

System messages webhook reference | Developer Documentation

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

Note that unlike other incoming messages webhooks, system **messages** webhooks don't include a `contacts` array.

Triggers

A WhatsApp user changes their WhatsApp phone number.

Parameters

Placeholder	Description	Example value
<code><BUSINESS_DISPLAY_PHONE_NUMBER></code> <i>String</i>	Business display phone number.	<code>15550783881</code>
<code><BUSINESS_PHONE_NUMBER_ID></code> <i>String</i>	Business phone number ID.	<code>106540352242922</code>
<code><NEW_WHATSAPP_USER_ID></code> <i>String</i>	New WhatsApp user ID. Note that a WhatsApp user's ID and phone number may not always match.	<code>12195555358</code>

Placeholder	Description	Example value
<NEW_WHATSAPP_USER_PHONE_NUMBER> <i>String</i>	New WhatsApp user phone number. Note that a WhatsApp user's phone number and ID may not always match.	12195555358
<WEBHOOK_TRIGGER_TIMESTAMP> <i>String</i>	Unix timestamp indicating when the webhook was triggered.	1739321024
<WHATSAPP_BUSINESS_ACCOUNT_ID> <i>String</i>	WhatsApp Business Account ID.	102290129340398
<WHATSAPP_MESSAGE_ID> <i>String</i>	WhatsApp message ID.	wamid.HBgLMTY1MDM4Nzk0MzkVAgASGBQzQUFERjg0NDEzNDdFODU3MUMxMAA=
<WHATSAPP_USER_PHONE_NUMBER> <i>String</i>	WhatsApp user phone number. Note that a WhatsApp user's phone number and ID may not always match.	16505551234
<WHATSAPP_USER_PROFILE_NAME> <i>String</i>	WhatsApp user's name as it appears in their profile in the WhatsApp client.	Sheena Nelson

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