

WhatsApp HIGH-LEVEL CUSTOMER ONBOARDING STEPS



Create a unifonic Account

You will need to create a unifonic Account, at http://demo.unifonic.com/request_free_demo/, unless already done so.



Submit unifonic's WhatsApp Application Form

You will then need to share all the required information with us by completing our application form, at <https://forms.gle/11C7oMK3YoGUmBXR6>. Once done, we can raise a request to WhatsApp for your account setup.



Accept the Jewel Notification

As soon as your WhatsApp account is requested you will need to accept the "Jewel Notification" to approve this new account, before we can complete the rest of the onboarding. The request can be found in the "Requests" tab of your Facebook Business Manager.



Verify the business with Facebook

You must then ensure that your Business Manager is verified by Facebook: <https://www.facebook.com/business/help/2058515294227817?id=180505742745347>



Complete WhatsApp channel configuration

unifonic will setup your WhatsApp instance and finalize your account setup.



Verify your number

Once your WhatsApp account has been approved, and your unifonic account is ready, you can complete your WhatsApp number verification via Voice or SMS.



Create Message Templates

Once we've added you as a user to your WhatsApp account, we can create your message template.



Complete Integration with Messages API

Using your new Live WhatsApp number and the designated API keys, you will need to complete your webhook configurations in your unifonic application.



Start sending WhatsApp Messages!

With all that complete, you can start sending messages via the WhatsApp API!