GENESYS

WhatsApp Guide

Checking if a Contact Uses WhatsApp

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Contents

Checking if a Contact Uses WhatsApp

This page describes how to verify whether a contact uses WhatsApp. Refer to the WhatsApp developer documentation for more information on how to use this feature.

> ## Warning
>
> **Feature Deprecation**
>
> Genesys plans to update the WhatsApp Business API Client to the recommended version 2.45.1 before March 18, 2023, from its current version 2.41.3.
>
> As a result, the behavior of the **contacts** endpoint will change. The response to **contacts** requests will no longer provide accurate status information about a phone number; it will always return a valid status and a WhatsApp ID, regardless of whether the phone number is associated with WhatsApp or not. Therefore, the WhatsApp ID returned may not always be valid.
>
> If you use the **ValidateContact** feature as documented below, we recommend that you remove this request to avoid issues with your routing strategies and ensure that your business processes don't rely on the status of the WhatsApp ID returned.
>
> The WhatsApp Business Platform On-Premises API changelog is available at https://developers.facebook.com/docs/whatsapp/on-premises/changelog.

Sending an ESP request

To verify whether a contact uses WhatsApp, your strategy must send an External Services Protocol (ESP) request that specifies the following:

- **AppType**—Enter the value 171, which is the application type for DMS, or select **SocialMS** in the ESP object in Interaction Routing Designer (IRD). This setting is not required if **AppName** is set in the request.
- **AppName**—Specify the name of the DMS Application, as defined in Configuration Sever.
- **Service**—Messaging
- **Method**—ValidateContact

Request parameters

Parameter	Type	Value	Description
_umsChannel	string	The DMS channel name	Specify the DMS channel name for WhatsApp. You can omit this parameter if only

Parameter	Type	Value	Description
			one channel is configured in your environment.
Id	string	Contact phone number	Specify the contact's phone number. Refer to **Recommended phone number formats for WhatsApp.**

Recommended phone number formats for WhatsApp

Important

When there is no plus sign (+) at the beginning of the phone number, the country code is determined using the phone number that your WhatsApp Business On-Premises API client is registered under, so phone numbers associated with a different country code will fail.

The recommended best practice is to always specify the country code with the phone number and explicitly prefix it with a plus sign (+).

Here are some examples that demonstrate this behavior, assuming the WhatsApp Business On-Premises API client is registered with an Indian phone number (i.e., country code is +91):

Phone Number	Translated Phone Number	Valid?
"+1-631-555-1002"	"+16315551002"	Yes
"6315551002"	"+916315551002"	No
"1-631-555-1002"	"+9116315551002"	No
"+1 (516) 283-7151"	"+15162837151"	Yes
"+54 9 11 5612-1008"	"+5491156121008"	Yes

Response parameters

Parameter	Type	Value	Description
Id	string	Normalized contact phone number	If the contact was confirmed by WhatsApp, the value is the contact's normalized phone number. Otherwise, an empty string is returned.

Error responses

Error Code	Message
900	"%s %s" (generic error)
901	"%s connection with %s failed"
701	"Request is invalid: Service or Method name was not specified..."
902	"%s unknown %s" (might be "unknown service", "unknown method", "unknown service or method" or similar)
904	"%s incorrect %s"
920	"%s failed to execute request %s"