

WhatsApp Business API for Bitrix24: Installation and sending the first message.

Step by step instruction

1. Go to Bitrix24 Market (1)

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2. Click on the "Search" field and type "whatsapp" (1). Find our app "WhatsApp Business API" (2) and click on it.

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3. In the appeared window check the correct developer - ChatArchitect.com (1) and click the "Install" button

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4. Follow the instructions (1) to get your App ID and App Secret keys. When done press the button (2)

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5. Press the "Connect" button (1)

NOTE: In very rare cases you wouldn't see this window. If you face this situation please go to step 6 and then return to step 5

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5.1 Enter your "App ID" (1) then enter your "App Secret" (2), and press the "Save" button (3)

NOTE: To get these keys write to our "Customer's Support WhatsApp chat":

<https://wa.me/421233221242> ;

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5.2 Congratulations! You can write your first message from WhatsApp to your WhatsApp Business API number

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6. Optional: If you somehow managed to skip steps 5-5.2 or can't find "Contact center" in your menu to complete app connection then follow the next steps:

6.1 Find the "Search" field in the header (1) type "contact" then choose "Contact center" in the search results (2)

NOTE: Step 6.1 is an optional Step and must be skipped if steps 5-5.2 are done!

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6.2 In the "Contact center" section click on the WhatsApp tile (1) IMPORTANT: Green icon with the blue stroke!

NOTE: Step 6.2 is an optional Step and must be skipped if steps 5-5.2 are done!

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7. Write your first message from WhatsApp to your WhatsApp Business API number. When you do it Bitrix24 should show you a popup with the message (1). To go into chats you can click this popup or press the "View open channel chat" button (2)

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7.1 In the opened chat window click the "Reply" button (1) and write your answer

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