

Status messages webhook reference | Developer Documentation

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Updated: Nov 20, 2025
This reference describes trigger events and payload contents for WhatsApp Business Account status **messages** webhook.

Triggers

Your message is sent to a WhatsApp user.Your message is delivered to a WhatsApp user’s device.Your message is displayed (i.e. “read”) in the WhatsApp client on a WhatsApp user’s device.Your message is unable to be sent to a WhatsApp user.Your message is unable to be delivered to a WhatsApp user’s device.Your message is sent to a WhatsApp user in a group chat.Your voice message is played by the WhatsApp user’s device.
Note that the triggers above also apply to a WhatsApp user who is part of a group chat.
A status is considered read only if it has been delivered. In some cases, like when a user receives a message while in the chat screen, the message is both delivered and read at the same time. In these cases, the “delivered” webhook is not sent because it’s implied that the message was delivered since it was read. This behavior is due to internal optimization.

Parameters

Placeholder	Description	Example value
<BUSINESS_DISPLAY_PHONE_NUMBER> String	Business display phone number.	15550783881

Placeholder	Description	Example value
<BUSINESS_OPAQUE_DATA> String	String assigned by the business to the <code>biz_opaque_callback_data</code> property in the send message request. Only included if the business set a <code>biz_opaque_callback_data</code> value when sending the message.	1744434060
<BUSINESS_PHONE_NUMBER_ID> String	Business phone number ID.	106540352242922
<CONVERSATION_CATEGORY> String	Conversation category . Values can be: <code>authentication</code> — Indicates an authentication conversation. <code>authentication_international</code> — Indicates an authentication-international conversation. <code>marketing</code> — Indicates a marketing conversation. <code>marketing_lite</code> — Indicates a Marketing Messages API for WhatsApp conversation. <code>referral_conversion</code> — Indicates a free entry point conversation. <code>service</code> — Indicates a service conversation. <code>utility</code> — Indicates a utility conversation.	service
<CONVERSATION_EXPIRATION_TIMESTAMP> String	Unix timestamp indicating when the conversation will expire. The <code>expiration_timestamp</code> property is only included for <code>sent</code> status.	1744434060
<CONVERSATION_ID> String	Version 24.0 and higher: The <code>conversation</code> object will be omitted entirely, unless the webhook is for a message sent within an open free entry point window, in which case the value will be unique per window. Version 23.0 and lower: Value will now be set to a unique ID per-message, unless the webhook is for a message sent with an open free entry point window, in which case the value will be unique per window.	8f842dbba350821654c9dfed31f5635c
<ERROR_CODE> Integer	Error code .	131050
<ERROR_CODES_URL> String	Link to error code documentation .	/docs/whatsapp/cloud-api/support/error-codes/
<ERROR_DETAILS> String	Error code details.	In order to maintain a healthy ecosystem engagement, the message failed to be delivered.

Placeholder	Description	Example value
<ERROR_MESSAGE> String	Error code message. This value is the same as the <code>title</code> property value.	This message was not delivered to maintain healthy ecosystem engagement.
<ERROR_TITLE> String	Error code title. This value is the same as the <code>message</code> property value.	This message was not delivered to maintain healthy ecosystem engagement.
<GROUP_PARTICIPANT_USER_PHONE_NUMBER> String	WhatsApp user phone number. Property only included if message was sent to a group .	16505551234
<IDENTITY_KEY_HASH> String	Identity key hash. Only included if you have enabled the identity change check feature.	DF21S5v2W6x=
<IS_BILLABLE?> Boolean	Indicates if the message is billable (<code>true</code>) or not (<code>false</code>). Note that the <code>billable</code> property will be deprecated in a future versioned release, so we recommend that you start using <code>pricing.type</code> and <code>pricing.category</code> together to determine if a message is billable, and if so, its billing rate.	true
<PRICING_CATEGORY> String	Pricing category (rate) applied if billable. Values can be: <code>authentication</code> — Indicates authentication rate applied. <code>authentication-international</code> — Indicates authentication-international rate applied. <code>marketing</code> — Indicates marketing rate applied. <code>marketing_lite</code> — Indicates a Marketing Messages API for WhatsApp pricing applied. <code>referral_conversion</code> — Indicates a free entry point conversation . <code>service</code> — Indicates service rate applied. <code>utility</code> — Indicates utility rate applied.	service
<PRICING_MODEL> String	Pricing model. Values can be: <code>CBP</code> — Indicates conversation-based pricing applies. Will only be set to this value if the webhook was sent before July 1, 2025. <code>PMP</code> — Indicates per-message pricing applies.	PMP

Placeholder	Description	Example value
<PRICING_TYPE> String	Pricing type. <code>regular</code> — Indicates the message is billable. <code>free_customer_service</code> — Indicates the message is free because it was either a utility template message or non-template message sent within a customer service window. <code>free_entry_point</code> — Indicates the message is free because it was sent within an open free entry point window.	regular
<STATUS> String	Message status. Values can be: <code>delivered</code> — Indicates message was successfully delivered to the WhatsApp user's device. WhatsApp UI equivalent: Two checkmarks. <code>failed</code> — Indicates failure to send or deliver the message to the WhatsApp user's device. WhatsApp UI equivalent: Red error triangle. <code>played</code> — Indicates the first time a voice message is played by the WhatsApp user's device. WhatsApp UI equivalent: Blue microphone. <code>read</code> — Indicates the message was displayed in an open chat thread in the WhatsApp user's device. WhatsApp UI equivalent: Two blue checkmarks. <code>sent</code> — Indicates the message was successfully sent from our servers. WhatsApp UI equivalent: One checkmark.	read
<USER_PHONE_NUMBER_OR_GROUP_ID> String	WhatsApp user phone number or group ID. Value set to the WhatsApp user's phone number if the message was sent to their phone number, or set to a group ID if sent to a group ID. If sent to a group ID, the WhatsApp user's phone number is instead assigned to the <code>recipient_participant_id</code> property.	16505551234
<WEBHOOK_TRIGGER_TIMESTAMP> String	Unix timestamp indicating when the webhook was triggered.	1739321024
<WHATSAPP_BUSINESS_ACCOUNT_ID> String	WhatsApp Business Account ID.	102290129340398

Placeholder	Description	Example value
<WHATSAPP_MESSAGE_ID> String	WhatsApp message ID.	wamid.HBgLMTY1MDM4Nzk0MzkVAgASGBQzQUFE Rjg0NDEzNDdFODU3MUMxMAA=

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