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LINK Mobility WhatsApp Business API

WhatsApp Message API

Version 1.4.1; Last updated August 28, 2020

For help, see the following link <https://linkmobility.com/support/>

The most up-to-date version of this document is available at

<https://www.linkmobility.com/developer/>

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Changelog of this document

| Date | Version | Author | Changes |
|------------|---------|--------|--|
| 2020-04-22 | 1.0 | PN | Initial version |
| 2020-04-28 | 1.1 | PN | Updates after peer review |
| 2020-05-11 | 1.2 | TR | Added source to MT request |
| 2020-06-05 | 1.3 | TR | MO receive format updated |
| 2020-06-24 | 1.4 | TR | MO context Interactive templates |
| 2020-08-28 | 1.4.1 | TR | Added Appendix 1 (hosts) and Appendix 2 (TLS). |

Legal Information

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Before you begin

This is the API used to send and receive messages from WhatsApp through Link Mobilitys Common Layer interface.

All users must first receive an account from WhatsApp prior to connecting to this API. The Link Mobility delivery team will manage the process.

Base URL:s

You will get one of these URL:s assigned to you when your account is created:

`https://n-eu.linkmobility.io/whatsapp-message`
`https://c-eu.linkmobility.io/whatsapp-message`
`https://s-eu.linkmobility.io/whatsapp-message`
`https://no.linkmobility.io/whatsapp-message`
`https://deb.linkmobility.io/whatsapp-message`

Scope of this document

This document will describe the Application Programming Interface (API) to receive and send messages through the Link Mobility Multi Channel platform. WhatsApp Message API is a REST API.

A familiarity with REST APIs is assumed. Messages will be delivered in JSON format. A basic familiarity with JSON is assumed.

Capabilities of the platform

The platform is a high-capacity, high-availability messaging gateway designed to let you send and receive messages in various formats to a selection of providers like WhatsApp. Message types can be Template, Text, Image, Location, Audio, Video, Document or Contacts as specified below.

Terms and glossary

Date

String that contains a date formatted according to RFC3339.

Example:

```
2010-03-30T12:59:40+02:00  
or  
2010-03-30T10:59:40Z (UTC)
```

KeyValuePair.

Contains key value pairs of type string.

Example:

```
{  
  "key1": "value1", "key2": "value2", "key3": "value3"  
}
```

MSISDN

It is a standard string type containing a mobile number in local or international format.

Example:

```
+46735555555  
+47925555555
```

Template message

A predefined message used to initiate conversations. The templates are registered and approved in the Facebook Business Manager.

Text message

Standard text message. If containing a URL the URL should start with http:// or https://.

Image message

Supported image format:

- .jpeg
- .png

Location message

Contains a location in longitude and latitude format.

Audio message

Supported audio format:

- .aac
- .mp4
- .amr
- .mpeg
- .ogg (codex=opus)

Note: The base .ogg type is not supported

Video message

Supported video format:

- .mp4
- .3gpp

Document message

Supports any MIME-type document.

24 hour customer care window

When a WhatsApp user sends a message to a business's phone number a 24 hour customer care window opens. When this care window is open all message types are made available to be sent to this number. Outside of the 24 hour customer care window a template message is the only type of message that can be used.

Even report gate

An even report gate specifies where callbacks should be sent. A business's callback URL is translated to an event report gate id that can be used within the request.

Facebook Business Manager

Administration tool to manage WhatsApp business accounts. Handled by LINK.

Authentication

Authentication is performed via Basic Authentication with provided username and password.

In basic HTTP authentication, a request contains a header field in the form of `Authorization: Basic <credentials>`, where credentials is the Base64 encoding of username and password joined by a single colon `:`.

Resource

POST /messages

MessageRequest

The request used to send message(s).

| Name | Data type | Required | Description |
|-----------------------|-----------------------|----------|---|
| platformId | String | Yes | Platform id used for this transaction. |
| platformPartnerId | String | Yes | Platform partner id used for this transaction. |
| platformServiceId | String | No | Id of the service instance defined in the service platform. |
| platformServiceType | String | No | Platform service type used for this transaction. |
| platformTransactionId | String | No | Service platform transaction id. |
| priority | Enum<LOW,NORMAL,HIGH> | Yes | Priority used for this transaction. |
| relativeValidityTime | Long | No | Time specified in milliseconds of how long the message is supposed to live. |
| absoluteValidityTime | Date | No | Absolut time specified of when this message should expire. If no value is supplied it |

| | | | |
|------------------|--------------------|-----|--|
| | | | defaults to 48h ahead. Has precedence over relativeValidityTime. Date . |
| eventReportGates | List<String> | No | List of gates to send event reports to. |
| refId | String | Yes | Reference id used within this transaction. |
| customParameters | KeyValueTypes | No | Custom parameters specified in the transaction. KeyValueTypes . |
| source | String | Yes | The source number. This should be a phone number registered to a WhatsApp Business API client. This is the client which will be used when sending the message. |
| destinations | List<MsisdnString> | Yes | Destination numbers. MsisdnString . |
| messages | List<Message> | Yes | Message(s) to be sent. Message . |

JSON

```
{
  "platformId": "your platformId",
  "platformPartnerId": "yourPlatformPartnerId",
  "platformServiceId": "yourPlatformServiceId",
  "platformServiceType": "yourPlatformServiceType",
  "platformTransactionId": "yourPlatformTransactionId",
  "priority": "NORMAL",
  "relativeValidityTime": 1584543059442,
  "absoluteValidityTime": "2020-03-18T16:49:21Z",
  "eventReportGates": [
    "v08kM29P",
    "jk98GtdP"
  ],
  "refId": "yourRefId",
  "customParameters": {
    "yourCustomKey1": "yourCustomValue1",
    "yourCustomKey2": "yourCustomValue2"
  },
  "source": "+460000000000",
  "destinations": [
    "+460000000001",
    "+460000000002"
  ],
  "messages": [
    {
      "type": "template",
      "template": {
        "namespace": "yourNamespace",
        "name": "yourTemplate",
        "language": {
          "code": "en"
        }
      },
      "components": [
        {
          "type": "body",
          "parameters": [
            {
              "type": "text",
              "text": "Your text"
            }
          ]
        }
      ]
    }
  ]
}
```


MessageResponse

The response received when sending a message request.

| Name | Type | Description |
|-------------|--------------|--|
| resultCode | Integer | Result code. |
| description | String | Descriptive text. |
| messageIds | List<String> | List of message ids that have been queued. The ordering of the ids mirror the order of the destination numbers in the request. |

JSON

```
{
  "resultCode": 112001,
  "description": "queued",
  "messageIds": [
    "8aU6cwxAKE9NzMLrS6M82Y",
    "1aU6cwxAKE9NzMLrS6M82C"
  ]
}
```

Messages

Message type

There are various types of messages that can be used in the message request. Any type of message can not be sent at any time. For messages that are not of type template a 24 hour customer care window needs to be opened.

Template

A template message. This message is used to initialize a conversation. The template used must be registered and approved in the Facebook Business Manager.

Templates:

text - A simple template with a text message.

media - A template with supported media (image, video, document).

interactive (buttons) - A template with reply or url buttons.

| Name | Type | Required | Description |
|------------|-----------------|----------|--|
| type | String | Yes | Type of message. Should be <i>template</i> for media template messages. |
| template | Template | Yes | Template. |
| namespace | String | Yes | Namespace where the template is located. The namespace will be provided. |
| name | String | Yes | Name of a predefined template. The name will be provided |
| language | Language | Yes | Language. |
| components | List<Component> | Yes | List of components. |

Text template – JSON example

```
{
  "type": "template",
  "template": {
    "namespace": "yourNamespace",
    "name": "yourTemplate",
    "language": {
      "code": "en"
    },
  },
  "components": [
    {
      "type": "body",
      "parameters": [
        {
          "type": "text",
          "text": "Your text"
        }
      ]
    }
  ]
}
```

```
    }
  ]
}
]
```

Media template - JSON example

```
{
  "type": "template",
  "template": {
    "namespace": "yourNamespace",
    "name": "yourTemplate",
    "language": {
      "code": "en"
    },
    "components": [
      {
        "type": "header",
        "parameters": [
          {
            "type": "document",
            "document": {
              "link": "https://www.example.com/file.pdf",
              "filename": "filename"
            }
          }
        ]
      },
      {
        "type": "body",
        "parameters": [
          {
            "type": "text",
            "text": "Your text"
          },
          {
            "type": "currency",
            "currency": {
              "fallbackValue": "$100.99",
              "code": "USD",
              "amount1000": "100990"
            }
          },
          {
            "type": "dateTime",
            "dateTime": {
              "fallbackValue": "February 25, 1977 03:33PM",
              "dayOfWeek": 5,
              "dayOfMonth": 25,
              "year": 1977,
              "month": 2,
              "hour": 15,
              "minute": 33
            }
          }
        ]
      }
    ]
  }
}
```

```

    }
  ]
}
]
}
}

```

Interactive template - JSON example

```

{
  "type": "template",
  "template": {
    "namespace": "yourNamespace",
    "name": "yourTemplate",
    "language": {
      "code": "en"
    },
    "components": [
      {
        "type": "header",
        "parameters": [
          {
            "type": "text",
            "text": "'Your header text here'"
          }
        ]
      },
      {
        "type": "body",
        "parameters": [
          {
            "type": "text",
            "text": "'Your body text here'"
          }
        ]
      },
      {
        "type": "button",
        "subType": "quickReply" or "url",
        "index": 0,
        "parameters": [
          {
            "type": "payload" or "text",
            "text": "Your text here" //used for url button
            "payload": "Your payload here" //used for quick reply
            button
          }
        ]
      },
      {
        "type": "button",
        "subType": "quickReply" or "url",
        "index": 1,
        "parameters": [
          {
            "type": "payload" or "text",

```

```

        "text": "Your text here" //used for url button
        "payload": "Your payload here" //used for quick reply
    button
    }
    ]
}
}
}
}

```

Text message

A simple text message.

| Name | Type | Required | Description |
|------------|---------|----------|---|
| type | String | Yes | Type of message. Should be <i>text</i> for text messages. |
| previewUrl | Boolean | No | Set to true if the text message contains a URL that is to be previewed. |
| text | Text | Yes | Text. |
| body | String | Yes | Text message. If contains a URL the URL should start with <code>http://</code> or <code>https://</code> . |

JSON

```

{
  "type": "text",
  "previewUrl": false,
  "text": {
    "body": "Your text here!"
  }
}

```

Image message

A message with an image.

| Name | Type | Required | Description |
|---------|--------|----------|---|
| type | String | Yes | Type of message. Should be <i>image</i> for image messages. |
| image | Image | Yes | Image. |
| link | String | Yes | Link to an image. Starts with <code>http://</code> or <code>https://</code> . |
| caption | String | No | Caption of the image. |

JSON

```
{
  "type": "image",
  "image": {
    "link": "https://example.com/image.jpg",
    "caption": "Your image caption!"
  }
}
```

Location message

A message with a location.

| Name | Type | Required | Description |
|-----------|----------|----------|---|
| type | String | Yes | Type of message. Should be <i>location</i> for location messages. |
| location | Location | Yes | Location. |
| longitude | Double | Yes | Longitude. |
| latitude | Double | Yes | Latitude. |
| name | String | No | Name. |
| address | String | No | Address. Only displayed if name is present. |

JSON

```
{
  "type": "location",
  "location": {
    "longitude": 18.0739497,
    "latitude": 59.3120499,
    "name": "Linkmobility Stockholm, Sweden",
    "address": "Götgatan 78, Stockholm, Sverige"
  }
}
```

Audio message

A message with audio.

| Name | Type | Required | Description |
|-------|--------|----------|---|
| type | String | Yes | Type of message. Should be <i>audio</i> for audio messages. |
| audio | Audio | Yes | Audio. |
| link | String | Yes | Link to the audio. Begins with http://or https://. |

JSON

```
{
  "type": "audio",
  "audio": {
    "link": "https://example.com/audio.mp4"
  }
}
```

Video message

A message with a video.

| Name | Type | Required | Description |
|---------|--------|----------|---|
| type | String | Yes | Type of message. Should be <i>video</i> for video messages. |
| video | Video | Yes | Video. |
| link | String | Yes | Link to a video. Begins with http:// or https://. |
| caption | String | No | Caption of the video. |

JSON

```
{
  "type": "video",
  "video": {
    "link": "https://example.com/video.mp4",
    "caption": "Your video caption"
  }
}
```

Document message

A message with a document.

| Name | Type | Required | Description |
|----------|----------|----------|---|
| type | String | Yes | Type of message. Should be <i>document</i> for document messages. |
| document | Document | Yes | Document. |
| link | String | Yes | Link to a document. Begins with http:// or https://. |
| caption | String | No | Caption of the document. |
| filename | String | No | Name of the document file. |

JSON

```
{
  "type": "document",
  "document": {
    "link": "https://example.com/document.pdf",
    "caption": "Your document caption",
    "filename": "Your document filename"
  }
}
```


Contacts message

A message with contact(s).

| Name | Type | Required | Description |
|-----------|---------------|----------|---|
| type | String | Yes | Type of message. Should be <i>contacts</i> for contacts messages. |
| contacts | List<Contact> | Yes | List of contacts. |
| addresses | List<Address> | No | List of addresses. |
| birthday | String | No | Birthday. |
| emails | List<Email> | No | List of emails. |
| name | Name | No | Name. |
| org | Org | No | Org. |
| phones | List<Phone> | No | List of phones. |
| urls | List<Url> | No | List of urls. |

JSON

```
{
  "type": "contacts",
  "contacts": [
    {
      "addresses": [
        {
          "city": "Menlo Park",
          "country": "United States",
          "countryCode": "us",
          "state": "CA",
          "street": "1 Hacker Way",
          "type": "HOME",
          "zip": "94025"
        },
        {
          "city": "Menlo Park",
          "country": "United States",
          "countryCode": "us",
          "state": "CA",
          "street": "200 Jefferson Dr",
          "type": "WORK",
          "zip": "94025"
        }
      ],
      "birthday": "2012-08-18",
      "emails": [
        {
          "email": "test@fb.com",
          "type": "WORK"
        },
        {
          "email": "test@whatsapp.com",
          "type": "WORK"
        }
      ],
      "name": {
        "firstName": "John",
        "formattedName": "John Smith",
        "lastName": "Smith"
      },
      "org": {
        "company": "WhatsApp",
        "department": "Design",
        "title": "Manager"
      },
      "phones": [
        {
          "phone": "+1 (940) 555-1234",
          "type": "HOME"
        },
        {
          "phone": "+1 (650) 555-1234",
          "type": "WORK",
          "waId": "16505551234"
        }
      ]
    }
  ]
}
```

```
    }
  ],
  "urls": [
    {
      "url": "https://www.facebook.com",
      "type": "WORK"
    }
  ]
}
]
```

Message content property

Properties of the content.

Address

The address of the contact.

- Used with contacts message.

| Name | Type | Required | Description |
|-------------|--------|----------|-----------------------|
| city | String | No | City. |
| country | String | No | Country. |
| countryCode | String | No | Country code. |
| state | String | No | State. |
| street | String | No | Street. |
| type | String | No | Type. Eg. HOME, WORK. |
| zip | String | No | Zip. |

Email

The e-mail address of the contact.

- Used with contacts message.

| Name | Type | Required | Description |
|-------|--------|----------|-----------------------|
| email | Email | No | Email. |
| type | String | No | Type. Eg. HOME, WORK. |

Name

The name of the contact.

- Used with contacts message.

| Name | Type | Required | Description |
|---------------|--------|-----------|-----------------|
| firstName | String | Optional* | First name. |
| formattedName | String | Yes | Formatted name. |
| lastName | String | Optional* | Last name. |
| middleName | String | Optional* | Middle name. |
| suffix | String | Optional* | Name suffix. |
| prefix | String | Optional* | Name prefix. |

* At least one of the optional parameters needs to be included along with the formattedName parameter.

Org

The organization of the contact.

- Used with contacts message.

| Name | Type | Required | Description |
|------------|--------|----------|-------------|
| company | String | No | Company. |
| department | String | No | Department. |
| title | String | No | Title. |

Phone

The phone number of the contact.

- Used with contacts message.

| Name | Type | Required | Description |
|-------|--------|----------|-----------------------|
| phone | String | No | Phone number. |
| type | String | No | Type. Eg. HOME, WORK. |
| wald | String | No | WhatsApp id. |

Url

The url of the contact.

- Used with contacts message.

| Name | Type | Required | Description |
|------|--------|----------|-------------------------|
| url | String | No | Url. |
| type | String | No | Type of url. HOME, WORK |

Language

The language of the template.

- Used with template message.

| Name | Type | Required | Description |
|------|--------|----------|---|
| code | String | Yes | Code of the language or locale to use. Must match the language code in the predefined template. |

Currency

| Name | Type | Required | Description |
|---------------|--------|----------|--|
| fallbackValue | String | Yes | Fallback value. Eg. "\$100.99". |
| code | String | Yes | Currency code. |
| amount1000 | String | Yes | Amount in minor units. Eg. \$100,99 is sent as 100990. |

DateTime

| Name | Type | Required | Description |
|---------------|--------|-----------|--|
| fallbackValue | String | Yes | Fallback value. Eg. "February 25, 1977 03:33PM". |
| dayOfWeek | String | Optional* | Day of week. |
| dayOfMonth | String | Optional* | Day of month. |
| year | String | Optional* | Year. |
| month | String | Optional* | Month |
| hour | String | Optional* | Hour. |
| minute | String | Optional* | Minute. |
| timestamp | String | Optional* | Timestamp in milliseconds. |

* Must contain dayOfWeek, dayOfMonth, year, month, hour, minute together or timestamp alone.

Component

Components to construct the template message.

| Name | Type | Required | Description |
|------------|-----------------|----------------------|---|
| type | String | Yes | <p>Describes the component type Values: <i>header, body, button</i>.</p> <p>In the <i>header</i> you can have one or none of the media parameters (<i>image, document or video</i>). The media must match the media in the predefined template.</p> <p>In the <i>body</i> you can have <i>text, currency</i> and <i>dateTime</i> parameters. The number of parameters in the body must match the number of parameters defined in the predefined template.</p> <p>A <i>button</i> can have a <i>text</i> parameter (for button sub type <i>url</i>) or a <i>payload</i> parameter (for button sub type <i>quickReply</i>).</p> |
| subType | String | Yes for type button. | <p>The sub type.</p> <p>Sub types: <i>quickReply</i>- Used for quick reply buttons. <i>url</i> - Used for url buttons.</p> |
| index | String | Yes for type button. | The index of the button(s). First index = 0. |
| parameters | List<Parameter> | Yes | Parameters containing the content of the message. |

Parameter

Parameters allowed in the components of the template message.

Image parameter

Follows the same format as Image message*.

* Caption is not supported.

- Used in the header component.

Document parameter

Follows the same format as Document message*.

* Caption is not supported.

* PDF is the only supported format.

- Used in the header component.

Video parameter

Follows the same format as Video message*.

* Caption is not supported.

- Used in the header component.

Text parameter

A simple text parameter.

- Used in body and url button component.

| Name | Type | Required | Description |
|------|--------|----------|--|
| type | String | Yes | Type of parameter. Should be <i>text</i> for text parameter. |
| text | String | Yes | Text of the message or url button. |

Payload parameter

A payload parameter.

- Used in quick reply button component.

| Name | Type | Required | Description |
|---------|--------|----------|--|
| type | String | Yes | Type of parameter. Should be <i>payload</i> for payload parameter. |
| payload | String | Yes | Payload of the quick reply button. |

Currency parameter

A parameter with currency.

- Used in the body component.

| Name | Type | Required | Description |
|----------|----------|----------|--|
| type | String | Yes | Type of parameter. Should be <i>currency</i> for currency parameter. |
| currency | Currency | Yes | Currency. |

DateTime parameter

A parameter with date time.

- Used in the body component.

| Name | Type | Required | Description |
|----------|----------|----------|--|
| type | String | Yes | Type of parameter. Should be <i>dateTime</i> for dateTime parameter. |
| dateTime | DateTime | Yes | DateTime. |

HTTP methods statuses and actions

| HTTP method | Sent | No access to resource | Invalid request | Invalid login | Server error |
|-------------|---|--|--|--|---|
| POST | 200 (OK) Return: MessageResponse. | 403 (Forbidden) Return: ErrorResponse. | 400 (Bad request) Return: ErrorResponse. | 401 (Unauthorized) Return: ErrorResponse . | 500 (Internal Server Error) Return: ErrorResponse. |

JSON

```
{
  "resultCode": 112400,
  "description": "Unauthorized",
  "translatedDescription": null
}
```

Callbacks

Event report

For each message sent to a destination (delivered or failed) an event report will be returned in a callback.

| Name | Type | Description |
|----------------------|----------|--|
| messageId | String | This is the unique message id (messageId returned by the MessageRequest) and should be referred to when sending questions to support. |
| refId | String | This is the unique refId set by the client when sending the MessageRequest) and may be referred to when sending questions to support. |
| messageType | String | Type of message. In case of failed message request (no messages sent) the type will be "request". |
| messageIndex | Integer | Index of the message. Starts at index 0. In case of failed message request with multiple messages (no messages sent) -1 will be the index. |
| timestamp | Date | Can be time for final status such as delivered; formatted according to RFC3339, e.g. 2010-03-30T12:59:40+02:00. |
| resultCode | Integer | The result code. Result codes. |
| resultDescription | String | Descriptive result text. |
| gateCustomParameters | KeyValue | Gate resource:customParameters. |
| customParameters | KeyValue | Custom parameters sent in the MessageRequest. |

JSON

```
{
  "messageId": "8aU6cwxAKE9NzMLrS6M82Y",
  "refId": "76439283",
  "messageType": "text",
  "messageIndex": 0,
  "timestamp": "2020-03-30T12:59:41+02:00",
  "resultCode": 112003,
  "resultDescription": "delivered",
  "gateCustomParameters": {
    "gateCustomKey1": "gateCustomValue1",
    "gateCustomKey2": "gateCustomValue2"
  },
  "customParameters": {
    "customKey1": "customValue1",
    "customKey2": "customValue2"
  }
}
```

Receive message

For messages received an event report is returned to a preconfigured event report gate.

| Parameter | Type | Description |
|--------------------------------|---------------------|--|
| destination | String | The number the message is sent to. |
| source | MsisdnString | The number of the user sending the message. MsisdnString |
| content | Content | The content of the message. |
| content.type | String | The type of content: <i>WHATSAPP</i> . |
| content.message | Message | The message of the content. |
| content.message.contentType | String | The type of message: <i>TEXT</i> , <i>BUTTON</i> . |
| content.message.text | String Optional | The text of the message. |
| content.message.button | Button Optional | The button of the message. |
| content.message.button.text | String | The text of the button. |
| content.message.button.payload | String | The payload of the button. |
| content.message.context | Context Optional | The context of the message. Only in reply messages. |

| | | |
|-----------------------------------|----------|--|
| content.message.context.source | String | The source of the original message. |
| content.message.context.messageId | String | The message id of the original message. |
| provider | String | The provider: <i>whatsapp</i> . |
| timestamp | Date | The time of message is generated when the message was received. |
| messageId | String | The unique message id. |
| providerTimestamp | Date | The time of message provided by the provider. |
| providerMessageId | String | Id that is generated by the provider. |
| route | Route | Route details (Either MsisdnSession, SubNumber or Keyword). |
| gateCustomParameters | KeyValue | Gate resource:customParameters. |
| customParameters | KeyValue | Optional, all additional parameters may be specified if needed. Note that only one level with key-value data is allowed. |

JSON

```
{
  "destination": "+46000000000",
  "source": "+46000000001",
  "content": {
    "type": "WHATSAPP",
    "message": {
      "contentType": "TEXT",
      "text": "This is an example"
    }
  },
  "provider": "whatsapp",
  "timestamp": "2020-03-21T17:41:58Z",
  "messageId": "8aU6cwxAKE9NzMLrS6M82Y",
  "providerTimestamp": "2020-03-21T17:41:58Z",
  "providerMessageId": "123456abcd",
  "route": {
    "id": "keywordId",
    "refId": "yourRouteRefId",
    "platformId": "yourRoutePlatformId",
    "platformPartnerId": "yourRoutePartnerId",
    "platformServiceType": "yourRoutePlatformServiceType",
    "platformServiceId": "yourRoutePlatformServiceId",
    "number": "+46000000001",
    "gateIds": [
      "yourGateId1",
      "yourGateId2"
    ],
    "customParameters": {
      "customRouteKey1": "customRouteValue1"
    },
    "type": "KEYWORD_ROUTE",
    "keyword": "",
    "keywordType": "DEFAULT",
    "active": true,
    "start": "2020-03-21T17:41:58Z",
    "end": "2030-03-21T17:41:58Z",
    "shared": false,
    "description": "Example description"
  },
  "gateCustomParameters": {},
  "customParameters": null
}
```

Response codes

Codes that can be received in response.

| Code | Description | Explained |
|--------|------------------------|--|
| 112000 | Unknown error. | An unexpected error occurred. Contact support. |
| 112001 | Queued. | The messages are queued to be sent. |
| 112002 | Sent. | The message is sent. |
| 112003 | Delivered. | The message is delivered. |
| 112004 | Ok. | Ok status. |
| 112005 | Received. | The message is received. |
| 112400 | Unauthorized. | Not authorized. Contact support. |
| 112401 | No access. | Missing access. Contact support. |
| 112402 | Bad request. | Bad formatted request. |
| 112403 | Not delivered. | The message was not delivered. |
| 112404 | Invalid contact. | The destination is not a valid WhatsApp destination. |
| 112405 | Failed authentication. | Failed to authenticate. Contact support. |
| 112406 | Failed WA request. | Failed request from WhatsApp proxy. Contact support. |
| 112500 | Server error. | Server error. Contact support. |

Supported languages

Supported languages in templates.

| Value | Description |
|---------------|-------------|
| Afrikaans | af |
| Albanian | sq |
| Arabic | ar |
| Azerbaijani | az |
| Bengali | bn |
| Bulgarian | bg |
| Catalan | ca |
| Chinese (CHN) | zh_CN |
| Chinese (HKG) | zh_HK |
| Chinese (TAI) | zh_TW |
| Croatian | hr |
| Czech | cs |
| Danish | da |
| Dutch | nl |
| English | en |
| English (UK) | en_GB |
| English (US) | en_US |
| Estonian | et |
| Filipino | fil |
| Finnish | fi |
| French | fr |
| German | de |
| Greek | el |
| Gujarati | gu |
| Hausa | ha |

| | |
|------------------|-------|
| Hebrew | he |
| Hindi | hi |
| Hungarian | hu |
| Indonesian | id |
| Irish | ga |
| Italian | it |
| Japanese | ja |
| Kannada | kn |
| Kazakh | kk |
| Korean | ko |
| Lao | lo |
| Latvian | lv |
| Lithuanian | lt |
| Macedonian | mk |
| Malay | ms |
| Malayalam | ml |
| Marathi | mr |
| Norwegian | nb |
| Persian | fa |
| Polish | pl |
| Portuguese (BR) | pt_BR |
| Portuguese (POR) | pt_PT |
| Punjabi | pa |
| Romanian | ro |
| Russian | ru |
| Serbian | sr |
| Slovak | sk |
| Slovenian | sl |

| | |
|---------------|-------|
| Spanish | es |
| Spanish (ARG) | es_AR |
| Spanish (SPA) | es_ES |
| Spanish (MEX) | es_MX |
| Swahili | sw |
| Swedish | sv |
| Tamil | ta |
| Telugu | te |
| Thai | th |
| Turkish | tr |
| Ukrainian | uk |
| Urdu | ur |
| Uzbek | uz |
| Vietnamese | vi |
| Zulu | zu |

Appendix 1

Information about hosts/IP-addresses.

Hosts for outgoing traffic

| Hostname(s) | IP address(es) |
|-------------------------|----------------|
| socks1.sp247.net | 195.84.162.34 |
| socks2.sp247.net | 194.71.165.71 |
| socks3.sp247.net | 195.84.162.16 |
| socks4.sp247.net | 194.71.165.98 |
| socks5.sp247.net | 195.84.162.3 |
| socks6.sp247.net | 194.71.165.122 |
| s1.n-eu.linkmobility.io | 213.242.87.36 |
| s2.n-eu.linkmobility.io | 213.242.87.37 |
| s3.n-eu.linkmobility.io | 213.242.87.38 |
| s4.n-eu.linkmobility.io | 213.242.87.39 |
| s5.n-eu.linkmobility.io | 213.242.87.40 |
| s6.n-eu.linkmobility.io | 213.242.87.41 |
| s1.c-eu.linkmobility.io | 62.67.62.101 |
| s2.c-eu.linkmobility.io | 62.67.62.102 |
| s3.c-eu.linkmobility.io | 62.67.62.103 |
| s4.c-eu.linkmobility.io | 62.67.62.104 |
| s5.c-eu.linkmobility.io | 62.67.62.105 |
| s6.c-eu.linkmobility.io | 62.67.62.106 |
| s1.s-eu.linkmobility.io | 217.163.95.196 |
| s2.s-eu.linkmobility.io | 217.163.95.197 |
| s3.s-eu.linkmobility.io | 217.163.95.198 |
| s4.s-eu.linkmobility.io | 217.163.95.199 |
| s5.s-eu.linkmobility.io | 217.163.95.200 |
| s6.s-eu.linkmobility.io | 217.163.95.201 |
| s1.no.linkmobility.io | 213.242.87.68 |
| s2.no.linkmobility.io | 213.242.87.69 |
| s3.no.linkmobility.io | 213.242.87.70 |
| s4.no.linkmobility.io | 213.242.87.71 |
| s5.no.linkmobility.io | 213.242.87.72 |
| s6.no.linkmobility.io | 213.242.87.73 |
| s1.deb.linkmobility.io | 62.67.62.68 |
| s2.deb.linkmobility.io | 62.67.62.69 |
| s3.deb.linkmobility.io | 62.67.62.70 |
| s4.deb.linkmobility.io | 62.67.62.71 |
| s5.deb.linkmobility.io | 62.67.62.72 |
| s6.deb.linkmobility.io | 62.67.62.73 |

Appendix 2

Information about TLS-versions.

Supported TLS-versions

From 2020-11-15 will TLS 1.2 or higher be required for all HTTPS connections.

Support for TLS 1.0 and 1.1 will be discontinued. Versions 1.0 and 1.1 of TLS are older protocols that have been deprecated and are considered as security risks in the Internet community.

LINK strongly recommend to use HTTPS if HTTP is being used today. HTTP is deprecated as of 2020-09-01 by LINK, and will be removed in the future. Date for HTTP removal is not yet decided.