

messages webhook reference | Developer Documentation

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The **messages** webhook describes messages sent from a WhatsApp user to a business and the status of messages sent by a business to a WhatsApp user.

Payload structures

Incoming messages

Messages webhooks describing a message sent by a WhatsApp user - either directly, via an ad, or via a UI component in a previously received message - all have the same common structure. You can easily identify these webhooks because they include a `messages` array. For example, this webhook describes a text message sent a business:

Objects in the `messages` array can vary greatly based on message type (indicated by the object's `type` property). For this reason, each incoming message type has a dedicated reference, linked in the menu on the left.

Outgoing messages

Messages webhooks describing a message sent by a business to a WhatsApp user have a different structure. You can easily identify these because they include a `statuses` array. For example, this webhook describes a message that has been delivered to a WhatsApp user's device:

Note that these webhooks don't describe the contents of the outgoing message itself, only its status, and each outgoing message can have up to three separate webhooks (one for a status of sent, one for delivered, and one for read).

Status webhooks also have a [dedicated reference](#).

Errors

Errors in messages webhooks can be surfaced in three places:

System-, app-, and account-level errors appear as a `value` object property (

`entry.changes.value.errors`). See the [errors](#) reference. Incoming message errors appear in the

`messages` array (`entry.changes.value.messages.errors`). These webhooks have `type` set to

`unsupported`. See the [unsupported](#) reference. Outgoing message errors appear in the `statuses`

array (`entry.changes.value.statuses.errors`). See the [status](#) reference.

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