WhatsApp Connector Deployment Guide

Allows the user to send automated WhatsApp messages through a flow on Power Automate. Custom message templates can be sent and variables within the JSON body can be set.

Prerequisites

- WhatsApp Business Account
- Meta developer account
- Premium Power Apps Account

1. Creating the Meta Developer Account

   Follow the steps on the following link to easily create a Meta Developer account:
   https://developers.facebook.com/docs/development/register/

2. Creating the Meta App

   Steps defined in detail by Meta:
   https://developers.facebook.com/docs/development/create-an-app/

   To get started, create an app on the meta app dashboard.

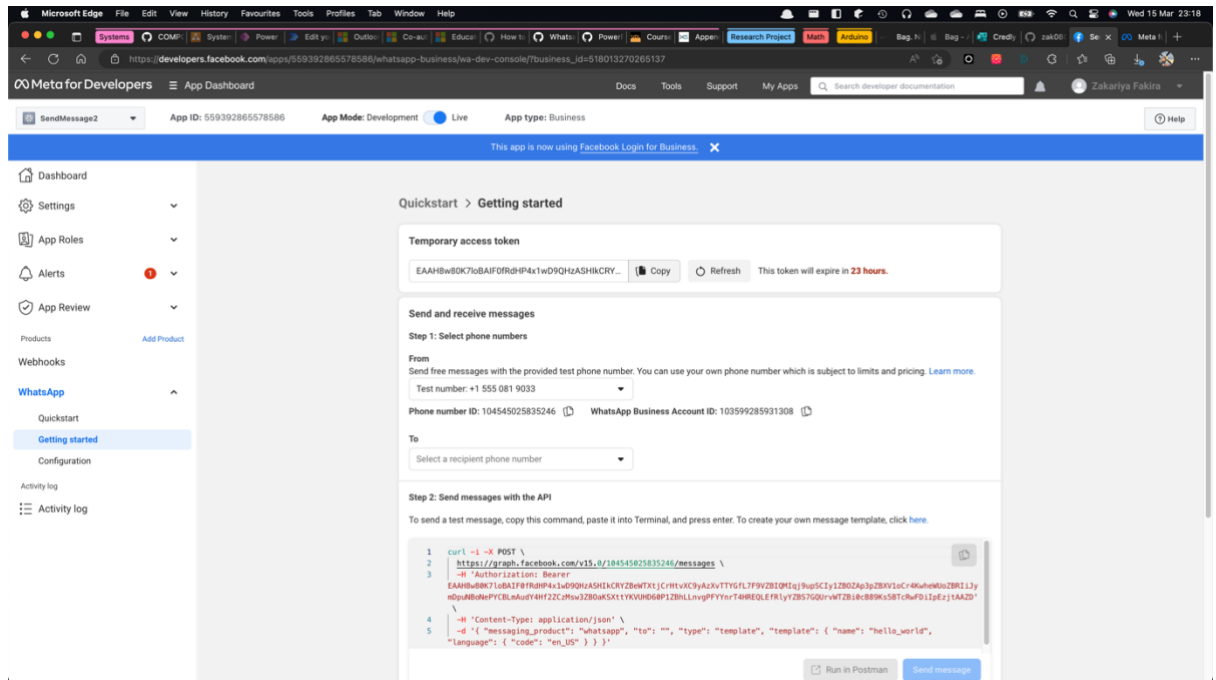   Select the developer console page from the WhatsApp business account.

   From there, select create app and follow the setup process.
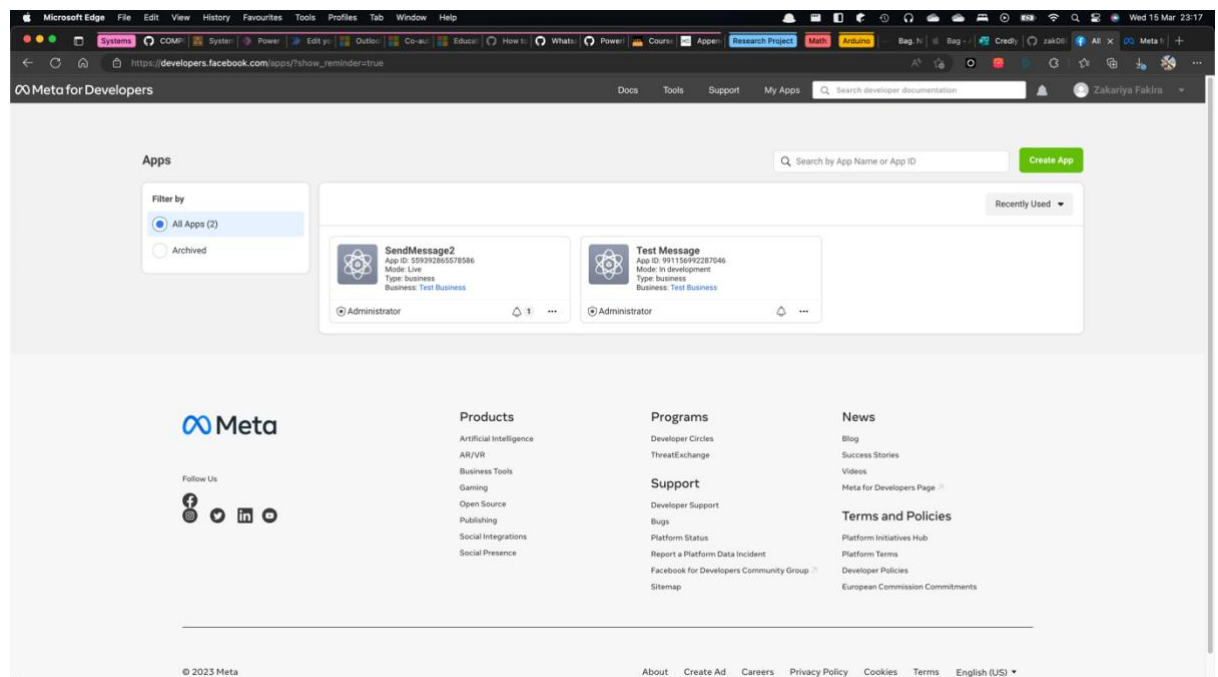
3. Using the Phone Number ID

Once the above has been completed, the phone number ID which can be viewed on the Meta App can be used to complete the URL request path in the API call. This can be set through the connector.
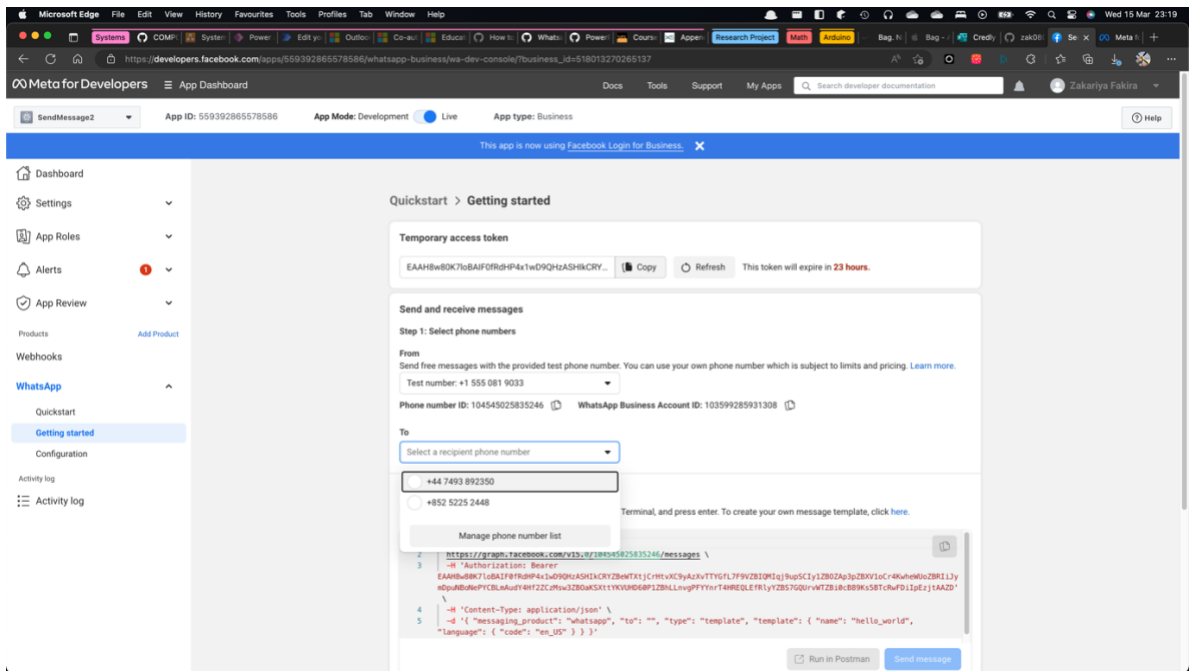

4. Adding recipients to the list of contacts

Only phone numbers registered to the Meta App can be contacted using the connector so it is key that these phone numbers are added to the list. This can be done by heading to the 'Getting Started' page of the Meta App and selecting 'Manage Phone Number List' in the recipient drop down list.

5. Creating custom message templates

Once everything is set up, you can choose to create your own message templates to be sent from your WhatsApp Business account. These message templates will need to be approved by Meta before you can use it in the connector.

For that, follow the steps, thoroughly explained by Meta on this website: Create message templates for your WhatsApp Business account | Meta Business Help Centre (facebook.com).
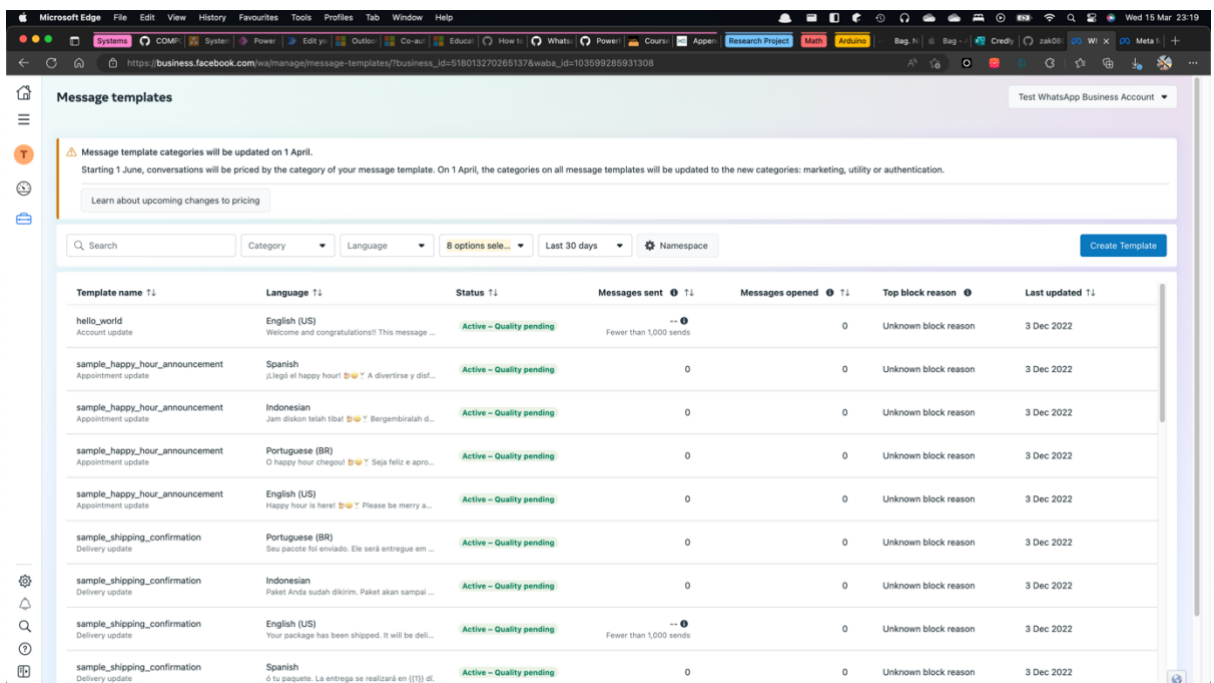
Supported Operation

The connector supports the following operations:

- Send Message: Sends a message to the recipient provided that the latter is found in the list of phone numbers for the Meta Account.

Consuming the Connector on Power Platform

Creating the Microsoft Developer Account (If you don't have Microsoft 365 Premium Account)

Go to Developer Program | Microsoft 365 Dev Center to create a Microsoft Developer account.

Click on 'Join now' and follow the steps to create an account.

Getting to Power Platform

From the M365 developer home page, click on your account and on "View Account".

Navigate to Power Apps by clicking on the elipses on the top-left corner.
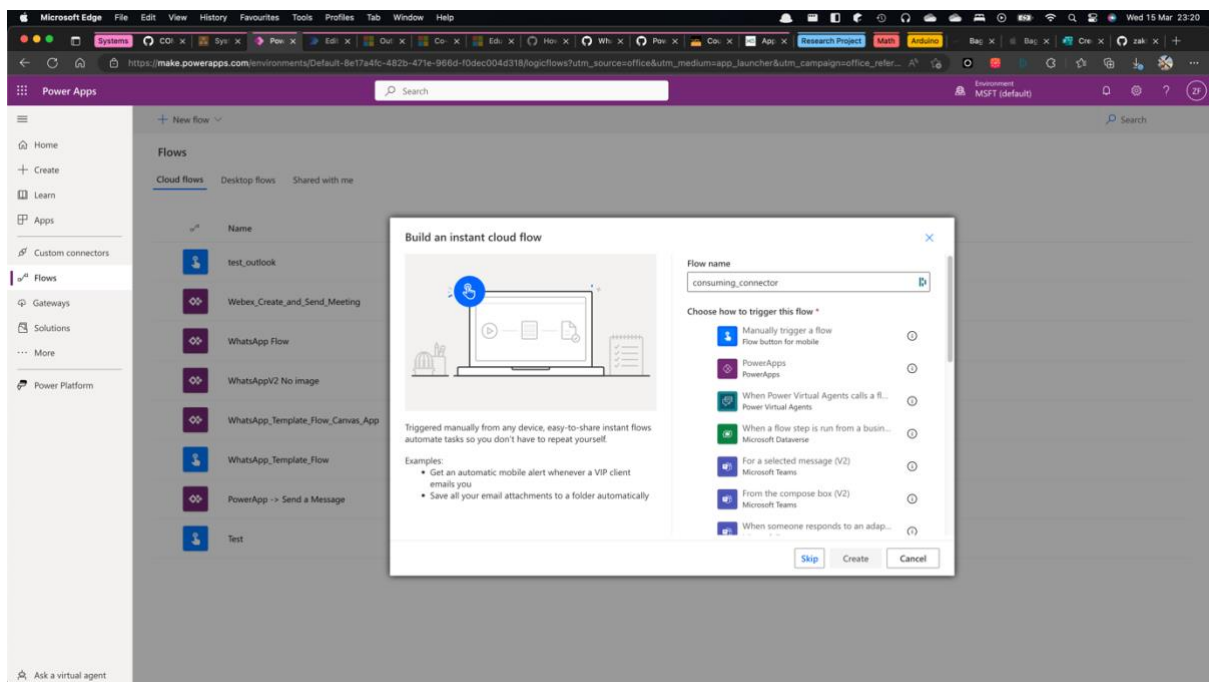
You are now at the home page of Power Apps.

Using a flow to consume the connector

The connector on its own doesn't do much and using it in a Power Automate Flow gives it its real value and power.

Click on flows in the ribbon found on the left of the screen.

Create a new instant cloud flow

Name your flow and select your trigger. If you want the flow to be used within a canvas app, select the power apps trigger, otherwise if you just want to test the connector, use the manual trigger.

Once you have created the flow, click on "+ New Step" and look up "WhatsApp". Select the independent publisher WhatsApp connector.
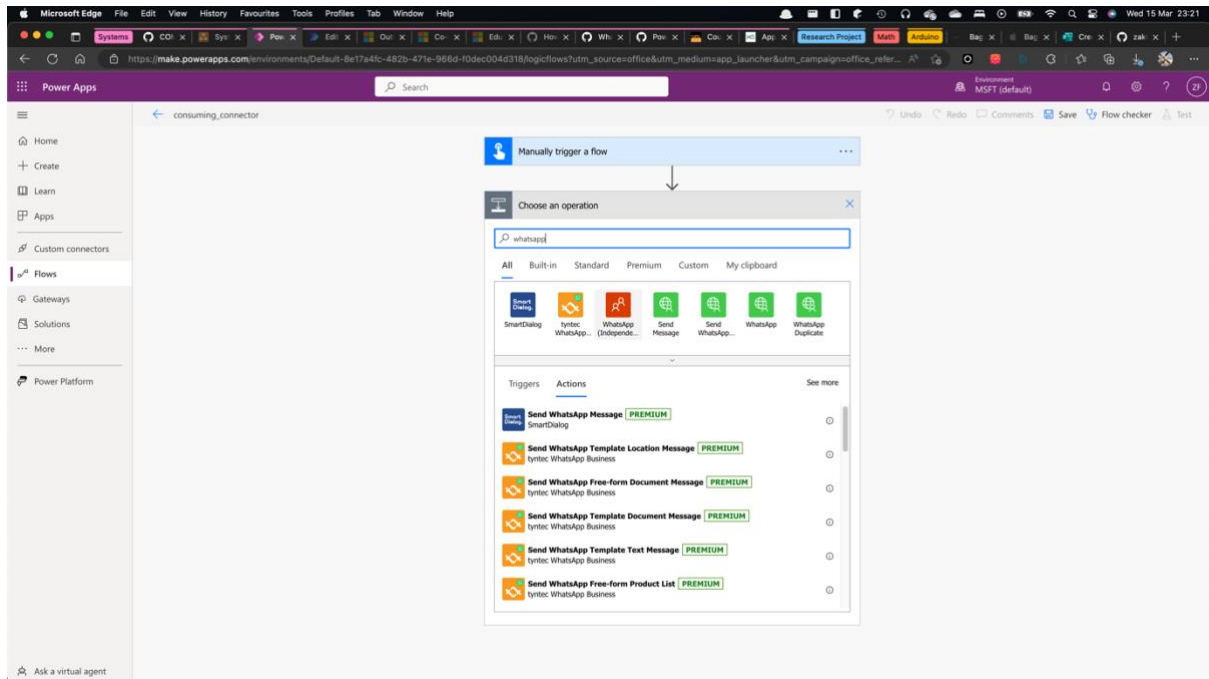
You will be prompted to add the connection. A connection is a way to authenticate yourself and essentially just verifies the Bearer token used as API Key. Name your connection as you wish, and key in "Bearer <insert your token>" in the API Key field.
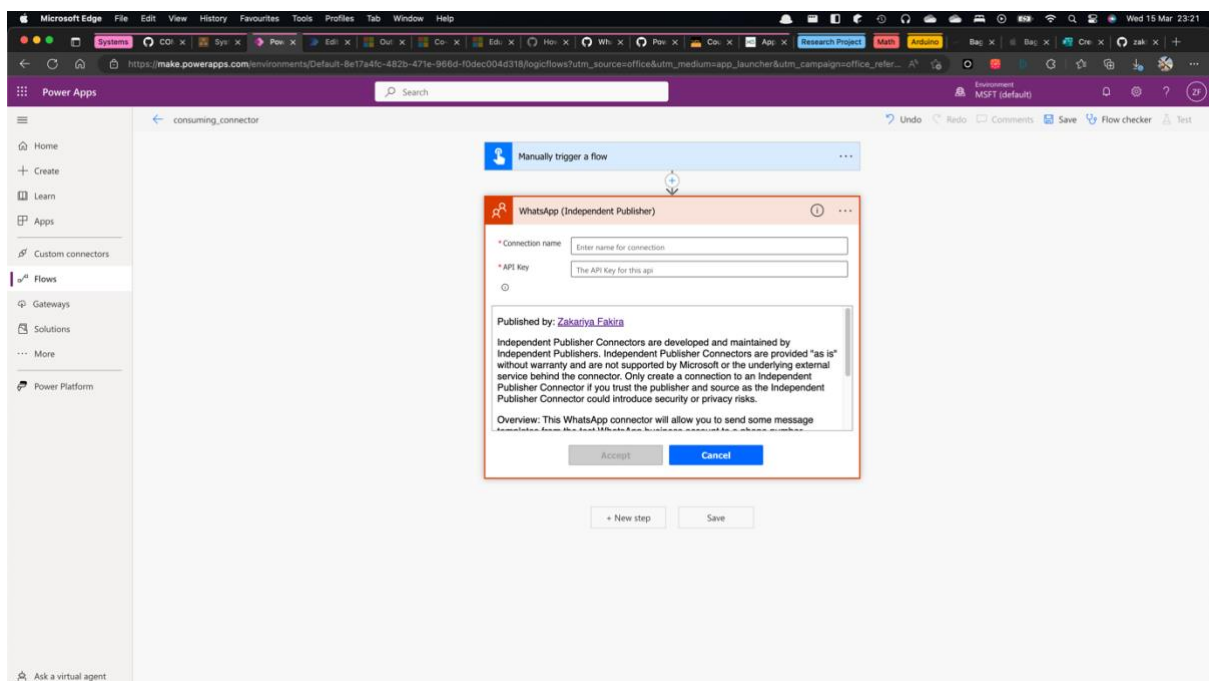
To infinity and beyond

Congratulations! You are now ready to use our WhatsApp connector! This connector can be used as you wish and feel free to be creative. You can do a test run of this flow, incorporate as many other connectors as you want and use this flow in canvas apps.

Obtaining Credentials

Generating the permanent token

By default Meta uses a temporary token that expires in 24 hours. This temporary token can be used as the API key but will have to be updated within 24 hours.

To get a permanent token, follow the steps from the following link: [Permanent token for WhatsApp Cloud API: How to generate? | Pepper Cloud Blog](#)