

# WhatsApp Cloud API - Calling API | Developer Documentation

## WhatsApp Cloud API - Calling API

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Version

The WhatsApp Business Calling API enables you to initiate and receive calls with users on WhatsApp using voice-over-internet protocol (VoIP).

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### GET `/{{Version}}/{{Phone-Number-ID}}/call_permissions`

Check whether you have permission to call a WhatsApp user and what actions are available. This endpoint returns the current permission status for calling a specific user, along with available actions and their limits.

Permission Status:

`granted`: You have active permission to call this user - `pending`: A permission request has been sent but not yet approved - `denied`: The user has denied call permissions - `expired`: Previous permission has expired

Available Actions:

`start_call`: Initiate a new call to this user - `send_call_permission_request`: Send a permission request to this user

Error Handling:

This endpoint may return various error codes including rate limiting errors if too many permission checks are made within a short period.

### Request Syntax

Try it

Select language

---

Select status code

---

Header Parameters

---

User-Agentstring

The user agent string identifying the client software making the request.

Authorizationstring·required

Bearer token for API authentication. This should be a valid access token obtained through the appropriate OAuth flow or system user token.

Content-TypeOne of "application/json", "application/x-www-form-urlencoded", "multipart/form-data"·required

Path Parameters

---

Versionstring·required

The API version to use

Phone-Number-IDstring·required

The ID of the phone number registered with your WhatsApp Business Account

Query Parameters

---

user\_wa\_idstring·required

The WhatsApp ID of the user you want to check call permissions for

Responses

---

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Available Actions:

`start_call`: Initiate a new call to this user - `send_call_permission_request`: Send a permission request to this user

Error Handling:

This endpoint may return various error codes including rate limiting errors if too many permission checks are made within a short period.

200

Call Permissions Check Success

Content Type: application/json

Schema: CallPermissionCheckResponsePayload

Show child attributes

---

## CallPermissionCheckResponsePayload

---

messaging\_productstring·required

Messaging product

---

permissionobject·required

Call permission details

Show child attributes

---

statusOne of "granted", "pending", "denied", "expired"·required

Current permission status for calling this user

---

expiration\_timeinteger (int64)

Unix timestamp when the permission expires (if applicable)

---

actionsarray of object

Available actions and their restrictions

Show child attributes

---

actions[]object

Show child attributes

---

action\_nameOne of "start\_call", "send\_call\_permission\_request"·required

Name of the action

---

can\_perform\_actionboolean·required

Whether the business can perform this action

---

limitsarray of object

Rate limits for this action

Show child attributes

---

limits[]object

Show child attributes

---

time\_periodstring·required

Time period for the limit

---

current\_usageinteger·required

Current usage count

---

max\_allowedinteger·required

Maximum allowed usage

---

limit\_expiration\_timeinteger (int64)

Unix timestamp when the limit resets

400

Bad Request - Invalid request parameters

Content Type: application/json

429

Too Many Requests - Rate limit exceeded

Content Type: application/json

403

Forbidden - Template not approved or insufficient permissions

Content Type: application/json

500

Internal Server Error - An unexpected error occurred

Content Type: application/json

Select language

---

Select status code

---

---

## POST /{Version}/{Phone-Number-ID}/calls

Use this endpoint to initiate, accept, reject, or terminate WhatsApp calls.

For initiating or managing a call:

Send a POST request with the appropriate action (connect, pre\_accept, accept, reject, terminate).

For terminating a call:

Send a POST request with action "terminate" and the call\_id.

Note: Response with error code 138006 indicates a lack of a call request permission for this business number from the WhatsApp user.

## Request Syntax

Try it

Select language

---

Select status code

---

## Header Parameters

---

### User-Agentstring

The user agent string identifying the client software making the request.

### Authorizationstring·required

Bearer token for API authentication. This should be a valid access token obtained through the appropriate OAuth flow or system user token.

### Content-TypeOne of "application/json", "application/x-www-form-urlencoded", "multipart/form-data"·required

## Path Parameters

---

### Versionstring·required

The API version to use

### Phone-Number-IDstring·required

The ID of the phone number registered with your WhatsApp Business Account

Optional

---

### Content Type: application/json

Schema: Must be one of: CallRequestPayload, CallTerminateRequestPayload

Show child attributes

---

Must be one of: CallRequestPayload, CallTerminateRequestPayload

---

### CallRequestPayload

Show child attributes

---

### messaging\_productstring·required

Messaging product

---

### tostring·required

The number being called (callee)

---

### actionOne of "connect", "pre\_accept", "accept", "reject", "terminate"·required

The action being taken on the given call ID

---

### sessionobject

Contains the session description protocol (SDP) type and description language

Show child attributes

---

### sdp\_typeOne of "offer", "answer"·required

SDP type - "offer" for connect action, "answer" for accept action

---

sdpstring·required

The SDP info of the device on the other end of the call. The SDP must be compliant with RFC 8866

---

biz\_opaque\_callback\_datastring

---

CallTerminateRequestPayload

Show child attributes

---

messaging\_productstring·required

Messaging product

---

call\_idstring·required

The WhatsApp call ID

---

action"terminate"·required

Action to terminate the call

Responses

---

Use this endpoint to initiate, accept, reject, or terminate WhatsApp calls.

For initiating or managing a call:

Send a POST request with the appropriate action (connect, pre\_accept, accept, reject, terminate).

For terminating a call:

Send a POST request with action "terminate" and the call\_id.

Note: Response with error code 138006 indicates a lack of a call request permission for this business number from the WhatsApp user.

200

Call Management Success

Content Type: application/json

Schema: Must be one of: CallResponsePayload, CallTerminateResponsePayload

Show child attributes

---

Must be one of: CallResponsePayload, CallTerminateResponsePayload

---

CallResponsePayload

Show child attributes

---

messaging\_productstring

---

callsarray of object

Show child attributes

---

calls[]object  
Show child attributes

---

idstring

---

CallTerminateResponsePayload  
Show child attributes

---

successboolean  
Select language

---

Select status code

---

## Authentication

Scheme	Type	Location
bearerAuth	HTTP Bearer	Header: Authorization

## Usage Examples

bearerAuth:  
Include Authorization: Bearer your-token-here in request headers

## Global Authentication Requirements

All endpoints require:  
bearerAuth

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