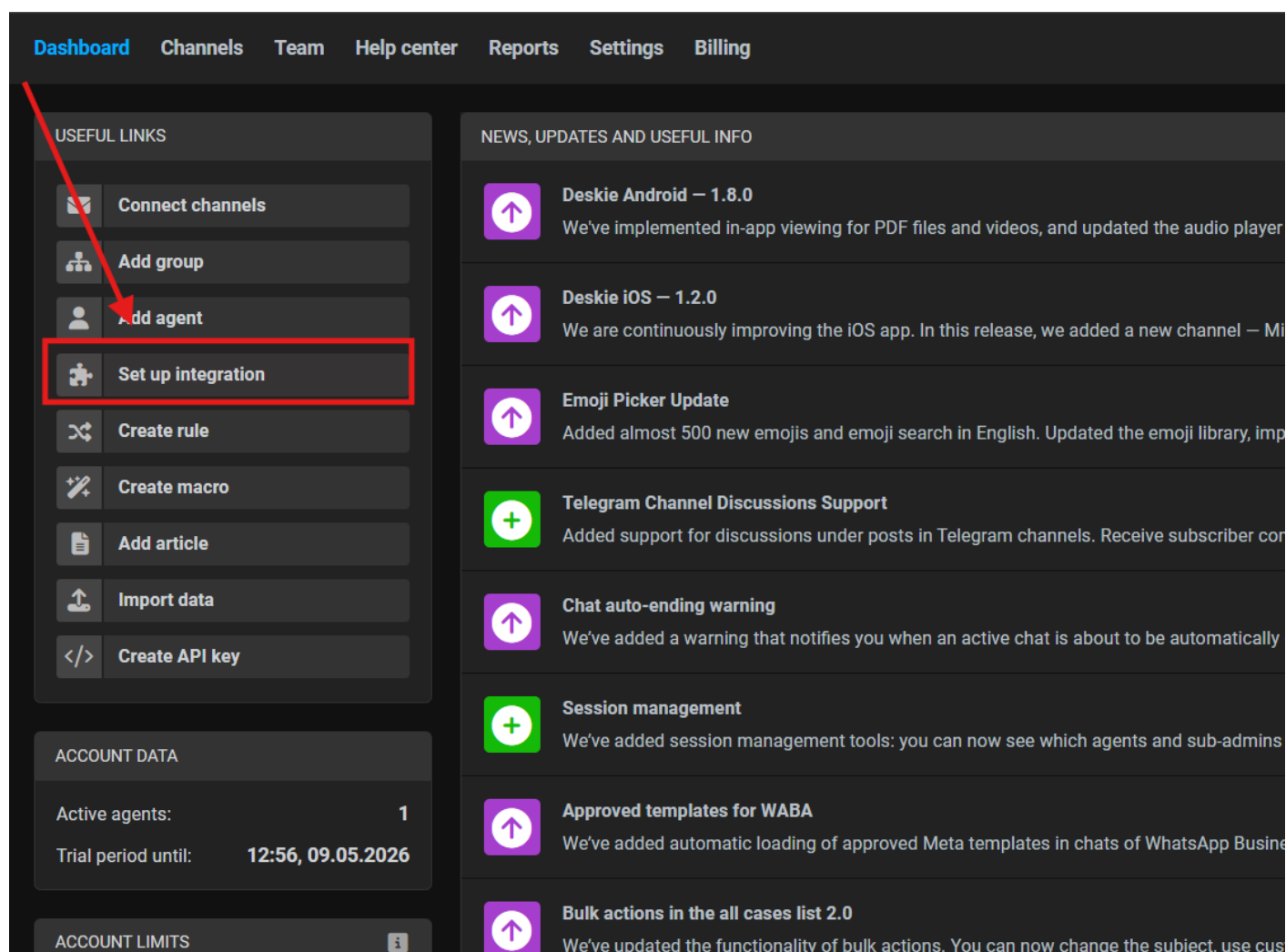


# WhatsApp Business API for Deskie\Omnidesk: Installation and sending the first message.

In this guide, you will learn how to install our integration in Deskie / Omnidesk and verify the functionality of incoming and outgoing messages.

1. Open the administrator account and select “**Set up integration**”



The screenshot displays the dashboard interface of Deskie/Omnidesk. At the top, there is a navigation bar with the following items: Dashboard, Channels, Team, Help center, Reports, Settings, and Billing. The main content area is divided into two columns. The left column, titled 'USEFUL LINKS', contains several buttons: 'Connect channels', 'Add group', 'Add agent', 'Set up integration' (highlighted with a red box and a red arrow), 'Create rule', 'Create macro', 'Add article', 'Import data', and 'Create API key'. The right column, titled 'NEWS, UPDATES AND USEFUL INFO', contains a list of updates and news items, each with an icon and a brief description. The 'Set up integration' button is the primary focus of the image.

Dashboard Channels Team Help center Reports Settings Billing

USEFUL LINKS

- Connect channels
- Add group
- Add agent
- Set up integration**
- Create rule
- Create macro
- Add article
- Import data
- Create API key

ACCOUNT DATA

Active agents: 1

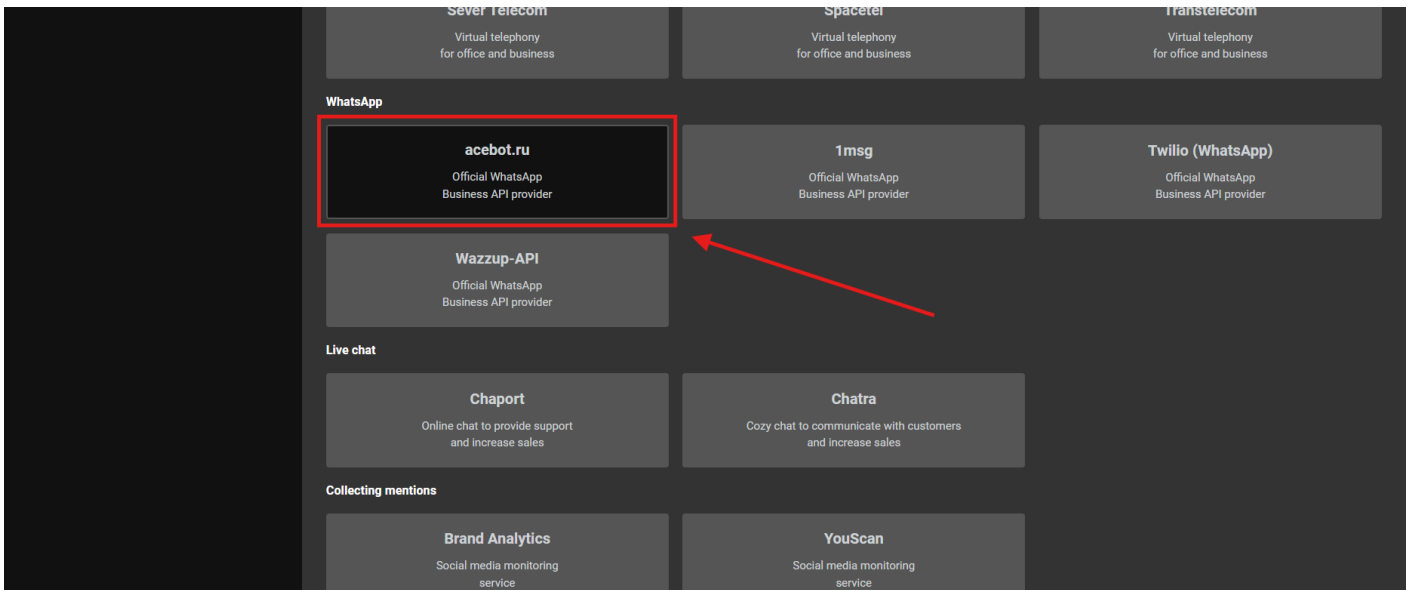
Trial period until: 12:56, 09.05.2026

ACCOUNT LIMITS

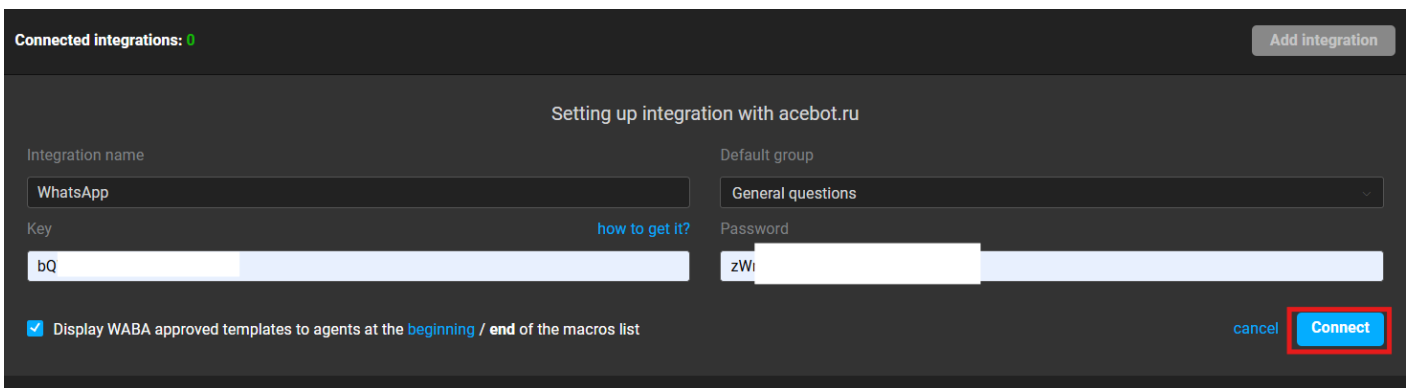
NEWS, UPDATES AND USEFUL INFO

- Deskie Android – 1.8.0  
We've implemented in-app viewing for PDF files and videos, and updated the audio player
- Deskie iOS – 1.2.0  
We are continuously improving the iOS app. In this release, we added a new channel – Mi
- Emoji Picker Update  
Added almost 500 new emojis and emoji search in English. Updated the emoji library, imp
- Telegram Channel Discussions Support  
Added support for discussions under posts in Telegram channels. Receive subscriber cor
- Chat auto-ending warning  
We've added a warning that notifies you when an active chat is about to be automatically
- Session management  
We've added session management tools: you can now see which agents and sub-admins
- Approved templates for WABA  
We've added automatic loading of approved Meta templates in chats of WhatsApp Busine
- Bulk actions in the all cases list 2.0  
We've updated the functionality of bulk actions. You can now change the subject, use cus

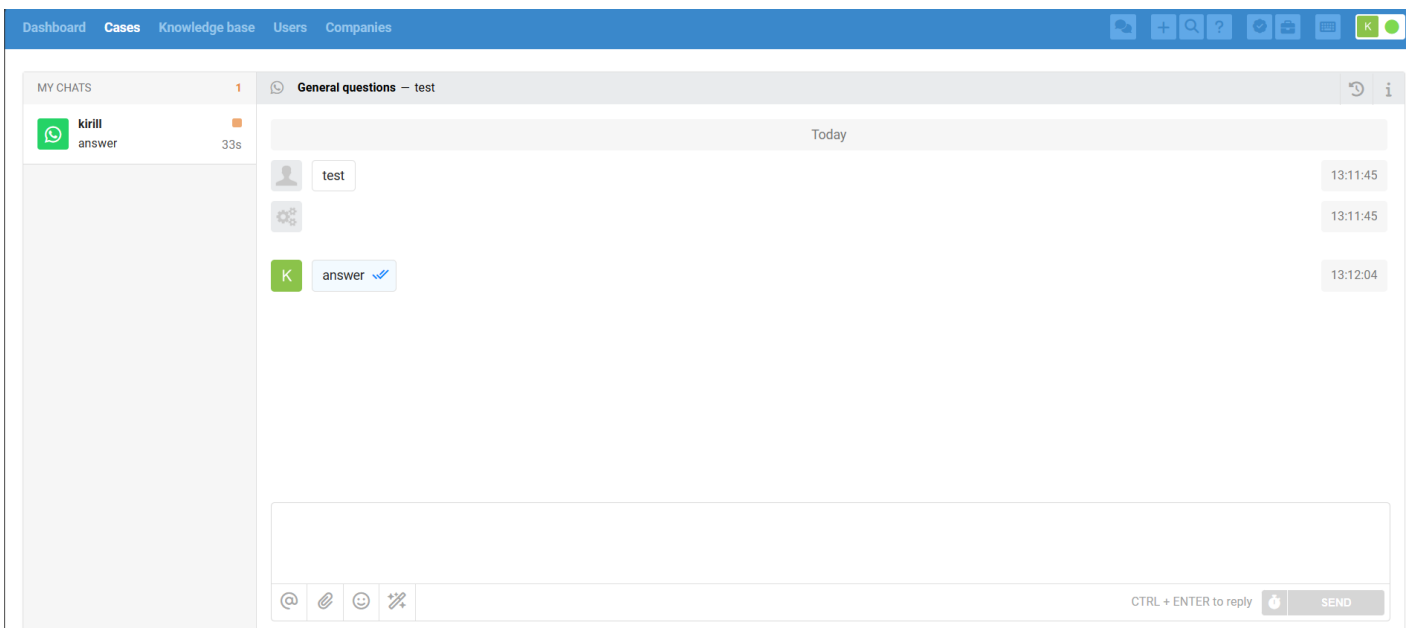
2. Go to the "WhatsApp" section and choose our integration "AceBot.ru"



3. Fill in your **APP ID** and **APP SECRET**;  
Press "Connect" button.



4. Send your first message from your personal WhatsApp to your WhatsApp Business API number



Revision #3

Created 2026-03-24 14:48:05 UTC by New Admin

Updated 2026-04-25 10:33:26 UTC by Kirill K