

Managing WhatsApp Business Accounts | Developer Documentation

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This document describes common endpoints used to manage business customer WhatsApp Business Accounts.

Understanding shared WABAs

Permissions

A Solution Partner has the following permissions in a shared WABA:

Add phone numbers
Create templates
Send messages to customers
Assign users to the account
Access metrics
View payment information

On their side, the businesses onboarding via Embedded Signup can see and/or do:

Category	What can businesses see?
Insights	Messaging, cost, and quality state changes.
Quality	Quality statuses and ratings.

Category	What can businesses do?
Assets	Add and manage phone numbers and templates.

Category	What can businesses do?
WABA management	Unshare WABA with a Solution Partner, delete WABA, and change settings.
Integration with other Meta products	Integrate with Ads that Click to WhatsApp.

Solution Partners cannot disable what businesses are able to see or do or customize their views. Businesses can see [Manage Your WhatsApp Solution Partner's Permissions?](#) for more information.

Notifications

Solution Partners receive relevant notifications via webhooks and through Business Manager. Notifications are sent when:

A business shares a WABA. Messaging limits or quality rating changes for a client's WABA. When a phone number display name or a template is approved.

If the business leaves the Embedded Signup flow before they have successfully completed it, they may have shared the WABA but the phone number's certificate may not be ready, which means the number cannot be registered for API use. If this happens, please reach out to the business to help them complete the embedded signup flow.

See Also

[WhatsApp Business Management API](#) Reference: [Business](#) Reference: [WhatsApp Business Account](#)

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