

Value First WhatsApp Tech Provider Integration Guide

Overview

This comprehensive guide is for **Tech Providers** who want to partner with **Value First** (the Solution Partner) to offer WhatsApp messaging services to their business customers through Facebook's Multi-Partner Solutions program.

Partnership Structure:

- **Value First:** Solution Partner (provides credit line and WhatsApp messaging infrastructure)
- **Your Company:** Tech Provider (provides platform integration and customer onboarding)
- **End Result:** Joint WhatsApp messaging services for your business customers

Prerequisites

Before starting this integration, ensure you have completed:

1. **Tech Provider Approval:** Complete Facebook's Tech Provider approval process
2. **Meta App Setup:** Have a Meta Business App with appropriate permissions
3. **Business Portfolio:** Active Meta Business Portfolio with admin access
4. **WhatsApp Business Management Permission:** Advanced access approved for `whatsapp_business_management`

Required Meta App Permissions

- `whatsapp_business_management` (Advanced Access Required)
- `business_management`
- `pages_messaging`

Phase 1: Becoming a Tech Provider

Step 1: Complete Tech Provider Requirements

You must be one of the following:

- An approved **Solution Partner**
- A **Tech Provider** who has completed Facebook's getting started steps

- A **Tech Provider** upgraded to **Tech Partner** status

Reference: [Get Started for Tech Providers](#)

Step 2: Contact Value First for Partnership

Reach out to **Value First Sales Executive** to:

- Discuss partnership terms and technical requirements
- Get Value First's Meta App ID for solution creation
- Understand credit sharing and billing arrangements
- Receive Value First-specific technical documentation

Step 3: Set Up Webhooks

Configure your app to subscribe to these webhook fields:

```
JavaScript
// Required webhook fields
webhookFields: [
  'account_update',      // Notifies when customers are onboarded
  'partner_solutions'    // Notifies when solutions are created/modified
]
```

Webhook Configuration:

1. Go to **App Dashboard > WhatsApp > Configuration**
2. Add webhook URL and verify token
3. Subscribe to **account_update** and **partner_solutions** fields

Phase 2: Multi-Partner Solution Setup

Step 4: Create Multi-Partner Solution (Tech Provider Initiated)

As a Tech Provider, you can create the solution and specify that your app will handle message sending.

Creating the Solution via App Dashboard:

1. Navigate to **App Dashboard > WhatsApp > Partner Solutions**
2. Click **"Create a partner solution"**

3. Enter **Value First's Meta App ID** (obtain from Value First Sales Executive)
4. **Configure Messaging Permissions** - This is critical:
 - Select **"Only me"** to specify that **your Tech Provider app** will send messages
 - This means customers onboarded via this solution will send messages through your platform
 - Value First provides the credit line, but your app handles the messaging
5. Configure other solution settings:
 - Solution name (e.g., "YourCompany with Value First")
 - Partner permissions (what Value First's app can access)
 - Owner permissions (what your app can access)
6. Send solution request to Value First

Key Messaging Permission Options:

- **"Only me"** = Your Tech Provider app sends messages (recommended for most Tech Providers)
- **"Only my partner"** = Value First's app sends messages (if you want Value First to handle messaging)
- **"Both"** = Both apps can send messages (for advanced integrations)

What Happens After Creation:

1. Value First receives email and Meta Business Suite notification
2. **partner_solutions** webhook triggered at Value First with **SOLUTION_CREATED** event
3. Solution appears in Value First's **App Dashboard > WhatsApp > Partner Solutions** with "Pending" status
4. Value First reviews and accepts/declines the solution

Why Tech Provider Should Create the Solution:

1. **Message Sending Control:** You can specify that your app will handle message sending
2. **Customer Experience:** Your platform maintains control over the messaging interface
3. **Integration Flexibility:** You decide which permissions both parties get
4. **Billing Transparency:** Value First provides credit line, you handle customer billing

When to Choose Each Messaging Option:

- **"Only me" (OWNER):** Best for most Tech Providers who want to maintain messaging control
- **"Only my partner" (PARTNER):** If you want Value First to handle all messaging operations
- **"Both" (BOTH):** For advanced integrations where both platforms send messages

Alternative: Value First Creates Solution

If Value First creates the solution instead:

1. You'll receive email and Meta Business Suite notification
2. `partner_solutions` webhook triggered with `SOLUTION_CREATED` event
3. Solution appears in your **App Dashboard > WhatsApp > Partner Solutions** with "Pending" status
4. Review the messaging permissions Value First configured before accepting

Step 5: Review and Accept Solution via Dashboard

Important: Solutions cannot be declined once accepted, so review all details carefully before accepting!

Review Solution Details:

1. **Navigate to Partner Solutions Panel:**
 - Go to **App Dashboard > WhatsApp > Partner Solutions**
 - If you have multiple solutions, use the dropdown menu in the top-right corner
 - Filter by **"Pending"** to find solutions awaiting your review
2. **Locate Your Solution:**
 - Look for the solution request from Value First (or that you sent to Value First)
 - The solution will show status as **"Pending"**
 - Click on the solution to view details
3. **Review Solution Configuration:**
 - **Solution Name:** Verify the name is appropriate for your partnership
 - **Partner App Details:** Confirm Value First's app information is correct
 - **Messaging Permissions:** Critical - verify who can send messages:
 - **"Only me":** Your app sends messages (most Tech Providers prefer this)
 - **"Only my partner":** Value First's app sends messages
 - **"Both partners":** Both apps can send messages
 - **Your App Permissions:** What your app can access on customer WABAs

- **Partner App Permissions:** What Value First's app can access on customer WABAs

4. **Verify Key Settings:**

- Check that messaging app assignment matches your preference
- Ensure permissions align with your operational needs
- Confirm partner app ID matches Value First's actual app

Accept or Decline Solution:

To Accept:

1. Click **"Accept"** button in the solution details
2. Confirm your decision in the popup dialog
3. Solution status changes to **"Active"**
4. Both you and Value First receive email notifications
5. Solution is now ready for customer onboarding

To Decline:

1. Click **"Decline"** button if anything is incorrect
2. Provide reason for declining (optional but recommended)
3. Value First receives automatic notification of decline
4. Ask Value First to create a new solution with correct settings

What Happens After Acceptance:

1. **Solution Status:** Changes from "Pending" to "Active"
2. **Email Notifications:** Both parties receive confirmation emails
3. **Webhook Trigger:** `partner_solutions` webhook fired with status update
4. **Ready for Integration:** Solution ID can now be used in Embedded Signup
5. **Customer Onboarding:** You can start onboarding customers with this solution

Step 6: Get Solution ID Approved

Once solution is **Active**, note the `{SOLUTION_ID}` for Embedded Signup configuration.

Step 7: Contact Value First Sales Executive for Tech Provider User

Critical Custom Step: After solution approval, contact your **Value First Sales Executive** who will:

- Create a **Value First Tech Provider User** for you internally
- Handle necessary approvals and access permissions

- Provide Value First-specific API credentials and endpoints
- Configure your access to Value First's WhatsApp infrastructure

This step is mandatory before proceeding with customer onboarding APIs.

Phase 3: Embedded Signup Implementation

Step 8: Configure Embedded Signup

Add the solution ID to your Embedded Signup implementation:

```
JavaScript
// Launch method and callback registration
const launchWhatsAppSignup = () => {
  FB.login(fbLoginCallback, {
    config_id: '<YOUR_CONFIGURATION_ID>', // Your configuration ID
    response_type: 'code',
    override_default_response_type: true,
    extras: {
      setup: {
        solutionID: '<SOLUTION_ID>' // Add your active solution ID here
      },
      featureType: '',
      sessionInfoVersion: '3',
    }
  });
}
```

Key Points:

- Both your company and Value First branding will appear in the signup flow
- Customers grant data access to both partners
- Customers automatically share Value First's credit line
- Solution ID must be in quotes

Step 9: Handle Customer Onboarding

When customers complete Embedded Signup, you'll receive an [account_update](#) webhook:

```
Unset
{
  "entry": [
```

```

{
  "id": "<YOUR_BUSINESS_PORTFOLIO_ID>",
  "time": "<TIMESTAMP>",
  "changes": [
    {
      "value": {
        "event": "PARTNER_ADDED",
        "waba_info": {
          "waba_id": "<CUSTOMER_WABA_ID>",
          "owner_business_id": "<CUSTOMER_BUSINESS_PORTFOLIO_ID>",
          "solution_id": "<SOLUTION_ID>",
          "solution_partner_business_ids": ["<Value First_PORTFOLIO_ID>",
"<YOUR_PORTFOLIO_ID>"]
        }
      },
      "field": "account_update"
    }
  ]
},
"object": "whatsapp_business_account"
}

```

Critical Values to Capture:

- **waba_id**: Customer's WhatsApp Business Account ID (**This becomes {TARGET_WABA_ID}**)
- **owner_business_id**: Customer's Business Portfolio ID
- **solution_id**: Your solution ID
- **solution_partner_business_ids**: Array containing Value First and your portfolio IDs

Phase 4: Customer WABA Management

Step 10: Assign Users to Customer WABA

Important: Use Value First's specialized endpoint for user assignment.

{TARGET_WABA_ID} Explanation: The **{TARGET_WABA_ID}** is the **customer's WhatsApp Business Account ID** (**waba_id**) received in the **account_update** webhook when they complete Embedded Signup. This identifies which customer WABA you're managing.

Value First User Assignment Endpoint:

Unset

```
curl --location --globoff --request POST \
"https://techprovider.myvfirst.com/psms/v22.0/{TARGET_WABA_ID}/assigned_users?tasks=[%27DEVELOP%27%2C%20%27MANAGE_TEMPLATES%27%2C%20%27MANAGE_PHONE%27%2C%20%27VIEW_COST%27%2C%20%27MANAGE_EXTENSIONS%27%2C%20%27VIEW_PHONE_ASSETS%27%2C%20%27MANAGE_PHONE_ASSETS%27%2C%20%27VIEW_TEMPLATES%27%2C%20%27VIEW_INSIGHTS%27%2C%20%27MANAGE_USERS%27%2C%20%27MANAGE_BILLING%27]&user={USER_ID}" \
-H 'Authorization: Basic {Value First_TECH_PROVIDER_CREDENTIALS}'
```

Available Task Permissions:

- **DEVELOP**: Development and API access
- **MANAGE_TEMPLATES**: Create/edit message templates
- **MANAGE_PHONE**: Phone number management
- **VIEW_COST**: View messaging costs
- **MANAGE_EXTENSIONS**: Manage WhatsApp extensions
- **VIEW_PHONE_ASSETS**: View phone number assets
- **MANAGE_PHONE_ASSETS**: Manage phone number assets
- **VIEW_TEMPLATES**: View existing templates
- **VIEW_INSIGHTS**: Access analytics and insights
- **MANAGE_USERS**: Add/remove users
- **MANAGE_BILLING**: Billing management

Step 11: Assign Credit Line Access

Value First Credit Line Endpoint:

Unset

```
curl --location --request POST \
'https://techprovider.myvfirst.com/psms/v22.0/3518244911623863/whatsapp_credit_sharing_and_attach?waba_id={TARGET_WABA_ID}&waba_currency=INR' \
-H 'Authorization: Basic {Value First_TECH_PROVIDER_CREDENTIALS}'
```

Parameters:

- **waba_id**: The customer's WABA ID (same as {TARGET_WABA_ID})
- **waba_currency**: Currency code (INR for Indian market)

{TARGET_WABA_ID} Explanation (Credit Line): Same as user assignment - this is the customer's WABA ID that needs access to Value First's shared credit line for sending messages.

Phase 5: Ongoing Management

Step 12: Monitor Solution Status

Check your solution status via API:

```
Unset
curl
'https://graph.facebook.com/v22.0/{SOLUTION_ID}?fields=name,status,partners' \
-H 'Authorization: Basic {YOUR_BASIC_AUTH_CREDENTIALS}'
```

Solution States:

- **Active:** Ready for customer onboarding
- **Pending:** Awaiting partner acceptance
- **Inactive:** Request declined
- **Deactivated:** Solution disabled
- **Pending deactivation:** Deactivation requested

Step 13: List Onboarded Customers

Get all customers onboarded via your solution:

```
Unset
curl -g
'https://graph.facebook.com/v22.0/{YOUR_BUSINESS_PORTFOLIO_ID}/client_whatsapp_
business_accounts?filtering=[{"field":"partners","operator":"ALL","value":["{Va
lue First_BUSINESS_PORTFOLIO_ID}"]}]' \
-H 'Authorization: Basic {YOUR_BASIC_AUTH_CREDENTIALS}'
```

Step 14: Get Customer Business Tokens

If you need customer business tokens for API calls:

Unset

```
curl
'https://graph.facebook.com/v22.0/{SOLUTION_ID}/access_token?business_id={CUSTOMER_BUSINESS_PORTFOLIO_ID}' \
-H 'Authorization: Basic {YOUR_BASIC_AUTH_CREDENTIALS}'
```

Important Constraints and Limits

Tech Provider Limits

- **200 new customers maximum** per rolling 7-day period
- Only customers **new to WhatsApp Business Platform** count against limit
- Existing WhatsApp Business users don't count toward limit

Solution Management

- Solutions **cannot be declined once accepted**
- Review all details carefully before acceptance
- Both partners can use solution ID for customer onboarding
- Credit line automatically shared with onboarded customers

Value First-Specific Requirements

1. **Must use Value First endpoints** for user assignment and credit line APIs
2. **INR currency required** for Indian market operations
3. **Basic Authentication** required for all Value First API calls
4. **Value First Tech Provider User** must be created before API access

Webhook Event Reference

Account Update Webhook

Unset

```
{
  "entry": [
    {
      "id": "<YOUR_BUSINESS_PORTFOLIO_ID>",
      "time": "<TIMESTAMP>",
      "changes": [
        {
          "value": {
            "event": "PARTNER_ADDED",
```

```

        "waba_info": {
            "waba_id": "<CUSTOMER_WABA_ID>",
            "owner_business_id": "<CUSTOMER_BUSINESS_PORTFOLIO_ID>",
            "solution_id": "<SOLUTION_ID>",
            "solution_partner_business_ids": ["<PORTFOLIO_IDS>"]
        },
        "field": "account_update"
    }
]
},
"object": "whatsapp_business_account"
}

```

Partner Solutions Webhook

```

Unset
{
  "entry": [
    {
      "id": "<YOUR_BUSINESS_PORTFOLIO_ID>",
      "time": "<TIMESTAMP>",
      "changes": [
        {
          "value": {
            "event": "SOLUTION_CREATED",
            "solution_id": "<SOLUTION_ID>",
            "solution_status": "INITIATED"
          },
          "field": "partner_solutions"
        }
      ]
    }
  ],
  "object": "whatsapp_business_account"
}

```

Webhook Events:

- **SOLUTION_CREATED**: New solution created
- **SOLUTION_UPDATED**: Solution modified
- **SOLUTION_ACCEPTED**: Solution accepted by partner
- **SOLUTION_REJECTED**: Solution declined by partner

Support and Resources

Facebook Documentation

- [Multi-Partner Solutions](#)
- [Embedded Signup Implementation](#)
- [WhatsApp Business Management API](#)
- [Graph API Reference](#)

Value First Support

- **Value First Sales Executive:** Primary contact for partnership and technical setup
- **Value First Technical Support:** API integration assistance
- **Value First Developer Documentation:** Platform-specific guides (contact sales)

Meta Developer Resources

- [Meta Developer Portal](#)
- [WhatsApp Business Platform Overview](#)
- [Solution Provider Program](#)

Quick Implementation Checklist

Pre-Integration Setup

- ☐ Complete Tech Provider approval with Facebook
- ☐ Set up Meta Business App with required permissions
- ☐ Contact Value First Sales Executive for partnership setup
- ☐ Configure webhooks for `account_update` and `partner_solutions`

Solution Setup

- ☐ Create or accept Multi-Partner Solution with Value First
- ☐ Review solution permissions and details
- ☐ Accept solution (status becomes "Active")
- ☐ Get Value First Tech Provider User credentials

Integration Implementation

- ☐ Implement Embedded Signup with solution ID
- ☐ Set up webhook handlers for customer onboarding
- ☐ Test user assignment API with Value First endpoint

- ☐ Test credit line sharing API with Value First endpoint
- ☐ Implement customer management workflows

Go-Live Preparation

- ☐ Test complete customer onboarding flow
- ☐ Verify webhook handling and error cases
- ☐ Set up monitoring for solution status
- ☐ Prepare customer support documentation
- ☐ Launch customer onboarding with proper solution ID

Success Criteria: When implementation is complete, your customers will be able to complete WhatsApp onboarding via your platform, automatically receive access to Value First's messaging infrastructure and credit line, and start sending WhatsApp messages immediately.