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# WhatsApp Guide

Sample Business Process for WhatsApp

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# Sample Business Process for WhatsApp

WhatsApp uses the same business process as Chat. Refer to the [Chat Business Process Sample](#) for more information.

## Business Process modifications

The list of channels available to the agent must be added to attached data prior to routing the interaction to the agent. This is required to enable agents to send outbound messages from a voice interaction or other interactions.

Sample data structure:

```
{
  "_umsOutboundSessionConfig": {
    "1": {
      "MediaType": "whatsappsession",
      "_umsServer": "DigitalMessagingServer",
      "_umsChannel": "channel-ghub-simulator",
      "_umsBusinessId": "19251112222"
    },
    "2": {
      "MediaType": "whatsappsession",
      "_umsServer": "DigitalMessagingServer",
      "_umsChannel": "channel-abc-hub-sim",
      "_umsBusinessId": "19251112222"
    }
  }
}
```



