

# phone\_number\_name\_update webhook reference | Developer Documentation

## phone\_number\_name\_update webhook reference

Updated: Oct 22, 2025

This reference describes trigger events and payload contents for the WhatsApp Business Account **phone\_number\_name\_update** webhook.

The **phone\_number\_name\_update** webhook notifies you of business phone number [display name verification](#) outcomes.

### Triggers

A newly created business phone number's display name is reviewed. A business phone number's already approved display name is edited and reviewed.

### Parameters

Placeholder	Description	Example value
<code>&lt;BUSINESS_DISPLAY_PHONE_NUMBER&gt;</code> <i>String</i>	Business display phone number.	<code>15550783881</code>

Placeholder	Description	Example value
<p><code>&lt;DECISION&gt;</code> String</p>	<p>Indicates the outcome of the business phone number <a href="#">display name verification</a> process.</p> <p><code>APPROVED</code> - Indicates the display name has been approved and will now appear at the top of the business phone number's profile in the WhatsApp client.</p> <p><code>DEFERRED</code> - Indicates a decision has been deferred.</p> <p><code>PENDING</code> - Indicates a decision is still pending further review.</p> <p><code>REJECTED</code> - Indicates the display name has been rejected. You can edit the name using <a href="#">WhatsApp Manager?</a>. Review our <a href="#">display name guidelines?</a> before editing.</p>	<p><code>APPROVED</code></p>
<p><code>&lt;REJECTION_REASON&gt;</code> String</p>	<p>The reason why the business phone number display name was rejected, if it was rejected. Review our <a href="#">display name guidelines</a> for common rejection reasons.</p> <p>Values can be:</p> <p><code>NAME_EMPLOYEE_ISSUE</code> - Rejected because the display name included a person's name or employee identifier.</p> <p><code>NAME_ENDCLIENT_NOTRELATED</code> - Rejected because the display name included an unrelated business's name.</p> <p><code>NAME_FORMAT_UNACCEPTABLE</code> - Rejected because the display name used an unacceptable format.</p> <p><code>NAME_INDIVIDUAL_ISSUE</code> - Rejected because the display name included a person's name or employee identifier.</p> <p><code>NAME_NOT_CONSISTENT</code> - Rejected because the display name was not consistent with the business's branding.</p> <p><code>null</code> - Indicates name was accepted.</p> <p><code>UNKNOWN</code> - Rejected for an unknown reason. Please contact support.</p>	<p><code>APPROVED</code></p>
<p><code>&lt;REQUESTED_DISPLAY_NAME&gt;</code> String</p>	<p>The business phone number display name collected when the number was created, or name submitted when editing an already approved display name.</p>	<p><code>Lucky Shrub</code></p>
<p><code>&lt;WEBHOOK_TRIGGER_TIMESTAMP&gt;</code> Integer</p>	<p>Unix timestamp indicating when the webhook was triggered.</p>	<p><code>1739321024</code></p>
<p><code>&lt;WHATSAPP_BUSINESS_ACCOUNT_ID&gt;</code> String</p>	<p>WhatsApp Business Account ID.</p>	<p><code>102290129340398</code></p>

---

Revision #4

Created 2026-04-01 14:40:45 UTC by New Admin

Updated 2026-04-06 17:50:35 UTC by New Admin