Meta WhatsApp Cloud API Credential Setup Guide

For SAP Integration Suite / CPI iFlow integration

Purpose: Create a Meta Business app, register WhatsApp, obtain the Phone Number ID, generate a permanent access token, and store it securely in SAP Integration Suite.

Outcome: At the end of this guide you will have the Meta values required by the WhatsApp-Scheduled-Notification iFlow: Phone Number ID, WhatsApp Business Account ID, registered business number, and a permanent access token stored as SAP Security Material.

Quick Links

- Meta for Developers - Apps
- Meta Business Settings
- WhatsApp Cloud API - Get Started
- WhatsApp Cloud API - Messages Reference
- Meta Access Token Debugger

1. Before You Start

- A Meta/Facebook account that can create or administer a Business Portfolio.
- Access to Meta for Developers.
- A phone number you can verify by SMS or voice call if you plan to register a real WhatsApp business number.
- Access to SAP Integration Suite if the credential will be used by an iFlow.

Important: Meta changes labels and screen layout from time to time. If wording differs slightly, follow the equivalent WhatsApp / Business Portfolio / System User option shown in your account.

2. Create the Meta App

1. **Open Meta for Developers.** — Use the Apps page linked above and sign in.
2. **Click Create App.**
3. **Choose the WhatsApp business use case.** — In our setup this was shown as “Connect with customers through WhatsApp”.
4. **Choose Business as the app type if Meta asks for an app type.**
5. **Enter the app details.** — Provide an app name, contact email, and select the correct Business Portfolio when requested.

6. **Create the app and open its dashboard.**

3. Add and Set Up WhatsApp

7. **Open the WhatsApp product / use case inside the app.**
8. **Complete the Try it out step.** — Use Meta's test setup to confirm that a WhatsApp message can be sent to a verified tester number.
9. **Move to Production setup when ready.** — Register the business phone number you want to use for the Cloud API.
10. **Verify the phone number.** — Meta may send an SMS or place a voice call with a verification code.

For learning: You can validate the API first with Meta's test number. Registering a production number is useful when you want your SAP iFlow to call the real WhatsApp Business number.

4. Capture the WhatsApp IDs

In the WhatsApp API / Production setup screen, record the following values:

Value	What it is	Used by SAP iFlow?
Phone Number ID	Numeric Meta ID assigned to the registered WhatsApp number. It is NOT the actual phone number.	Yes - required in the API path.
WhatsApp Business Account ID	ID of the WhatsApp Business Account that owns the phone number.	Useful for administration / API management.
Registered WhatsApp Number	The real business WhatsApp number.	Used operationally; recipient is configured separately.

Do not confuse these: A Phone Number ID may look like 123456789012345. The actual phone number may look like +919876543210. SAP calls Meta using the Phone Number ID, not the visible telephone number.

5. Add a Tester / Recipient

11. **Open WhatsApp API Setup.**
12. **Add the tester phone as a recipient.** — Use international E.164 format such as +91**********.
13. **Complete Meta verification if prompted.**
14. **Send a test message from Meta.** — Confirm that the phone receives it before moving to SAP.

6. Create the Permanent Access Token

Use the production token: Do not use the short-lived test/dashboard token for the SAP iFlow. Use the

permanent/System User token intended for production API access.

15. **Open Meta Business Settings.** — Use the Business Settings link in Quick Links.
16. **Go to Users > System Users.**
17. **Create or select a System User.** — For a dedicated integration, use a clear name such as WhatsApp API System User.
18. **Assign the required assets.** — Give the System User access to the relevant WhatsApp Business Account / app as required by your Business Portfolio.
19. **Generate a token for the Meta app.**
20. **Select the WhatsApp permission.** — At minimum, include whatsapp_business_messaging. Include whatsapp_business_management if your administration scenario requires it.
21. **Generate and securely copy the token.** — The token normally starts with EAA... . Treat it like a password.

7. Validate the Token Before SAP

Recommended: test the exact Phone Number ID and token in Postman before troubleshooting the iFlow.

Request

```
POST https://graph.facebook.com/<API_VERSION>/<PHONE_NUMBER_ID>/messages

Authorization: Bearer <PERMANENT_ACCESS_TOKEN>
Content-Type: application/json
```

Example JSON body

```
{
  "messaging_product": "whatsapp",
  "recipient_type": "individual",
  "to": "+91XXXXXXXXXX",
  "type": "text",
  "text": {
    "preview_url": false,
    "body": "Test message from Postman"
  }
}
```

Success check: If the same token, Phone Number ID and JSON work in Postman, Meta configuration is valid. Any later 401/400 issue can then be isolated to the SAP iFlow configuration.

8. Store the Token in SAP Integration Suite

22. **Open SAP Integration Suite > Monitor > Integrations > Security Material.**
23. **Create User Credentials.**

Field	Value
Name / Alias	Meta_WhatsApp_Token
Username	meta
Password	<Permanent Meta access token>

Security rule: Never paste the EAA... access token directly into a Groovy script, Content Modifier, iFlow parameter, screenshot, documentation, or source-control repository. Store it only in Security Material (or an equivalent secure secret store).

9. Reference the Credential from the iFlow

In the iFlow Content Modifier / initialization step, use the Security Material alias - not the token:

```
Exchange Property
Name: metaCredentialAlias
Source Type: Constant
Value: Meta_WhatsApp_Token
```

The Groovy script then resolves that alias through SAP Secure Store and builds the HTTP header:

```
Authorization: Bearer <token retrieved from Security Material>
```

10. Values Required by the WhatsApp iFlow

iFlow value	Example	Source
Meta API Endpoint	https://graph.facebook.com/<API_VERSION>	Meta Graph API
WhatsApp Phone Number ID	123456789012345	WhatsApp API / Production setup
Recipient Phone Number	+91**********	Tester / business recipient
Meta Credential Alias	Meta_WhatsApp_Token	SAP Security Material alias
Permanent Access Token	Stored only as Security Material password	Meta System User token

11. 24-Hour Customer-Service Window

For free-form text notifications, have the tester send a WhatsApp message to the business number before the CPI test. This opens the customer-service conversation window. Outside the permitted window, use an approved WhatsApp template where required by Meta.

12. Final Verification Checklist

☐ Meta app created and linked to the correct Business Portfolio.

☐ WhatsApp product / use case configured.

☐ Business phone number registered and verified (if using production number).

☐ Phone Number ID saved.

☐ Tester / recipient added and a Meta test message received.

☐ System User created and assigned the correct WhatsApp asset.

☐ Permanent access token generated with whatsapp_business_messaging.

☐ Token + Phone Number ID successfully tested in Postman.

☐ SAP Security Material created as Meta_WhatsApp_Token.

☐ iFlow references the alias Meta_WhatsApp_Token rather than the token itself.

13. Quick Troubleshooting

Problem	Likely cause	Check / fix
401 from Meta	Token missing, invalid, revoked, or not sent in Authorization header	Verify the token in Postman; confirm SAP sends Authorization: Bearer <token>.
Credential not found in CPI	iFlow is passing the token instead of the alias, or alias spelling differs	Set metaCredentialAlias = Meta_WhatsApp_Token and ensure Security Material uses the exact same name.
Phone validation fails	Recipient is not in E.164 format	Use +<country code><number>, with no spaces or dashes.
API works in Postman but not CPI	SAP request/header configuration issue	Check HTTP receiver, Authorization header propagation, and runtime properties.
Message accepted but not delivered	Conversation window/template rules or recipient setup	Open the customer-service window or use the required approved template.

Official Meta References

Meta for Developers - Apps

Meta Business Settings

WhatsApp Cloud API - Get Started

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Meta Access Token Debugger

Document note: This guide reflects the configuration path used for the SAP Integration Suite WhatsApp notification iFlow. Meta UI labels and Graph API versions can change, so use the current Meta dashboard/API version shown in your account when implementing.