
LeadSquared Whatsapp Connector with Kaleyra

User Manual

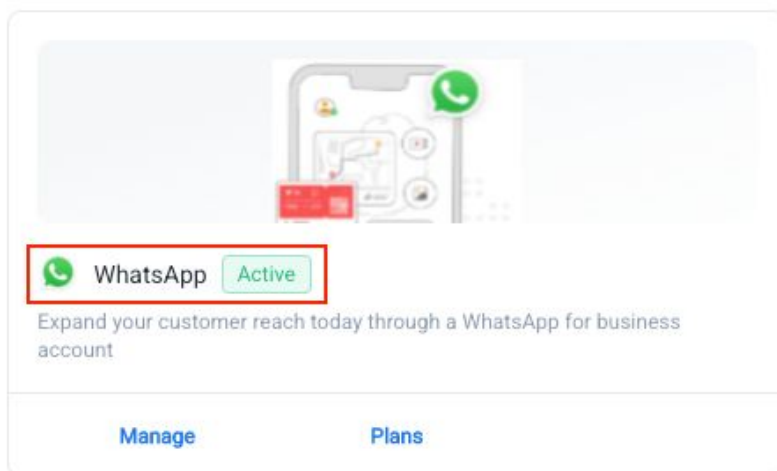




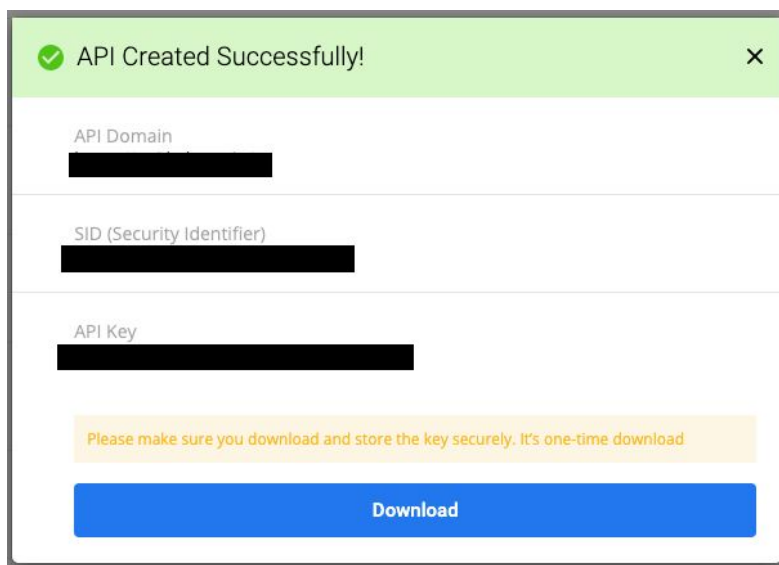
Installation

Prerequisite

- Register for an account on Kaleyra Cloud (<https://kaleyra.io>)
- Activate Whatsapp as a channel by completing the approval process for Whatsapp Numbers and Templates. (<https://kaleyra.io/whatsapp/dashboard>)



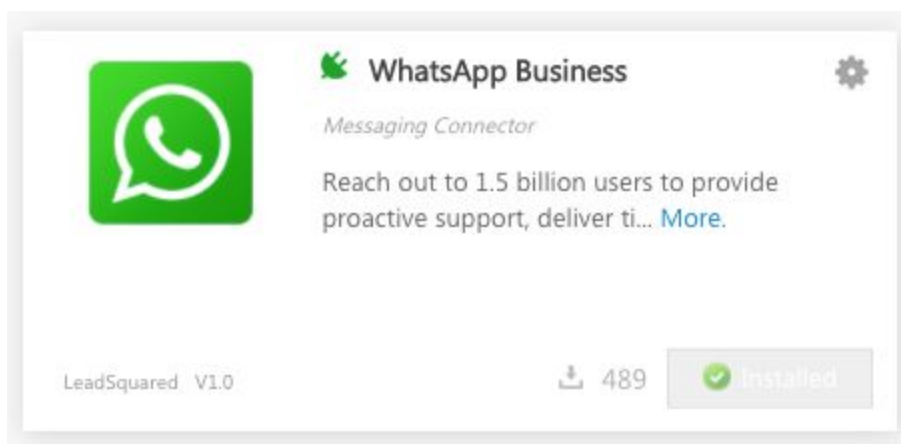
- Generate an API key and keep the key and SID handy. (<https://kaleyra.io/api-keys>)





Install the LeadSquared Whatsapp Connector

- Go to the LeadSquared Marketplace (<https://in21.leadSquared.com/Apps/Marketplace>) and search for 'Whatsapp Messaging Connector'.



- Install the application and talk to LeadSquared Support for enablement.

Configuration

- Click on the setting gear icon and select 'Configure'.
- Set authentication parameters as below:
 - Base URL: <https://api.kaleyra.io/v0/<SID>/messages>
 - Use the SID from the key generated on Kaleyra Cloud.
 - WhatsApp Number: <Number>
 - Ensure this number has been approved by Facebook.
 - API Key : <alphanumeric key>
 - Use the key generated on Kaleyra Cloud.
 - Kaleyra Inbound Webhook: <https://webhook/<customerSpecificdetails>>
 - Copy the 'Kaleyra Inbound Webhook' parameter.
 - Go to Kaleyra Cloud → Channels → Whatsapp → Manage → Configurations.
 - Under the 'Numbers' tab, select the number you need and click on the 'More' button to edit.
 - Paste the parameter under 'Incoming URL'.

Add Templates

- On the LeadSquared dashboard, go to Apps → Whatsapp Templates.



- Ensure only approved templates are added.
- The LeadSquared Whatsapp Connector only supports Text and Media templates. (Confirm with LeadSquared for Interactive Media Templates)

Send Whatsapp Message

To a Lead

- Choose a single lead or multi-select leads to send a Whatsapp Message.
- Click on the gear icon under 'Actions'.
- Select Messaging → Whatsapp
- Choose a template and add parameter values if applicable.
- Click on 'Send'.