

WHATSRAY DEVELOPER RESOURCES

External API Documentation

Authentication, IP whitelisting, WhatsApp account and template discovery, contacts, conversations, and message delivery.

API base URL: <https://wpp.raybeamdigital.com/external-api>

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Live documentation: <https://wpp.raybeamdigital.com/external-api-documentation>

Introduction

The WhatsRay API follows RESTful architecture standards. Requests are made to resource-based endpoints, responses are returned in JSON, and authentication is required for every External API operation.

API Base URL

URL

`https://wpp.raybeamdigital.com/external-api`

Authentication

Include `client-id` and `client-secret` headers with every request. Obtain them from [Dashboard → Developer Tools](#).

The server's public outbound IP must also be added under [Dashboard → API IP Address White List](#).

Live environment

There is currently no sandbox. Verify recipients, sending accounts, approved templates, and variables before production use.

Response format

JSON

```
{
  "status": "success",
  "remark": "operation_name",
  "message": ["Operation completed successfully"],
  "data": { }
}
```

How API Access Works

Your application sends requests to the WhatsRay External API. WhatsRay authenticates the request, selects your connected WhatsApp number, sends the request to Meta's WhatsApp Cloud API, and saves the resulting conversation and message in your WhatsRay inbox.

REQUEST FLOW

```
Your application
  → WhatsRay External API
  → Your connected WhatsApp Business number
  → Meta WhatsApp Cloud API
  → Recipient
```

Your application does not need direct access to the Meta access token stored by WhatsRay. Keep your `WhatsRayclient-id` and `client-secret` on your server and never expose them in browser JavaScript, a mobile application, a public repository, or screenshots.

Before You Start

Complete all of the following before making your first request:

1. Activate a WhatsRay subscription that includes API access.
2. Connect and verify at least one WhatsApp Business number in WhatsRay.
3. Create or synchronize the required WhatsApp template and confirm that Meta has approved it.
4. Copy your `client-id` and `client-secret` from **Developer Tools**.
5. Add the public outbound IP address of the server running your application to **API IP Address White List**.
6. Call `GET /external-api/whatsapp-account/list` to obtain the sending account ID.
7. Call `GET /external-api/inbox/template-list?whatsapp_account_id=ACCOUNT_ID&status=approved` to obtain a usable template ID.

API requests use the live environment; there is currently no sandbox. Test with a controlled recipient and verified request values before using the integration in production.

IP Whitelisting Explained

The whitelist must contain the **public outbound IP address of the server that calls this API**. It is not the recipient's IP, the connected WhatsApp number, or a private network address such as 192.168.x.x, 10.x.x.x, or 172.16.x.x.

EXAMPLE

```
Application server public outbound IP: 203.0.113.50
IP saved in WhatsRay whitelist: 203.0.113.50
```

How to identify the correct IP

Make a test API request from the same server and network that will run the production integration. If the IP is not approved, the API error response displays the address detected by WhatsRay. Add that exact address in **Dashboard → API IP Address White List**, then retry.

When the API is reached through Cloudflare, WhatsRay accepts the forwarded client address only when the direct connection comes from Cloudflare's trusted network ranges. Forwarded IP headers sent directly by an untrusted caller are ignored, preventing them from impersonating a whitelisted address.

Changing or dynamic IP addresses

Whitelist entries are exact IP addresses. CIDR ranges and wildcard addresses are not supported. If your hosting provider rotates outbound IPs, requests will stop working when the address changes. Use a static public IP, static NAT gateway, or fixed-egress proxy. You may add multiple fixed server IPs when your integration legitimately sends requests from more than one server.

Do not solve a changing-IP problem by sharing API credentials or adding unrelated addresses. Rotate the client secret immediately if it is exposed.

Send Your First Template Message

1. Get the WhatsApp account ID

Call GET /external-api/whatsapp-account/list. Select an account whose connection_status is connected, and use its id as whatsapp_account_id.

CURL

```
curl --request GET 'https://wpp.raybeamdigital.com/external-api/whatsapp-account/list' \
--header 'client-id: YOUR-CLIENT-ID' \
--header 'client-secret: YOUR-CLIENT-SECRET'
```

2. Get the template ID

Call the template-list endpoint using your credentials. The id returned for a template is the **WhatsRay template ID** required by send-template-message. Do not substitute the Meta template name or another Meta identifier.

CURL

```
curl --request GET 'https://wpp.raybeamdigital.com/external-api/inbox/template-list?whatsapp_account_id=12&status=approved' \
--header 'client-id: YOUR-CLIENT-ID' \
--header 'client-secret: YOUR-CLIENT-SECRET'
```

3. Send the approved template

Supply the recipient, the returned template ID, and every required header/body variable. When more than one WhatsApp number is connected, always provide whatsapp_account_id so the sending number is explicit.

CURL

```
curl --request POST 'https://wpp.raybeamdigital.com/external-api/inbox/send-template-message' \
--header 'client-id: YOUR-CLIENT-ID' \
--header 'client-secret: YOUR-CLIENT-SECRET' \
--form 'whatsapp_account_id=12' \
--form 'mobile_code=94' \
--form 'mobile=771234567' \
--form 'template_id=45' \
--form 'body_variables[name]=John' \
--form 'body_variables[date]=2026-08-11'
```

The API finds or creates the contact and conversation, verifies that the template is approved for the selected WhatsApp account, sends it through Meta, records the outgoing message, and returns the conversation and message data.

Common Problems

Error	Meaning and action
401 Unauthorized	Check both credential headers and whitelist the public IP shown in the response.
subscription_required	The account has no active subscription. Renew or activate an eligible plan.
not_available	The current plan does not include External API access.
The whatsapp account is not found	Use an account ID, Meta phone-number ID, or sending number that belongs to this WhatsRay account.
The template is not found	Confirm the WhatsRay template ID, selected WhatsApp account, and Meta approval status.
validation_error	Review required recipient fields and provide all template placeholder variables using the correct names or numbers.

Get Contact List

This endpoint allows you to retrieve a complete list of contacts associated with your WhatsRay account.

GET

contact/list

Query Parameters

Query parameters that allow you to customize the API response.

Name	Description	Required	Default
page	Specifies the page number to retrieve.	No	1
paginate	Defines the number of items returned per page.	No	20
search	Searches for contacts by firstname, lastname or mobile number.	No	-

Create New Contact

This endpoint allows you to add a new contact to your WhatsRay account. Provide the necessary contact details, and upon successful request, the API returns the created contact's information in JSON format for easy integration.

POST

/contact/store

Required Fields

The following fields are required to create a new contact in the system.

Name	Required	Default
firstname	Yes	-
lastname	Yes	-
mobile_code	Yes	-
mobile	Yes	-
city	No	-
state	No	-
post_code	No	-
address	No	-
profile_image	No	-

Update Contact

This endpoint allows you to update an existing contact. You only need to send the fields you want to modify. Any field not included in the request will remain unchanged.

POST

/contact/update/{id}

Required Fields

The following fields are required to create a new contact in the system.

Name	Required	Default
firstname	Yes	-
lastname	Yes	-
mobile_code	Yes	-
mobile	Yes	-
city	No	-
state	No	-
post_code	No	-
address	No	-
profile_image	No	-

Delete Contact

This endpoint allows you to delete a contact by its unique ID. Deletion may be restricted if the contact has associated messages or is blocked.

DELETE

/contact/delete/{id}

Get WhatsApp Account List

List the WhatsApp Business numbers available to your API credentials. Use the returned id as `whatsapp_account_id` in message and template requests.

GET

/external-api/whatsapp-account/list

Example Response

JSON

```
{
  "status": "success",
  "data": {
    "whatsapp_accounts": [
      {
        "id": 12,
        "business_name": "Example Business",
        "phone_number": "+94 77 123 4567",
        "phone_number_id": "123456789012345",
        "is_default": true,
        "connection_status": "connected",
        "verification_status": "verified"
      }
    ]
  }
}
```

`id` is the WhatsRay WhatsApp account ID used as `whatsapp_account_id`.

`phone_number_id` is Meta's phone-number ID. It can also select a sending account where an endpoint supports it.

`is_default` identifies the account used when no sending-account selector is supplied.

No Meta access tokens or private account credentials are returned by this endpoint.

Conversation List

Retrieve a paginated list of conversations for the authenticated user, including contact info and conversation status.

GET

/inbox/conversation-list

Query Parameters

Name	Description	Default
status	Filter conversations by status. Use below value for the filter conversation via status. Done = 1; Pending = 2; Important = 3; Unread = 4;	All
page	Specifies the page number to retrieve.	1
paginate	Defines the number of items returned per page.	20

Change Conversation Status

Update the status of a conversation such as pending, done, or important. Here Done = 1, Pending = 2 and Important = 3,UnRead=4

POST

/inbox/change-conversation-status/{conversation_id}

URL Parameters

Parameter	Type	Description
conversation_id	integer	Unique ID of the conversation

Request Body

Field	Type	Required
status	integer	YEs

Conversation Details

Retrieve complete details of a conversation including contact information, notes, tags, and list associations.

GET

/inbox/conversation-details/{conversation_id}

URL Parameters

Parameter	Type	Description
conversation_id	integer	Unique ID of the conversation

Send Message

Send WhatsApp messages to a mobile number. This endpoint supports text, media, location, interactive lists, CTA URLs, and e-commerce messages. If no existing contact or conversation is found for the provided phone number, a new contact and conversation will be created automatically.

POST

/inbox/send-message

Request Body

Field	Type	Required	Description
mobile_code	string	yes	Mobile country code. Must be a valid numeric country code without the plus (+) sign.
mobile	string	yes	A valid mobile phone number associated with the provided country code.
from_number	string	conditional	A valid WhatsApp Business phone number registered on your account and in the Meta dashboard is required. If no ID is provided, the message will be sent using your default registered WhatsApp account.
whatsapp_account_id	integer	conditional	Connected WhatsRay WhatsApp account ID to send from. Prefer this field when your account has multiple connected numbers.
phone_number_id	string	conditional	Meta WhatsApp phone number ID to send from. This can be used instead of from_number.
message	string	Conditional	Text message body. Required if no media, location, or interactive data is provided
image	file	No	Image file (jpg, jpeg, png - max 5MB)
document	file	No	Document file (pdf, doc, docx - max 100MB)
video	file	No	Video file (mp4 - max 16MB)
audio	file	No	Audio file - max 16MB
latitude	decimal	Conditional	Latitude for location message
longitude	decimal	Conditional	Longitude for location message
cta_url_id	integer	No	CTA URL ID for interactive button messages
interactive_list_id	integer	No	Interactive list ID

Notes

At least one message type must be provided.

Interactive messages require an active plan.

Blocked contacts cannot send or receive messages.

Send Template Message

Send an approved WhatsApp template message to a recipient. If the contact or conversation does not already exist, WhatsRay creates it automatically before sending.

POST

/external-api/inbox/send-template-message

Request Body

Field	Type	Required	Description
mobile_code	string	yes	Mobile country code. Must be a valid numeric country code without the plus (+) sign.
mobile	string	yes	A valid mobile phone number associated with the provided country code.
from_number	string	conditional	A valid WhatsApp Business phone number registered on your account and in the Meta dashboard is required. If no ID is provided, the message will be sent using your default registered WhatsApp account.
whatsapp_account_id	integer	conditional	Connected WhatsRay WhatsApp account ID to send from. Prefer this field when your account has multiple connected numbers.
phone_number_id	string	conditional	Meta WhatsApp phone number ID to send from. This can be used instead of from_number.
template_id	integer	Yes	Approved WhatsRay template ID returned by GET /external-api/inbox/template-list. This is not the Meta template name.
body_variables	array	conditional	Body variable values for templates with placeholders. For named placeholders, use the placeholder name as the key, for example body_variables[date]. For numeric placeholders, use the number as the key, for example body_variables[1].
header_variables	array	conditional	Header variable values for templates with text header placeholders. Use the same key style as body_variables.

Notes

Only approved WhatsApp templates can be sent.

If your template has variables, every required header/body variable must be provided. Named placeholders such as `{{date}}` must be sent using the same name as the array key.

Template messages are typically used for business-initiated conversations.

Blocked contacts cannot receive template messages.

WhatsApp account must be connected before sending messages.

When multiple WhatsApp numbers are connected, provide whatsapp_account_id to explicitly select the sending number.

Get Template List

Fetch templates stored in your WhatsRay account. Use the returned id value as `template_id` when calling the Send Template Message endpoint. Only templates approved for the selected sending account can be sent.

GET

/external-api/inbox/template-list

Query Parameters

Field	Required	Description
whatsapp_account_id	No	Return templates belonging to one connected WhatsApp account.
status	No	One of all, approved, pending, rejected, or disabled. Default: all.

For sending, use `status=approved` and pass the same `whatsapp_account_id` to the send-template request.