

smb_app_state_sync webhook reference | Developer Documentation

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This reference describes trigger events and payload contents for the WhatsApp Business Account **smb_app_state_sync** webhook.

The **smb_app_state_sync** webhook is used for synchronizing contacts of [WhatsApp Business app users who have been onboarded](#) via a solution provider.

Triggers

A solution provider [synchronizes the WhatsApp Business app contacts](#) of a business customer with a WhatsApp Business app phone number who the provider has [onboarded](#). A business customer with a WhatsApp Business app phone number who has been [onboarded](#) by a solution provider adds a contact to their WhatsApp Business app [contacts?](#). A business customer with a WhatsApp Business app phone number who has been [onboarded](#) by a solution provider removes a contact from their WhatsApp Business app [contacts?](#). A business customer with a WhatsApp Business app phone number who has been [onboarded](#) by a solution provider edits a contact in their WhatsApp Business app [contacts?](#).

Parameters

Placeholder	Description	Example value
<p><ACTION> String</p>	<p>Indicates if the business customer added, edited, or deleted a contact from their WhatsApp Business app phone address book.</p> <p>Values can be:</p> <p>add - Indicates the WhatsApp Business app user added or edited a contact.</p> <p>remove - Indicates the WhatsApp Business app user removed a contact.</p>	<p>add</p>
<p><BUSINESS_DISPLAY_PHONE_NUMBER> String</p>	<p>Business display phone number.</p>	<p>15550783881</p>
<p><BUSINESS_PHONE_NUMBER_ID> String</p>	<p>Business phone number ID.</p>	<p>106540352242922</p>
<p><CONTACT_FIRST_NAME> String</p>	<p>The contact's first name, as it appears in the business customer's WhatsApp Business app phone address book. Not included when the business customer removes a contact from their WhatsApp Business app phone address book.</p>	<p>Pablo</p>
<p><CONTACT_FULL_NAME> String</p>	<p>The contact's full name, as it appears in the business customer's WhatsApp Business app phone address book. Not included when the business customer removes a contact from their WhatsApp Business app phone address book.</p>	<p>Pablo Morales</p>
<p><CONTACT_PHONE_NUMBER> String</p>	<p>The contact's WhatsApp phone number.</p>	<p>16505551234</p>
<p><WEBHOOK_TRIGGER_TIMESTAMP> Integer</p>	<p>Unix timestamp indicating when the webhook was triggered.</p>	<p>1739321024</p>
<p><WHATSAPP_BUSINESS_ACCOUNT_ID> String</p>	<p>WhatsApp Business Account ID.</p>	<p>102290129340398</p>

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