WhatsApp Guide

WhatsApp Hub Driver Attributes

12/17/2025

WhatsApp Hub Driver Attributes

The following is a list of attributes that WhatsApp Hub Driver adds to the interaction.

Attribute	Type	Description
_umsInboundIxnSubmittedBy	String	Digital Messaging Server application name
_umsChannel	String	Digital Messaging Server channel name
_umsMediaType	String	Always "whatsapp" value
_umsMediaTypeChat	String	Always "whatsappsession" value
_umsMsgType	String	Always "text" value
_umsMsgId	String	Message identifier received from Genesys Hub
_umsMsgOriginTime	String	Message creation time
_umsFromAddr	String	WhatsApp client's phone number
_umsToAddr	String	WhatsApp business's phone number
_msg_ProfileNickname	String	WhatsApp client's nickname
_umsMsgPlainText	String	Text of message
PhoneNumber	String	WhatsApp client's phone number
Subject	String	Subject of message