauthorized" 3 }</pre> <p>2. 400 bad request</p> <pre> 1 { 2 "status": false, 3 "message": "invalid request", 4 "error": "error description" 5 }</pre> <p>3. 422 Unprocessable Entity</p> <pre> 1 { 2 "status": false, 3 "message": "unable to process free form message send request", 4 "error": "error description" 5 }</pre>
Curl	<p>The below curl is for sending TEXT message, for other type of free-form messages the type and payload should be modified accordingly</p> <pre> 1 curl --location 'https://api.dotpe.in/api/comm/public/enterprise/v1/wa/send/free-fo 2 --header 'Dotpe-API-Key: dpmat-xyz' \ 3 --header 'Content-Type: application/json' \ 4 --data '{ 5 "wabaNumber": "919650888922", 6 "recipient": "919599670191", 7 "source": "", 8 "clientRefId": "id-used-by-client-using-the-api", 9 "type":"text" 10 "text" : { 11 "preview_url": false, 12 "body": "MESSAGE_CONTENT" 13 } 14 }'</pre>
Understanding the payload:	

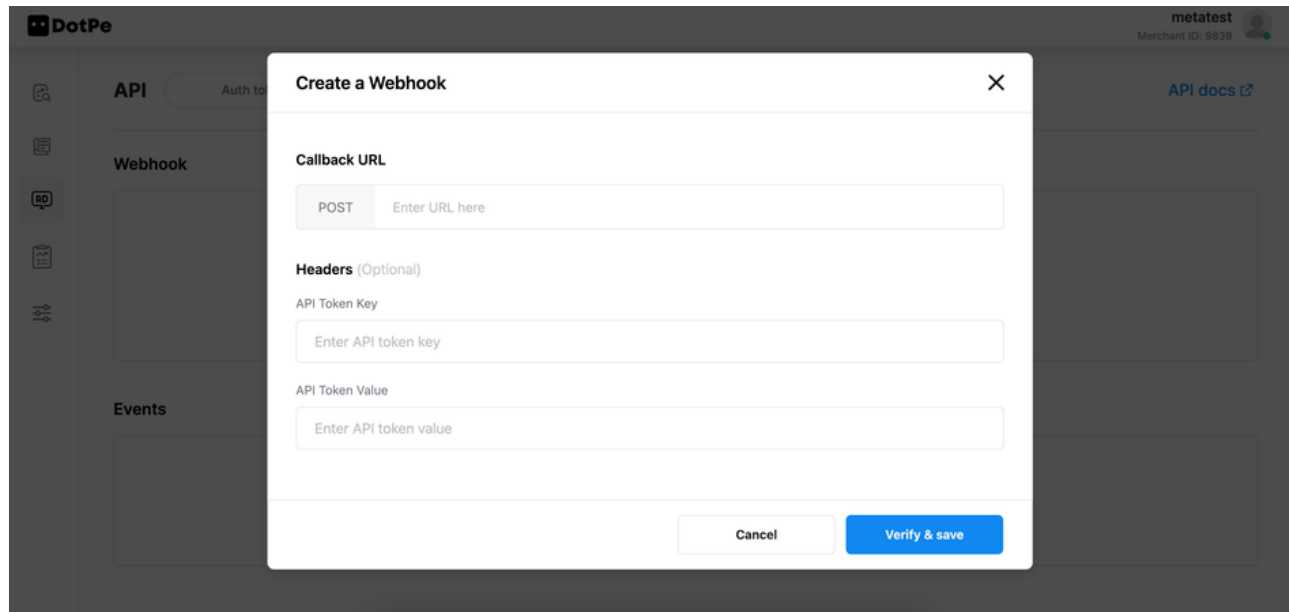
Field	Description
type	ENUM ("text" , "image" , "video" , "document" , "audio" , "location")
wabaNumber	mandatory (country coded phone number which will be used to send the message)
recipient	mandatory (country coded whatsapp number of the recipient eg 919721395967)
text <div> <div>body</div> <div>preview_url</div> </div>	mandatory if type="text" <div> <div>body is mandatory</div> <div>preview_url is boolean and is optional, true if we want to preview any url links in the text body</div> </div>
image <div> <div>link</div> <div>caption</div> </div>	mandatory if type="image" <div> <div>link (url to the media) is mandatory</div> </div>
video <div> <div>link</div> <div>caption</div> </div>	mandatory if type="video" <div> <div>link (url to the media) is mandatory</div> </div>
document <div> <div>link</div> <div>caption</div> <div>filename</div> </div>	mandatory if type="document" <div> <div>link (url to the media) is mandatory</div> </div>
audio <div> <div>link</div> <div>caption</div> </div>	mandatory if type="audio" <div> <div>link (url to the media) is mandatory</div> </div>
location <div> <div>latitude</div> <div>longitude</div> <div>name</div> <div>address</div> </div>	mandatory if type="location" <div> <div>latitude and longitude is mandatory</div> <div>Address of the location is displayed if name is present.</div> </div>
clientRefId	message Id

Webhook

Use case: Webhook can be configured to receive events for message delivery statuses and message from users.

Steps to configure webhook:

1. Create a POST API with or without authentication in headers (It is recommended to have authentication in the API).
2. Configure the POST API in the Webhook section under API feature.



3. On clicking verify and save, verification will be done by sending a test event to the API. Once we receive a 200 response verification will be completed and the webhook will be configured.
4. All events will be subscribed by default, you can unsubscribe from events that are not required.
5. Setup complete.

Events:

1. dlr:

- a. This event will inform the status (sent, delivered, read or failed) of submitted messages
- b. DLR events will be sent for jobs submitted only via APIs and not marketing or chatbot or any other UI feature.

c. 1 Event structure
2 dlr
3 // jobid + recipient will be the unique identifier of event
4 {
5 "timestamp": 1679398645,
6 "metadata": {
7 "wabaId": "102971359409363",
8 "wabaDisplayPhone": "919650888922",
9 },
10 "status": {
11 "jobid": 123,
12 "recipient": "919928035843",
13 "status": "sent",
14 "errors": null
15 }
16 }

2. inbound_messages:

- a. This event will be sent for all messages sent by users

```
b. 1 Event payload
   2 for inbound messages
   3
   4 text message:
   5 {
   6     "timestamp": 1679398645,
   7     "metadata": {
   8         "wabaId": "117498227937720",
   9         "wabaDisplayPhone": "919101829303",
  10     },
  11     "message": {
  12         "from": "919677030909",
  13         "profileName": "Rahul Sahani",
  14         "body": "Hello",
  15         "button": {},
  16         "type": "text"
  17     }
  18 }
  19
  20 button reply:
  21 {
  22     "timestamp": 1673334792,
  23     "metadata": {
  24         "wabaId": "102971359409363",
  25         "wabaDisplayPhone": "919650888922"
  26     },
  27     "message": {
  28         "contextJobId": "",
  29         "from": "919677030909",
  30         "profileName": "Rahul Sahani",
  31         "body": "",
  32         "button": {
  33             "text": "STOP",
  34             "payload": "STOP"
  35         },
  36         "type": "button"
  37     }
  38 }
```