

Unsupported messages webhook reference | Developer Documentation

Unsupported messages webhook reference

Updated: Mar 20, 2026

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

Triggers

A WhatsApp user sends a message type not supported by Cloud API. You use the API to send a message to a number already in use with the API. In this case, the webhook is sent to the owner of the recipient number. A WhatsApp user messages a business that has been [onboarded with a WhatsApp Business app phone number](#), for the first time. This is especially common when users tap one of the business's [ads that click to WhatsApp?](#) and immediately send a message.

Parameters

Placeholder	Description	Example value
<code><BUSINESS_DISPLAY_PHONE_NUMBER></code> <i>String</i>	Business display phone number.	15550783881
<code><BUSINESS_PHONE_NUMBER_ID></code> <i>String</i>	Business phone number ID.	106540352242922

Placeholder	Description	Example value
<IDENTITY_KEY_HASH> String	Identity key hash. Only included if you have enabled the identity change check feature.	DF2LS5v2W6x=
<ERROR_CODE>	The error code. Possible values: 131051 - Cloud API does not support the message type. 131060 - The message is currently unavailable. This typically occurs when a WhatsApp user messages a business onboarded with a WhatsApp Business app phone number , for the first time.	131051
<ERROR_DETAILS>	A human-readable description of the error.	Message type is currently not supported.
<ERROR_MESSAGE>	A human-readable error message. Same as <code>ERROR_TITLE</code> .	Message type unknown
<ERROR_TITLE>	A human-readable error title. Possible values: Message type unknown - Corresponds to error code 131051. This message is currently unavailable. - Corresponds to error code 131060.	Message type unknown
<UNSUPPORTED_TYPE>	Contains the type of message that is unsupported. Values can be: errors gif group_invite hsm image interactive keep_in_chat link_preview list location media_placeholder order pin poll_creation poll_update product reaction	poll_update
<WEBHOOK_TRIGGER_TIMESTAMP> String	Unix timestamp indicating when the webhook was triggered.	1739321024
<WHATSAPP_BUSINESS_ACCOUNT_ID> String	WhatsApp Business Account ID.	102290129340398
<WHATSAPP_MESSAGE_ID> String	WhatsApp message ID.	wamid.HBgLMTY1MDM4Nzk0MzkVAgASGBQzQUFE Rjg0NDEzNDdFODU3MUMxMAA=
<WHATSAPP_USER_ID> String	WhatsApp user ID. Note that a WhatsApp user's ID and phone number may not always match.	16505551234

Placeholder	Description	Example value
<WHATSAPP_USER_PHONE_NUMBER> <i>String</i>	WhatsApp user phone number. This is the same value returned by the API as the <code>input</code> value when sending a message to a WhatsApp user. 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

Revision #4

Created 2026-04-01 14:40:29 UTC by New Admin

Updated 2026-04-06 17:50:33 UTC by New Admin