

API and Webhook Reference | Developer Documentation

API and Webhook Reference

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Calling API endpoints

Configure or update calling settings

Endpoint parameters

Placeholder	Description	Sample Value
<code><PHONE_NUMBER_ID></code> <i>Integer</i>	Required The business phone number for which you are updating Calling API settings.	<code>+12784358810</code>

Parameter details: Calling status

When the `status` parameter is set to `"ENABLED"`, calling features are enabled for the business phone number. WhatsApp client applications will render the call button icon in both the business chat and business chat profile.

When the `status` parameter is set to `"DISABLED"`, calling features are **disabled**, and both the business chat and business chat profile **do not display the call button icon**.

Updates to `status` will update the call button icon in existing business chats in near real-time when the business phone number is in the WhatsApp user's contacts.

Otherwise, updates are real-time for a limited number of users in conversation with the business, and are eventually updated for the rest of conversations.

Parameter details: Call button icon visibility

When Calling API features are enabled for a business number, you can still choose whether to show the call button icon or not by using the `call_icon_visibility` parameter. Note: Disabling call button icon visibility **does not** disable a WhatsApp user's ability to make unsolicited calls to your business.

The behavior for supported options is as follows:

`DEFAULT`

The Call button icon will be displayed in the chat menu bar and the business info page, allowing for unsolicited calls to the business by WhatsApp users.

Screenshot showing the call button icon displayed in the WhatsApp chat menu bar and business info `DISABLE ALL`

The call button icon is hidden in the chat menu bar and the business info page, and all other entry points external to the chat are also disabled. Consumers cannot make unsolicited calls to the business.

Your business can still [send interactive messages](#) or [template messages](#) with a Calling API CTA button.

Screenshot showing the WhatsApp chat interface with the call button icon hidden

Callback permissions

Calling a WhatsApp user requires explicit permission from the user. One way to obtain calling permissions is to request permission when a WhatsApp user calls your business.

You can configure the call permission UI to automatically show in the WhatsApp user's client app when they call your business number. The user may change their permission selection at any time. Screenshot showing the WhatsApp call permission request dialog

Error response

Possible errors that can occur:

Permissions/Authorization errorsInvalid statusInvalid schedule for `call_hours` Holiday given in `call_hours` is a past dateTimezone is invalid in `call_hours` `weekly_operating_hours` in `call_hours` cannot be emptyDate format in `holiday_schedule` for `call_hours` is invalidMore than 2 entries not allowed in `weekly_operating_hours` schedule in `call_hours` Overlapping schedule in `call_hours` is not allowed

[View Calling API Error Codes and Troubleshooting for more information.](#)

[View general Cloud API Error Codes here.](#)

Get phone number calling settings

This endpoint can return information for other Cloud API feature settings.

Endpoint parameters

Parameter	Description	Sample Value
<code><PHONE_NUMBER_ID></code> <i>Integer</i>	Required The business phone number for which you are getting Calling API settings. Learn more about formatting phone numbers in Cloud API	<code>+12784358810</code>

App permission required

`whatsapp_business_management`: Advanced access is required to use the API for end business clients

Response details

The endpoint returns Calling API settings, along with other configuration information for your WhatsApp business phone number.

[Learn more about Calling API settings and their values](#)

Error response

Possible errors that can occur:

Permissions/Authorization errors

[View Calling API Error Codes and Troubleshooting for more information](#)

[View general Cloud API Error Codes here](#)

Pre-accept call

When you pre-accept an inbound call, you allow the calling media connection to be established before attempting to send call media through the connection.

When you then call the accept call endpoint, media begins flowing immediately since the connection has already been established.

Pre-accepting calls is recommended because it facilitates faster connection times and avoids [audio clipping issues](#).

There is about 30 to 60 seconds after the [Call Connect webhook](#) is sent for the business to accept the phone call. If the business does not respond, the call is terminated on the WhatsApp user side with a “Not Answered” notification and a [Terminate Webhook](#) is delivered back to you.

Note: Since the WebRTC connection is established before calling the [Accept Call endpoint](#), make sure to flow the call media only after you receive a 200 OK response back.

If call media flows too early, the caller will miss the first few words of the call. If call media flows too late, callers will hear silence.

Body parameters

Parameter	Description	Sample Value
<code>call_id</code> <i>String</i>	Required The ID of the phone call. For inbound calls, you receive a call ID from the Call Connect webhook when a WhatsApp user initiates the call.	<code>“wacid.ABGGFjFVU2AfAgo6V-Hc5eCgK5Gh”</code>
<code>action</code> <i>String</i>	Optional The action being taken on the given call ID. Values can be <code>connect</code> <code>pre_accept</code> <code>accept</code> <code>reject</code> <code>terminate</code>	<code>“pre_accept”</code>

Parameter	Description	Sample Value
<code>session</code> JSON object	<p>Optional</p> <p>Contains the session description protocol (SDP) type and description language.</p> <p>Requires two values:</p> <p><code>sdp_type</code> — (String) Required “offer”, to indicate SDP offer</p> <p><code>sdp</code> — (String) Required The SDP info of the device on the other end of the call. The SDP must be compliant with RFC 8866.</p> <p>Learn more about Session Description Protocol (SDP)</p> <p>View example SDP structures</p>	

Error response

Possible errors that can occur:

Invalid `call-id` Invalid `phone-number-id` Error related to your payment method Invalid Connection info, for example, sdp, iceAccept/Reject an already In Progress/Completed/Failed call Permissions/Authorization errors

[View Calling API Error Codes and Troubleshooting for more information.](#)

[View general Cloud API Error Codes here.](#)

Accept call

Use this endpoint to connect to a call by providing a call agent’s SDP.

You have about 30 to 60 seconds after the [Call Connect Webhook](#) is sent to accept the phone call. If your business does not respond, the call is terminated on the WhatsApp user side with a “Not Answered” notification and a [Terminate Webhook](#) is delivered back to you.

Body parameters

Error response

Possible errors that can occur:

Invalid `call-id` Invalid `phone-number-id` Error related to your payment method Invalid Connection info, for example, sdp, ice, or other connection parameters Accept/Reject an already In Progress/Completed/Failed call Permissions/Authorization errors SDP answer provided in accept does not match the SDP answer given in the [Pre-Accept endpoint](#) for the same `call-id`

[View Calling API Error Codes and Troubleshooting for more information.](#)

[View general Cloud API Error Codes here.](#)

Reject call

Use this endpoint to reject a call.

You have about 30 to 60 seconds after the [Call Connect webhook](#) is sent to accept the phone call. If the business does not respond, the call is terminated on the WhatsApp user side with a “Not Answered” notification and a [Terminate Webhook](#) is delivered back to you.

Body parameters

Parameter	Description	Sample Value
<code>call_id</code> String	Required The ID of the phone call. For inbound calls, you receive a call ID from the Call Connect webhook when a WhatsApp user initiates the call.	<code>"wacid.ABGGFjFVU2AfAgo6V-Hc5eCgK5Gh"</code>
<code>action</code> String	Optional The action being taken on the given call ID. Values can be <code>connect</code> <code>pre_accept</code> <code>accept</code> <code>reject</code> <code>terminate</code>	<code>"reject"</code>

Error response

Possible errors that can occur:

Invalid `call-id` Invalid `phone-number-id` Accept/Reject an already In Progress/Completed/Failed call
Permissions/Authorization errors

[View Calling API Error Codes and Troubleshooting for more information.](#)

[View general Cloud API Error Codes here.](#)

Initiate call

Use this endpoint to initiate a call to a WhatsApp user by providing a phone number and a WebRTC call offer.

Body parameters

Error response

Possible errors that can occur:

Invalid `phone-number-id` Permissions/Authorization errors Request format validation errors, for example connection info, sdp, iceSDP validation errors

[View Calling API Error Codes and Troubleshooting for more information.](#)

[View general Cloud API Error Codes here.](#)

Terminate call

Use this endpoint to terminate an active call.

This must be done even if there is an `RTCP BYE` packet in the media path. Ending the call this way also ensures pricing is more accurate.

When the WhatsApp user terminates the call, you do not have to call this endpoint. Once the call is successfully terminated, a [Call Terminate Webhook](#) will be sent to you.

Body parameters

Parameter	Description	Sample Value
<code>call_id</code> <i>String</i>	Required The ID of the phone call. For inbound calls, you receive a call ID from the Call Connect webhook when a WhatsApp user initiates the call.	<code>"wacid.ABGGFjFVU2AfAgo6V-Hc5eCgK5Gh"</code>
<code>action</code> <i>String</i>	Required The action being taken on the given call ID. Values can be <code>connect</code> <code>pre_accept</code> <code>accept</code> <code>reject</code> <code>terminate</code>	<code>"terminate"</code>

Error response

Possible errors that can occur:

Invalid `call_id` Invalid `phone-number-id` The WhatsApp user has already terminated the call
Reject call is already in progress
Permissions/Authorization errors

[View Calling API Error Codes and Troubleshooting for more information.](#)

[View general Cloud API Error Codes here.](#)

Get current call permission state

Use this endpoint to get the call permission state for a business phone number with a single WhatsApp user phone number.

Request parameters

Parameter	Description	Sample Value
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<p><PHONE_NUMBER_ID> String</p>	<p>Required</p> <p>The business phone number you are fetching permissions against.</p> <p>Learn more about formatting phone numbers in Cloud API</p>	<p>+18762639988</p>
<p><CONSUMER_WHATSAPP_ID> Integer</p>	<p>Required</p> <p>The phone number of the WhatsApp user who you are requesting call permissions from.</p> <p>Learn more about formatting phone numbers in Cloud API</p>	<p>+13057765456</p>

Error response

Possible errors that can occur:

Invalid `phone-number-id` If the consumer phone number is uncallable, the api response will be `no_permission`.Permissions/Authorization errors.Rate limit reached. A maximum of 5 requests in a 1 second window can be made to the API.Calling is not enabled for the business phone number.

[View Calling API Error Codes and Troubleshooting for more information](#)

[View general Cloud API Error Codes here](#)

SDP overview and sample SDP structures

Session Description Protocol (SDP) is a text-based format that describes multimedia session characteristics, such as voice and video calls, in real-time communication applications. SDP provides a standardized way to convey information about the session's media streams, including the type of media, codecs, protocols, and other parameters necessary for establishing and managing the session.

In the context of WebRTC, SDP is used to negotiate the media parameters between the sender and receiver, enabling them to agree on the specifics of the media exchange.

Business-initiated sample SDP structures

Sample SDP offer structure

```
v=0
o=-36261663187458529552 IN IP4 127.0.0.1
s=-
t=00
a=group:BUNDLE 0
a=extmap-allow-mixed
```

```
a=msid-semantic: WMS d8b26053-4474-4eb7-b3c3-c93d6c8c9b2e
m=audio 9 UDP/TLS/RTP/SAVPF 11163908110126
c=IN IP4 0.0.0.0
a=rtcp:9 IN IP4 0.0.0.0
a=ice-ufrag:4g1c
a=ice-pwd:qY/Bb+jQzg5ICn6X4fhJQetk
a=ice-options:trickle
a=fingerprint:sha-25635:47:24:24:9F:93:C4:3E:DB:37:7F:BB:ED:F8:20:B5:AD:AC:DC:35:C2:7D:67:EE:
6C:35:54:DF:A6:00:5C:4A
a=setup:actpass
a=mid:0
a=extmap:1 urn:ietf:params:rtp-hdext:ssrc-audio-level
a=extmap:2 http://www.webrtc.org/experiments/rtp-hdext/abs-send-time
a=extmap:3 http://www.ietf.org/id/draft-holmer-rmcat-transport-wide-cc-extensions-01
a=extmap:4 urn:ietf:params:rtp-hdext:sdes:mid
a=sendrecv
a=msid:d8b26053-4474-4eb7-b3c3-c93d6c8c9b2e 5b4d3d96-ea9b-44a8-87e6-11a1ad21a3bc
a=rtcp-mux
a=rtpmap:111 opus/48000/2
a=rtcp-fb:111 transport-cc
a=fmtp:111 minptime=10;useinbandfec=1
a=rtpmap:63 red/48000/2
a=fmtp:63111/111
a=rtpmap:9 G722/8000
a=rtpmap:0 PCMU/8000
a=rtpmap:8 PCMA/8000
a=rtpmap:110 telephone-event/48000
a=rtpmap:126 telephone-event/8000
a=ssrc:2220762577 cname:w/zwpg3jXNiTFTdZ
a=ssrc:2220762577 msid:d8b26053-4474-4eb7-b3c3-c93d6c8c9b2e 5b4d3d96-ea9b-44a8-87e6-
11a1ad21a3bc
```

Sample SDP answer structure

```
v=0
o=-7418078391020537252 IN IP4 127.0.0.1
s=-
t=00
a=group:BUNDLE 0
a=extmap-allow-mixed
```

```
a=msid-semantic: WMS 798a9670-c0d6-47a8-925e-5f082ef4d8a0
a=ice-lite
m=audio 3482 UDP/TLS/RTP/SAVPF 111908110126
c=IN IP4 31.13.65.130
a=rtcp:9 IN IP4 0.0.0.0
a=candidate:27549362801 udp 211393715131.13.65.1303482 typ host generation 0 network-cost 50
ufrag JHqAXFH4HcAY/8
a=candidate:15814963991 udp 21139397112a03:2880:f211:d1:face:b00c:0:699c3482 typ host
generation 0 network-cost 50 ufrag JHqAXFH4HcAY/8
a=ice-ufrag:JHqAXFH4HcAY/8
a=ice-pwd:dNNMmR8wUcGezvfBZ000Qgcwl2m86GP/
a=ice-options:trickle
a=fingerprint:sha-2569C:97:5C:4C:A9:BE:9E:2F:06:94:F5:BB:38:2C:A1:29:B5:69:B8:FA:94:10:56:1D:
0B:5D:80:28:C1:FD:F0:F6
a=setup:active
a=mid:0
a=extmap:1 urn:ietf:params:rtp-hdext:ssrc-audio-level
a=extmap:2 http://www.webrtc.org/experiments/rtp-hdext/abs-send-time
a=extmap:3 http://www.ietf.org/id/draft-holmer-rmcat-transport-wide-cc-extensions-01
a=sendrecv
a=rtcp-mux
a=rtpmap:111 opus/48000/2
a=rtcp-fb:111 transport-cc
a=fmtp:111 minptime=10;useinbandfec=1
a=rtpmap:9 G722/8000
a=rtpmap:0 PCMU/8000
a=rtpmap:8 PCMA/8000
a=rtpmap:110 telephone-event/48000
a=rtpmap:126 telephone-event/8000
a=ssrc:3407645770 cname:bg8KQDoIk2UJa6sf
a=ssrc:3407645770 msid:798a9670-c0d6-47a8-925e-5f082ef4d8a0 audio#nuxVMf9EAJX
a=ssrc:3407645770 mslabel:798a9670-c0d6-47a8-925e-5f082ef4d8a0
a=ssrc:3407645770 label:audio#nuxVMf9EAJX
```

User-initiated sample SDP structures

Sample SDP offer structure

```
v=0
o=-76025637897899450802 IN IP4 127.0.0.1
s=-
t=00
a=group:BUNDLE audio
a=msid-semantic: WMS 6932bc1c-db1a-4abe-b437-0c4168be8a13
a=ice-lite
m=audio 40012 UDP/TLS/RTP/SAVPF 111126
c=IN IP4 31.13.65.60
a=rtcp:9 IN IP4 0.0.0.0
a=candidate:19726373201 udp 211393715131.13.65.6040012 typ host generation 0 network-cost 50
ufrag 6k2qP1R6kBfI/2
a=candidate:16522627911 udp 21139397112a03:2880:f211:cf:face:b00c:0:644340012 typ host
generation 0 network-cost 50 ufrag 6k2qP1R6kBfI/2
a=ice-ufrag:6k2qP1R6kBfI/2
a=ice-pwd:UApvJw3NcwFRDvIMKdM0vWCdLXah25E9
a=fingerprint:sha-2561B:B6:6B:40:A5:0B:8C:75:0D:8C:CB:90:2F:99:74:1E:26:45:AE:AF:45:C1:51:60:
8F:73:C9:2D:10:6D:8A:88
a=setup:actpass
a=mid:audio
a=extmap:1 urn:ietf:params:rtp-hdext:ssrc-audio-level
a=extmap:2 http://www.webrtc.org/experiments/rtp-hdext/abs-send-time
a=extmap:3 http://www.ietf.org/id/draft-holmer-rmcat-transport-wide-cc-extensions-01
a=sendrecv
a=rtcp-mux
a=rtpmap:111 opus/48000/2
a=rtcp-fb:111 transport-cc
a=fmtp:111 minptime=10;useinbandfec=1
a=rtpmap:126 telephone-event/8000
a=ssrc:4208138518 cname:gAXq2V9TKltrnapv
a=ssrc:4208138518 msid:6932bc1c-db1a-4abe-b437-0c4168be8a13 audio#R5wfXFcdmT6
a=ssrc:4208138518 mslabel:6932bc1c-db1a-4abe-b437-0c4168be8a13
a=ssrc:4208138518 label:audio#R5wfXFcdmT6
```

Sample SDP answer structure

```
v=0
o=-28226442481446439332 IN IP4 127.0.0.1
s=-
```

```
t=00
a=group:BUNDLE audio
a=msid-semantic: WMS eb909cf0-87f0-4358-a4c9-7861680d9431
m=audio 9 UDP/TLS/RTP/SAVPF 111126
c=IN IP4 0.0.0.0
a=rtcp:9 IN IP4 0.0.0.0
a=ice-ufrag:X1ho
a=ice-pwd:7fJSbV2N5qWiA5QiDKwK3vuh
a=fingerprint:sha-2562E:35:9F:21:9E:63:72:E5:42:74:76:2D:B3:70:F7:CB:24:14:9B:14:52:71:05:48:
DA:4D:67:31:09:58:2A:ED
a=setup:active
a=mid:audio
a=extmap:1 urn:ietf:params:rtp-hdext:ssrc-audio-level
a=extmap:2 http://www.webrtc.org/experiments/rtp-hdext/abs-send-time
a=extmap:3 http://www.ietf.org/id/draft-holmer-rmcat-transport-wide-cc-extensions-01
a=sendrecv
a=rtcp-mux
a=rtpmap:111 opus/48000/2
a=rtcp-fb:111 transport-cc
a=fmtp:111 minptime=10;useinbandfec=1
a=rtpmap:126 telephone-event/8000
a=ssrc:330833028 cname:EDc1JutBl8rwHQc2
a=ssrc:330833028 msid:eb909cf0-87f0-4358-a4c9-7861680d9431 ea478c16-d9f7-493c-8cec-
19bfac750a36
```

Sample call connect webhook

Call connect webhook

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