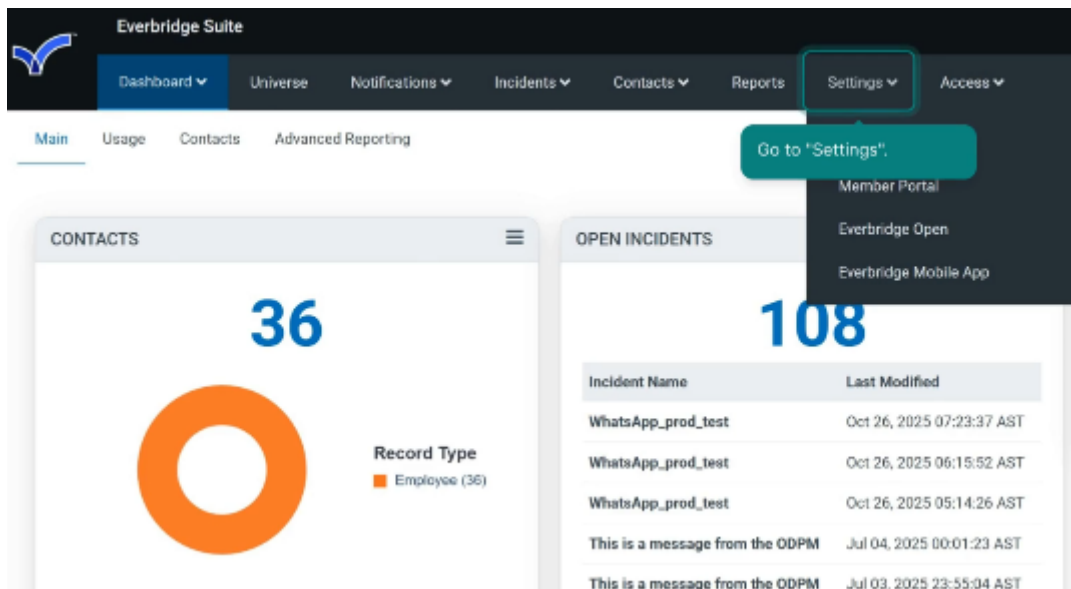


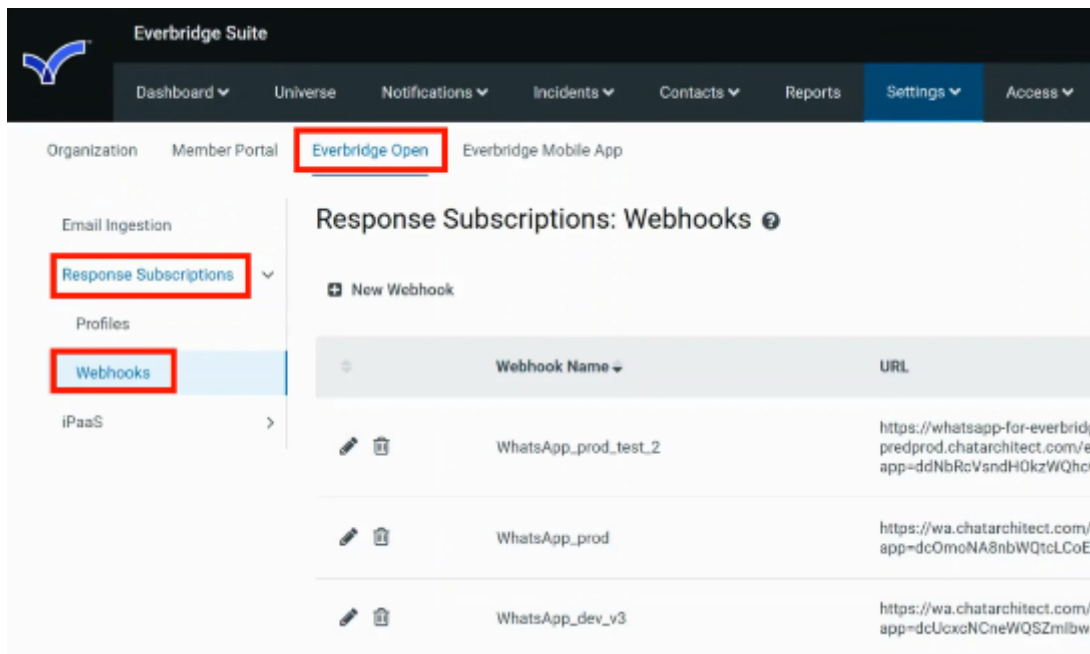
WhatsApp for Everbridge installation manual

Step by step instruction

1. Open Settings.



2. Select "Everbridge Open" section, then "Response Subscriptions", and then "Webhooks".



3. To create a new webhook, click “New Webhook”.

1) Fill in “Name”;

2) Fill in “Callback URL”:

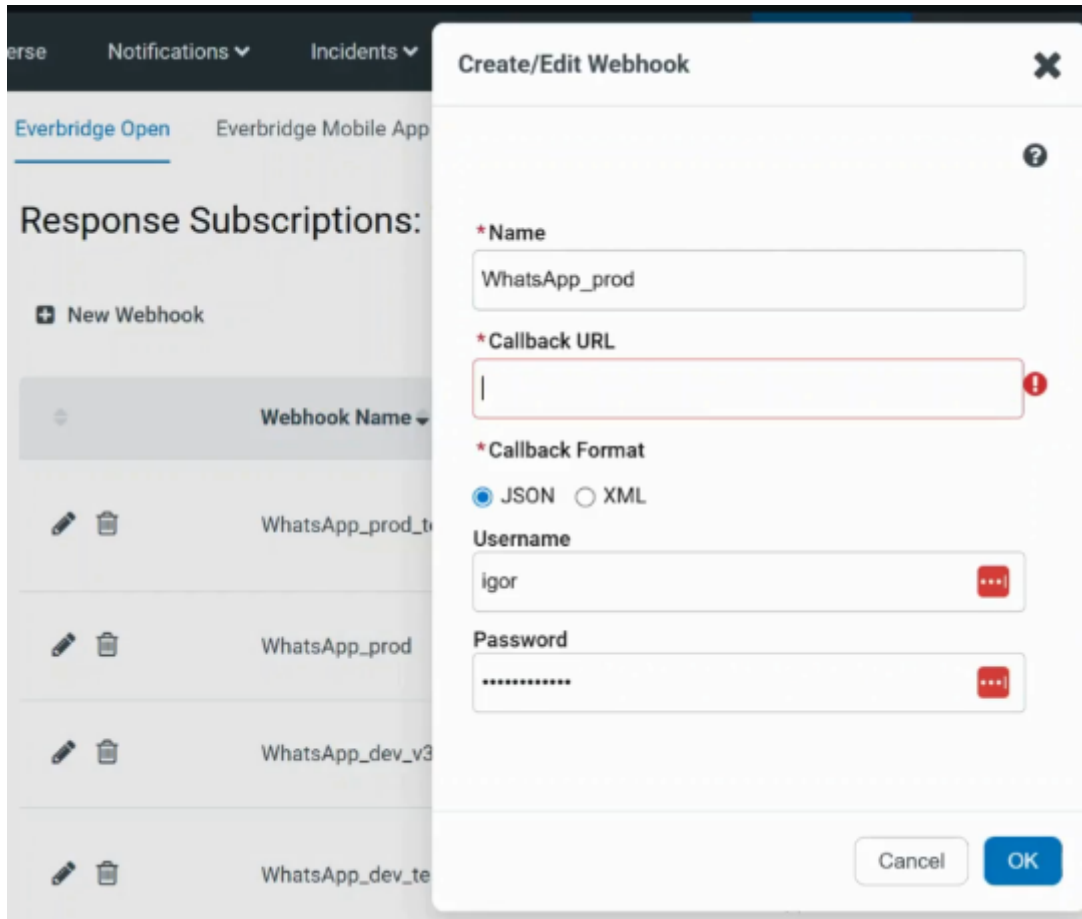
`https://whatsapp-for-everbridge.chatarchitect.com/everbridge_v3/?app={app}&secret={secret}&access_key_id={access_key_id}&secret_key={secret_key}`

WhatsApp APP key **{app}** and WhatsApp Secret key **{secret}**: you need to get from our support.

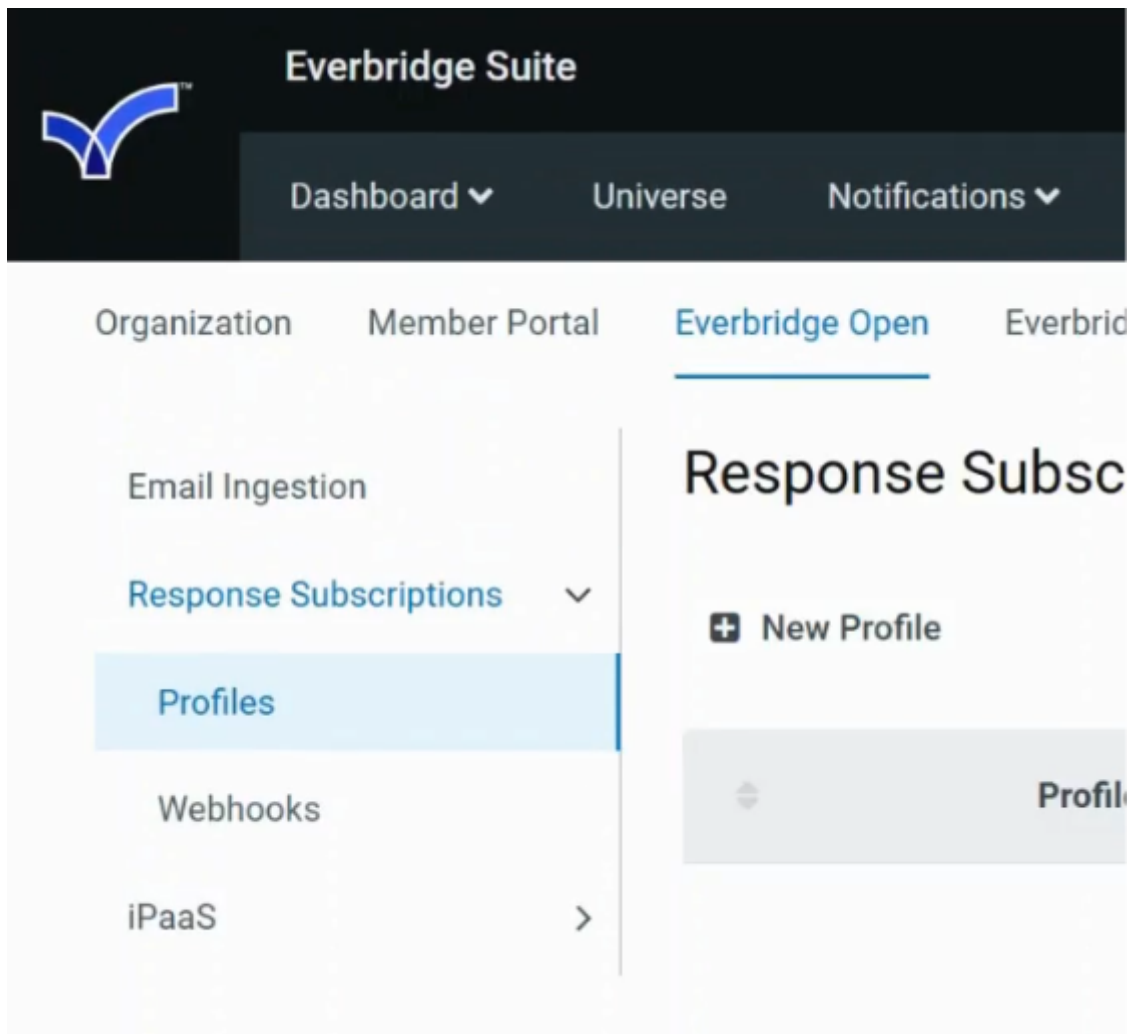
Everbridge Access key **{access_key_id}** & Everbridge Secret key **{secret_key}**: you need to get from Everbridge admins.

3)

Choose “Callback Format”, fill in “Username” and “Password”. Click OK.



4. Select “Everbridge Open” section, then “Response Subscriptions”, then “Profiles”, and click “New Profile”.



5. Fill in "Profile Name". Select the necessary webhook. Click "Save".

Response Subscriptions: Create/Edit Profile

* Profile Name:

* Select the Webhook(s) to use for update delivery

WhatsApp_dev

Test1

WhatsApp_prod

WhatsApp_dev_test

WhatsApp_dev_v3

WhatsApp_dev_loom

WhatsApp Dev June 2025 - Initial Alert

WhatsApp Dev June 2025 - Update Alert

WhatsApp_prod_test_2

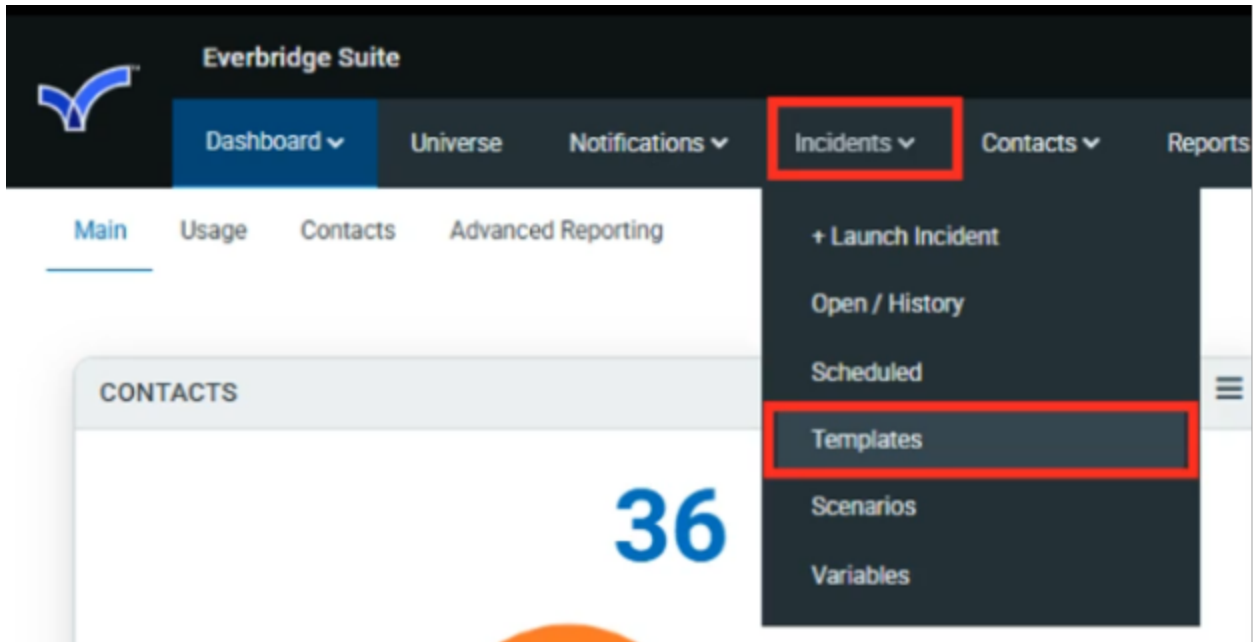
WhatsApp_prod_tutorial

 Add

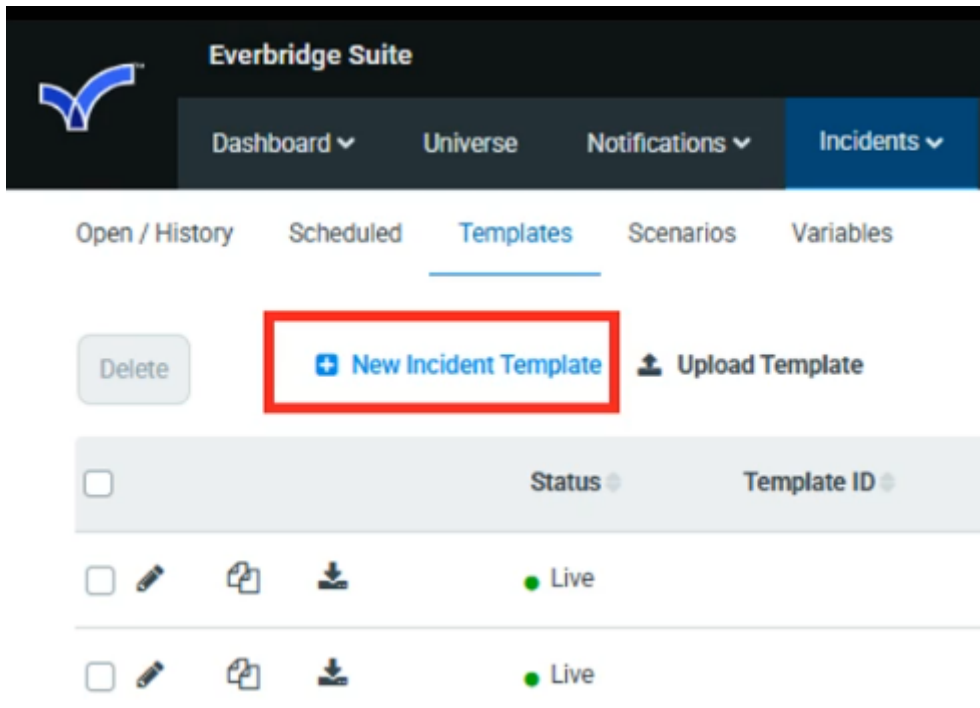
Save

Cancel

6. Go to "Incidents". Select "Templates".



7. Click “New Incident Template”.



8. Fill in “Name” and choose “Category”.

Draft Live

New Incident Template

[Return to Template List](#)

* Name Draft Live

Category Template ID ⓘ

9. Select all the necessary variables. Their order can be rearranged in the “PREVIEW & EDIT” section.

* Name Draft Live

Category Template ID ⓘ

[New](#) | [Updated](#) | [Closed](#) **MANAGE**

Form & Message

- Publishing Options
- Contacts
- Settings
- Permissions

SELECT THE INFORMATION YOU WANT TO COLLECT:

<input type="checkbox"/>	Req	Variable Name	
<input checked="" type="checkbox"/>		+ Current Time	HH:MM - 12 ho... ▾
<input checked="" type="checkbox"/>		+ IncidentID	
<input type="checkbox"/>		+ Message Sender	

10. In the Chatarchitect app (<https://wtargeted.com/settings>), find the necessary template and copy its ID (including the brackets).

796-486-4864 ▾ **Add** **Remove** **Show** ↻

Current Plan:	100	Sender 📧
Active clients:	2	Reports 📄
Balance:	265,487	Add balance 💰
Paid till:	2020-12-31	Your ideas 💡
Free entry point:	0	
User-initiated:	5	
Marketing:	0	
Authentication:	0	
Utility:	0	
Conversations cost:	0.00	
Plan price:	1000	

Approved templates ▾ **Submit template** **Show Failed** 😞

📧 📄 🗑️ Category: MARKETING rqwnyuf6nhyxyrkwudccq

{{1a0cd927-1196-4ec5-ad01-7d97624d7d93}}

Hello, {{1}}. We inform you that your trial version expires on {{2}}. Please consider subscribing to a paid plan.

11. In Everbridge, in the “PREVIEW & EDIT” section, paste the copied template’s ID into the WhatsApp Code.

PREVIEW & EDIT:

To add form fields, select variables at left. Drag them up or down to rearrange.

View: Operator's Form Outgoing Message

1 Current Time

{time}

Time Format: HH:MM AM/PM

2 IncidentID

{IncidentID}

3 WhatsApp Code

{{1a0cd927-1196-4ec5-ad01-7d97624d7d93}}

12. Fill in the input fields of the template's variables with values.

4 Incident Location

Alex




96 characters remaining

5 Incident Details & ACTIONS ⓘ

10 Jan 2026

13. In the Chatarchitct app, copy the necessary template by clicking the Copy button.

Approved templates ▾ **Submit template** **Show Failed** 🙄

   Category: MARKETING rqwnyuf6nhyxrwkwudccq
{{1a0cd927-1196-4ec5-ad01-7d97624d7d93}}
Hello, {{1}}. We inform you that your trial version expires on
{{2}}. Please consider subscribing to a paid plan.

14. In Everbridge, select "Outgoing Message" and paste the copied template into "All delivery methods".

PREVIEW & EDIT:

View: Operator's Form

[Outgoing Message](#)

Imminent Threat to Life **i**

High priority **i**

* TITLE

test_template_2025_12_23

TEXT

Use custom SMS message **i**

Hide list of variables

All delivery methods

{{1a0cd927-1196-4ec5-ad01-7d97624d7d93}}
Hello, {{1}}. We inform you that your trial version expires on {{2}}. Please consider
subscribing to a paid plan.

15. Select the "Contacts" section. Click "Preview contacts".

New | Updated | Closed **i** MANAGE

Form & Message

Publishing Options

Contacts **i**

Settings

Permissions

CONTACTS

Response Quota: **None**

*** ALWAYS SEND TO THESE CONTACTS **i****

⚠ In the event that none of your conditions are met and no publishing option or incident subscription (i) Select default contacts here and/or (ii) allow operators to edit contact selections (use the perm

0 Individuals	0 Groups	0 Rules	0 Map	Preview contacts
-------------------------	--------------------	-------------------	-----------------	----------------------------------

INCIDENT RULE

Select contact whose individual/group attribute meets the incident variable value

Individuals: **+ New** Groups: **+ New**

16. Click "Select" and choose contacts who will receive the message. Click OK.

Contacts ✕

Select Preview

Individuals Groups Rules Manage Contacts

> Select Individuals Using Upload List

First Name Last Name | [Advanced](#) [Reset](#)

<input type="checkbox"/> First Name	M.I.	Last Name	Suffix	External ID
<input type="checkbox"/> Critchlow		Lord		CCMER004
<input type="checkbox"/> Dennis		Marcelle		CCMER002
<input type="checkbox"/> Fareed		Mohammed		CCMER006
<input type="checkbox"/> Navindra		Persad		CCMER0010
<input checked="" type="checkbox"/> Sergey		Polyakov		395043
<input type="checkbox"/> Faith		Popan		CCMER0019
<input type="checkbox"/> Cassie		Roopnarine		CCMER005

<< < Page of 4 > >>

Individuals Remove

Igor Kurochkin(1)

Sergey Polyakov(395043)

Groups Remove

Rules Remove

17. Go to "Settings" section. Click "Edit".

Form & Message

Publishing Options

Contacts

Settings

Permissions

SETTINGS

View: **Default** | Condition 0

View: **Read-only** Edit

- * Sender E-Mail Display:
- * Sender caller ID:
- * Sender SMS ID:
- * Request Confirmation:
- * Delivery methods:

> **More options**

18. Select the necessary Delivery Order. In Delivery methods, select WhatsApp.

* Sender SMS ID: All countries Everbridge Numeric SMS ID

* Request Confirmation: Yes No

* Delivery methods:

Please select... ▾

- Phone
- SMS
- WhatsApp_old
- Email
- SMS Test 1
- WhatsApp3
- Phone 2
- wa
- Teams
- Pager
- TAP
- WhatsApp

▼ More options

Delivery Order: Organization Default ▾ ⓘ

There are multiple options for delivery order modes:

Organization Default - Uses order specified for the Member's Organization

Contact Preferred - If you have enabled it, Members can customize the delivery order in the Member Portal. If they make no changes, the Organization's default order will be used.

One Time Custom - You can make changes here for this one notification. Overrides all other preferences.

19. Select the necessary Profile and set all the necessary options.

More options
 Delivery Order: Organization Default ⓘ
 Interval between delivery methods: 5 min(s)
 Broadcast duration: 4 Minute(s)
 Contact cycles: 1
 Interval between cycles: 2 Minute(s)
 Reply-to E-Mail: Organization ... x |
 Apply voice delivery throttling rules for this notification: Yes No
 Voice mail preference: Message Only Message with Confirmation No Message
 Everbridge Mobile App Settings:
 Request location
 Request image
 Request additional information
 Enable Sharing Options
 Response Subscriptions: Enabled
 Profile: WhatsApp_prod_test
 Display: First confirmation only Every confirmation

20. In the “Permissions” section, select all the necessary operator permissions.

Form & Message
 Publishing Options
 Contacts
 Settings
Permissions

OPERATOR PERMISSIONS

Specify what an operator can do before sending a notification

	View	Edit	Add/Remove ⓘ
Message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Contacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Publishing Options (All)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Everbridge Network	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Social Media	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

21. Click “Save” to save the template.

New Incident Template [Return to Template List](#)

* Name Draft Live Save

Category Template ID

[New](#) | [Updated](#) | [Closed](#) **MANAGE**

Form & Message
Publishing Options
Contacts
Settings

OPERATOR PERMISSIONS
Specify what an operator can do before sending a notification

i

Message

22. Select "Incidents" - "Launch Incident".

Everbridge Suite

Dashboard ▾ Universe Notifications ▾ Incidents ▾ Contacts ▾

Incidents > Incident Templates

New Incident Template [Return to Template List](#)

* Name

Category Template ID

- + Launch Incident
- Open / History
- Scheduled
- Templates
- Scenarios
- Variables

23. Select the necessary template from the list.

Ad-Hoc Notification
Everbridge WhatsApp Integration
Everbridge WhatsApp Integration-Copy
HURRICANE WATCH
LANDSLIDES (MAJOR ROAD WAY)
Travis Test - Working
WhatsApp - Test Travis
WhatsApp_dev
WhatsApp_dev no code
WhatsApp_dev_3
WhatsApp_dev_loom
WhatsApp_dev_test
WhatsApp_prod_test
test2

24. Set the values of the template's variables.

Enter / update incident details below

1 Current Time

02:56 PM

Time Format: HH:MM AM/PM

2 IncidentID

{IncidentID}

3 WhatsApp Code

{{1a0cd927-1196-4ec5-ad01-7d97624d7d93}}

360 characters remaining

4 Incident Location

Alex

96 characters remaining

5 Incident Details & ACTIONS 

10 Jan 2025

25. Specify the sending options and click "Review".

Everbridge Mobile App Settings:

[View](#)

Response Subscriptions:

WhatsApp_prod_test

Display: Every confirmation

Invite these contacts to the incident chat:

No

Language:

English (US)

Send

Send: Now Schedule

CLOSE incident after successful send

Review

26. To send the message, click "Send".

DISTRIBUTION

Messages will be sent to:

2 Total Organization
Contacts*

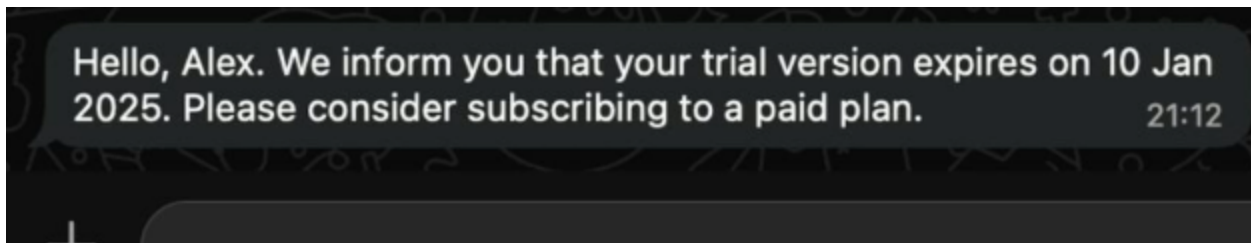
Via the following Delivery Methods:

WhatsApp

**Does not include Escalation contacts*

Send

27. The message will be sent to the contacts you had selected in the 16th step.



Revision #4

Created 2026-03-24 14:47:48 UTC by New Admin

Updated 2026-05-11 08:42:46 UTC by New Admin