

Webhook overrides | Developer Documentation

Webhook overrides

Updated: Mar 23, 2026

Webhooks are sent to the callback URL set on your app, but you can override this for your own app by designating an alternate callback URL for the WhatsApp Business Account (WABA) or business phone number.

When a webhook is triggered for a [supported field](#), the system first checks if your app has designated an alternate callback URL for the business phone number associated with the event. If set, the webhook is sent to your alternate callback URL. If the phone number has no alternate, the system checks if the WABA associated with the number has an alternate callback URL, and if set, sends it there. If the WABA also has no alternate, the webhook falls back to your app's callback URL.

Supported webhook fields

The override applies only to the following webhook field types. Webhooks for field types not listed here are always sent to your app's default callback URL.

messages message_echoes calls consumer_profile messaging_handovers group_lifecycle_update
group_participants_update group_settings_update group_status_update smb_message_echoes
smb_app_state_sync history account_settings_update

“ **Note:** Template webhooks (`message_template_status_update`, `message_template_quality_update`, `message_template_components_update`, `template_category_update`) and account-level webhooks (`account_update`, `account_review_update`, `account_alerts`) do not support callback overrides. These webhooks are always delivered to your app's default callback URL.

Requirements

Before setting an alternate callback URL, make sure your app is [subscribed to webhooks on the WABA](#) and verify that your alternate callback endpoint can receive and process webhooks correctly.

Get WABA alternate callback

Delete WABA alternate callback

Delete phone number alternate callback

Revision #5

Created 2026-04-02 10:14:19 UTC by New Admin

Updated 2026-04-06 17:52:49 UTC by New Admin