

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

WhatsApp Guide

Sample Business Process for WhatsApp

Sample Business Process for WhatsApp

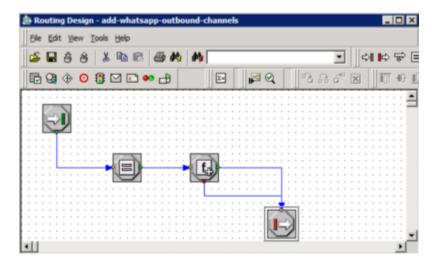
WhatsApp uses the same business process as Chat. Refer to the Chat Business Process Sample for more information.

Business Process modifications

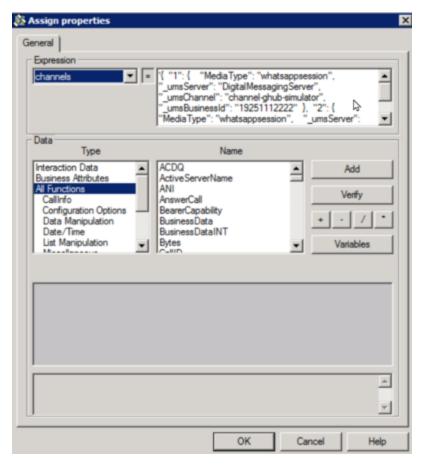
The list of channels available to the agent must be added to attached data prior to routing the interaction to the agent. This is required to enable agents to send outbound messages from a voice interaction or other interactions.

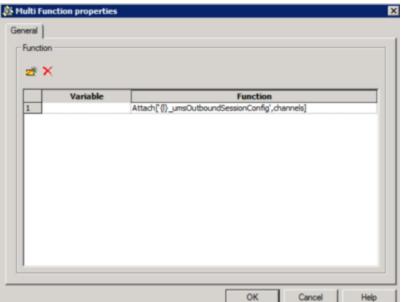
Sample data structure:

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



WhatsApp Guide 2





WhatsApp Guide 3