



WhatsApp API User Guide

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Introduction

Taqnyat present to you the comprehensive guide for using the WhatsApp Business API platform, designed to help you manage messages, campaigns, and templates; includes setup steps and best practices to deliver the highest level of service to your customers

Account Setup

1- Login

Log in to the Taqnyat website: <https://portal.taqnyat.sa/> then enter your username and password, complete the Google Captcha verification, and then click the Login button.

Sign in

Username

Password

I'm not a robot

reCAPTCHA

Privacy - Terms

Login

Forgot Password?

If You Are A New Customer, Please Create An Account Here

Enter the 4-digit verification code sent to your mobile phone, then click Login again to access the main dashboard.

Sign in

Activation code

54

Login

Forgot Password?

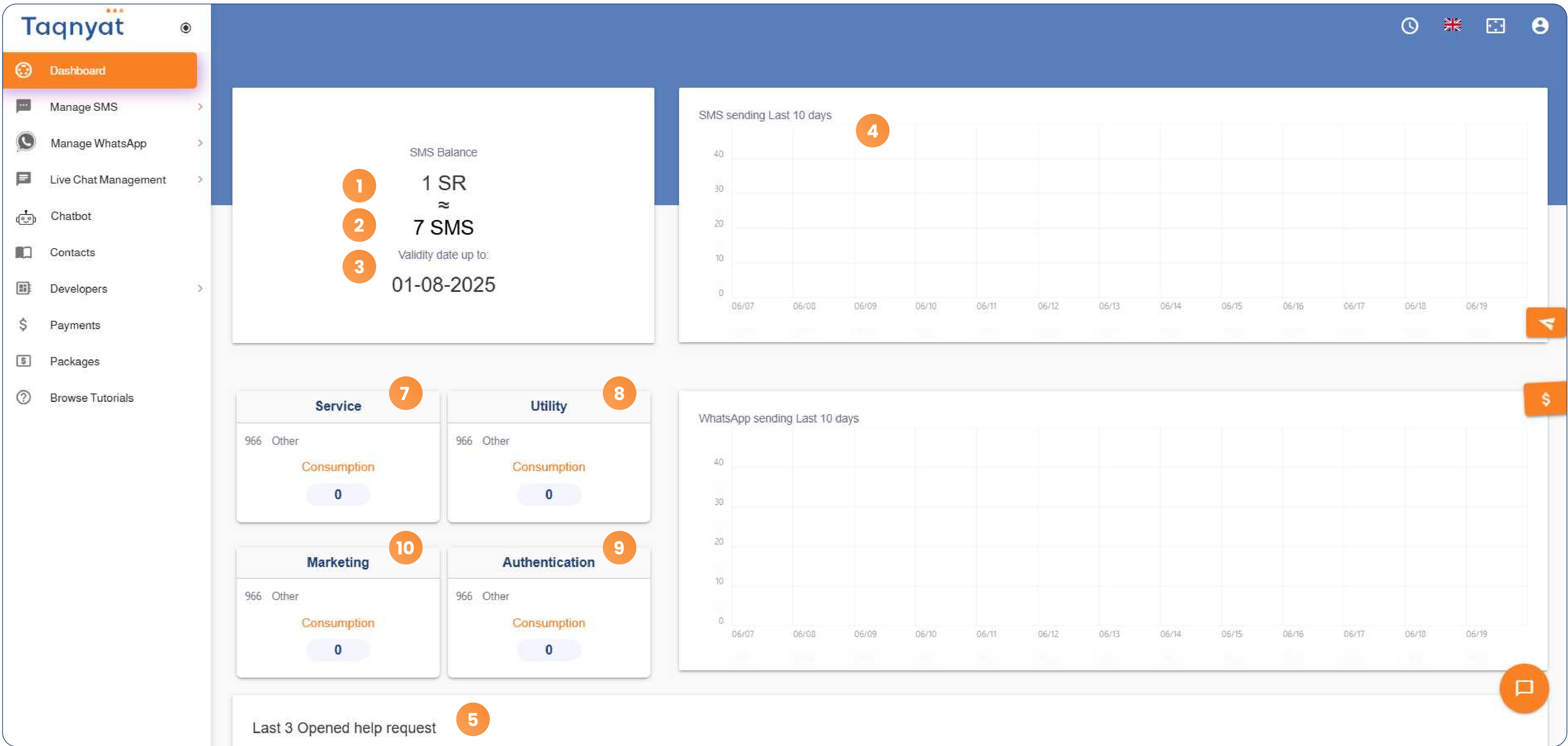
If You Are A New Customer, Please Create An Account Here

Taqnyat Main Dashboard

The main dashboard on the Taqnyat platform provides you with an overview of your account along with detailed information that helps you easily monitor your activities

Key highlights include:

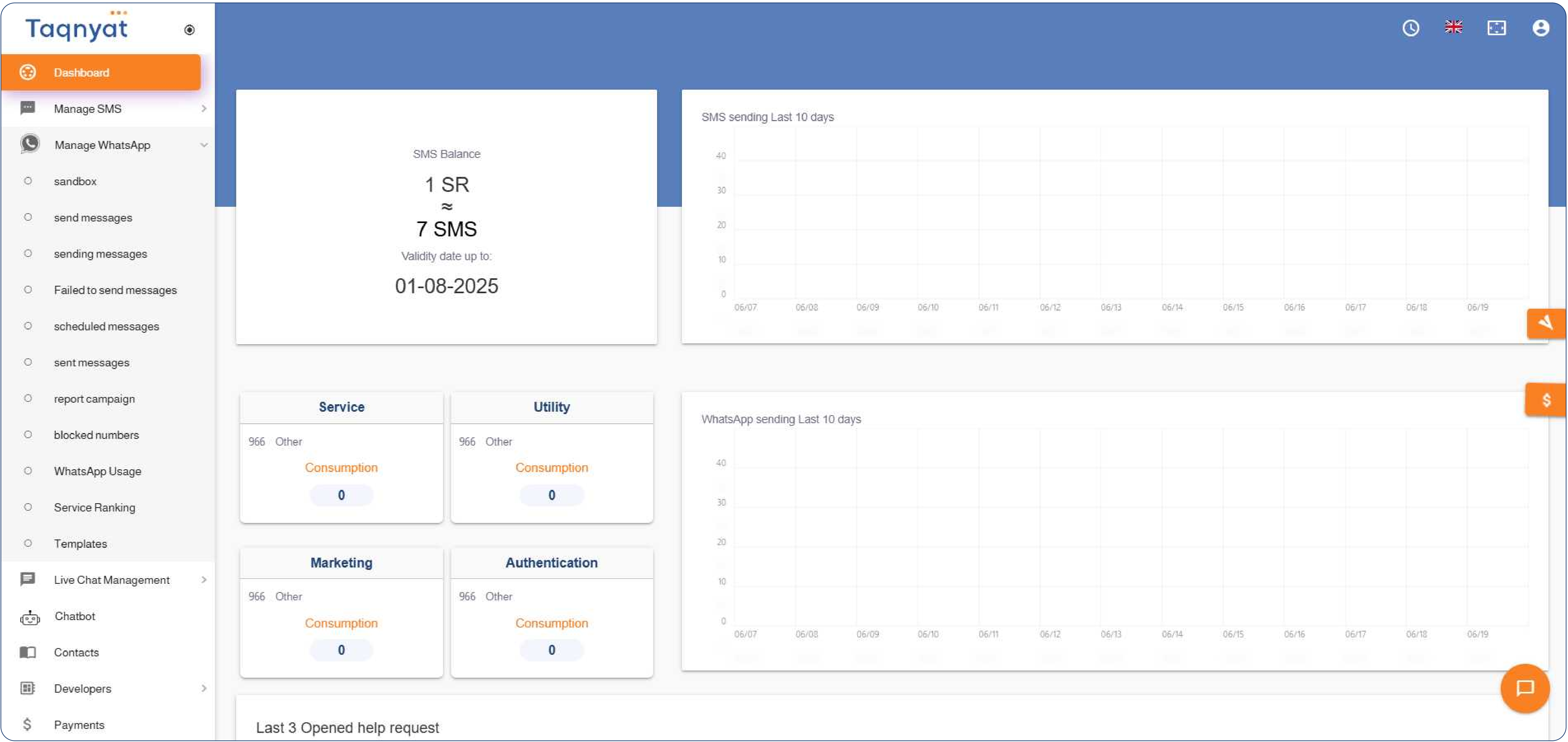
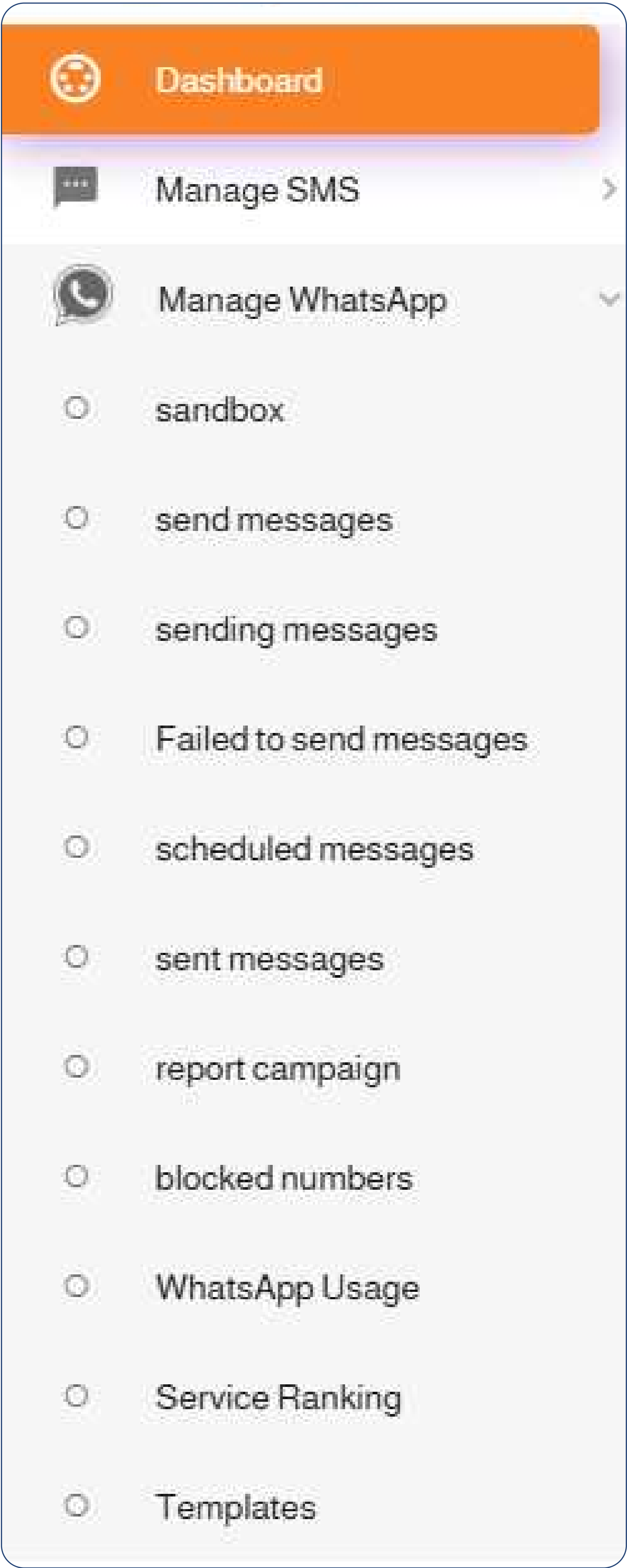
- 1 – Available account balance in SAR
- 2 – Number of messages that can be sent using this balance (based on message cost)
- 3 – Message credit expiry date
- 4 – Successful delivery rate
- 5 – Support tickets you have created
- 6 – Ability to switch the language between Arabic and English
- 7 – Number of notification messages sent during the month
- 8 – Number of service messages sent during the month
- 9 – Number of verification messages sent during the month
- 10 – Number of marketing messages sent during the month



Managing WhatsApp Messages on Taqnyat Portal

WhatsApp Message Management Menu on the Taqnyat Portal

When you click on Manage WhatsApp Messages, a menu will appear containing the following options:



Managing WhatsApp Messages on Taqnyat Portal

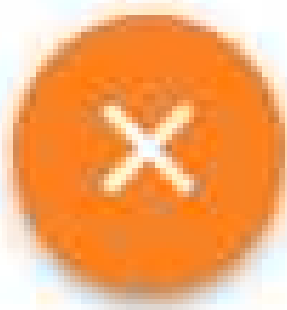
First: Registering and Managing Numbers on Your Sandbox Account

First: Registering and Managing Numbers on Your Sandbox Account
When your sandbox account is activated, all numbers linked to it are also activated. And you can manually add these numbers to make them ready to send and receive messages through the Taqnyat platform.



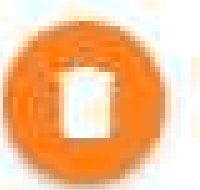
You can try the service directly by sending a message to the following number: <http://wa.me/966126096669>

How to Add a New Number to Your Sandbox WhatsApp Business API Account

- Click the Add button.
- Enter the phone number including the country code (for example, for a Saudi number: 966XXXXXXXXXX), then click  to confirm or  to cancel.

Total results: 0

View 25 results



☐

Mobile



Managing WhatsApp Messages on Taqnyat Portal

- The system will send a 4-digit verification code to the phone number you entered.

Enter the code to complete the addition process.

966XXXXXXXXX

Verification code sent to mobile number 966XXXXXXXXX

Enter the activation code sent to your mobile

cancel

ok

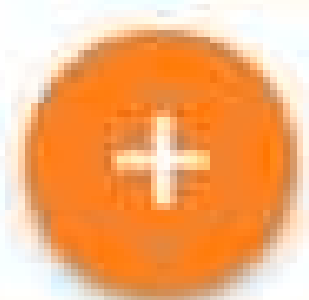
Important Notes About the Sandbox Account:

- To test the service and send messages, you can only use the numbers you have previously added to your sandbox account.
- In the sandbox account, you can add numbers manually only for testing message sending.

Managing WhatsApp Messages on the Taqnyat Platform

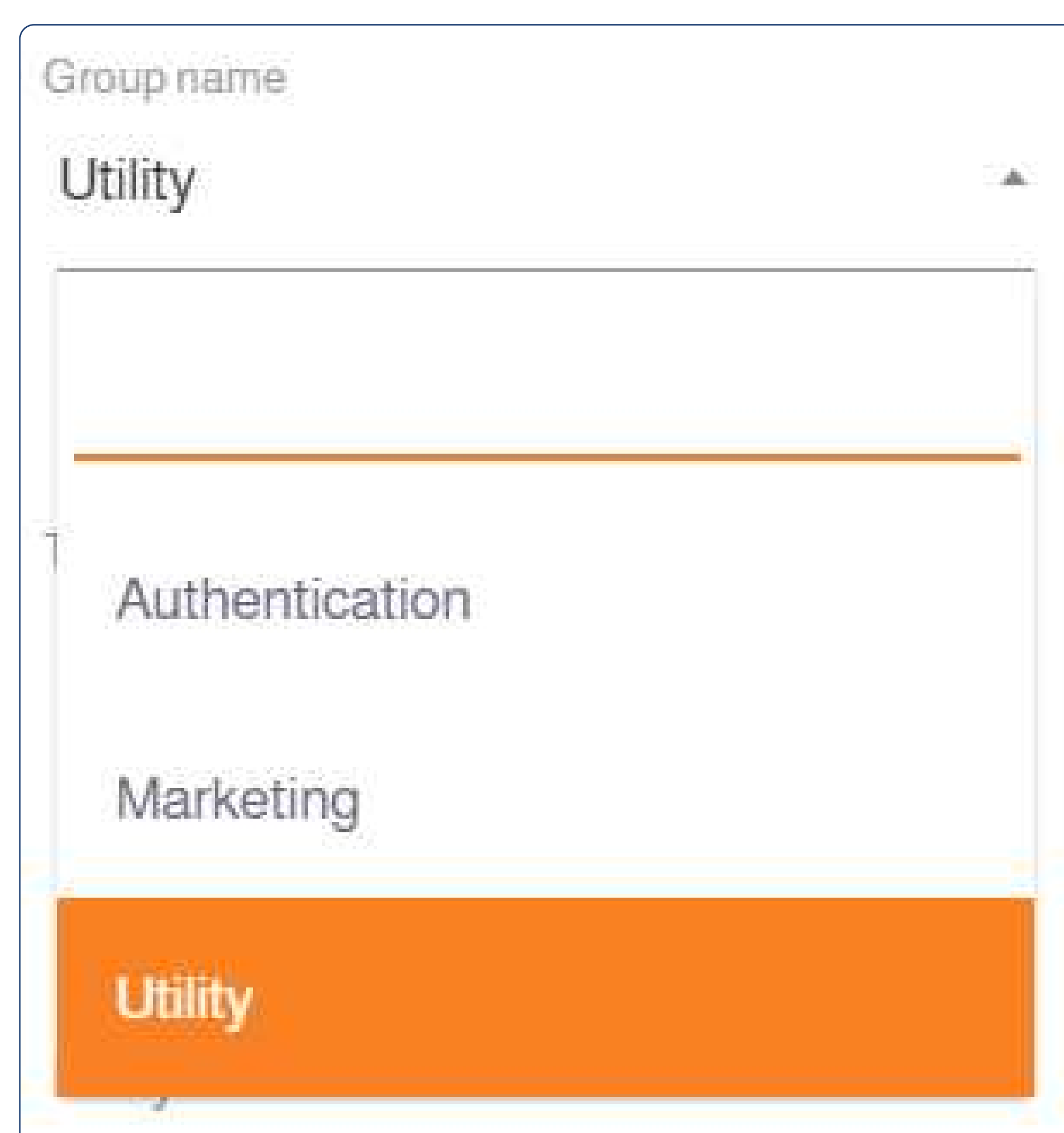
Templates

Second: Creating and Managing WhatsApp Message Templates

- 1- Click the Add button  to create a new template.
- 2- Enter the template name (the final identifier will be in the format: username_template name).

Note: In trial accounts, the username is automatically added to the template name. In official accounts, after number activation, the username is not added to the template name.

- 3 -Based on the type of message you wish to send, select the category name from the following available options:



Group name

Utility

Authentication

Marketing

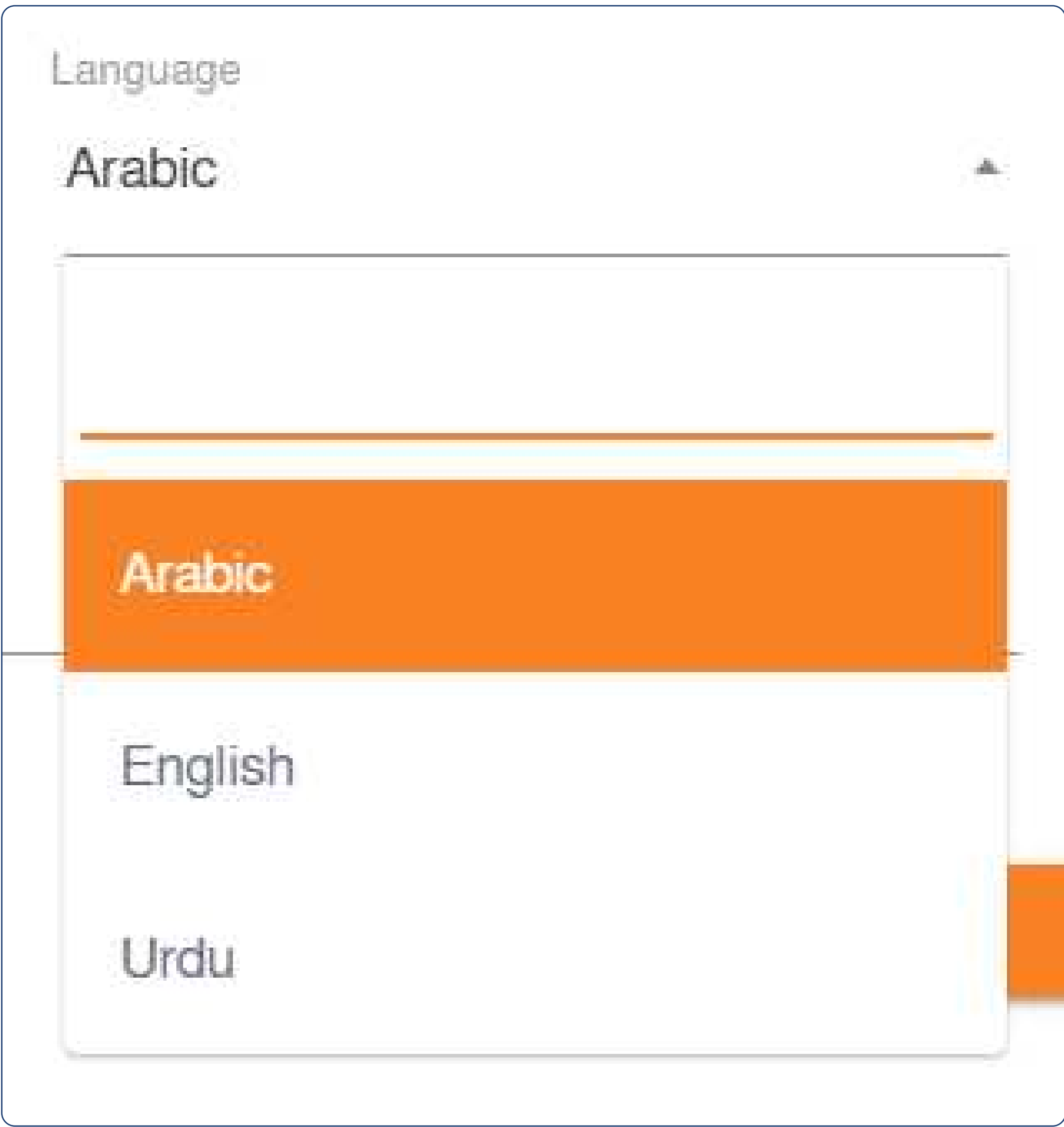
Utility

- 4-Enable the Category Change option by selecting Yes to allow Meta to automatically adjust the template category based on the message content. It is always recommended to keep this option enabled to ensure the template is properly classified and to increase its chances of approval.

Managing WhatsApp Messages on the Taqnyat Platform

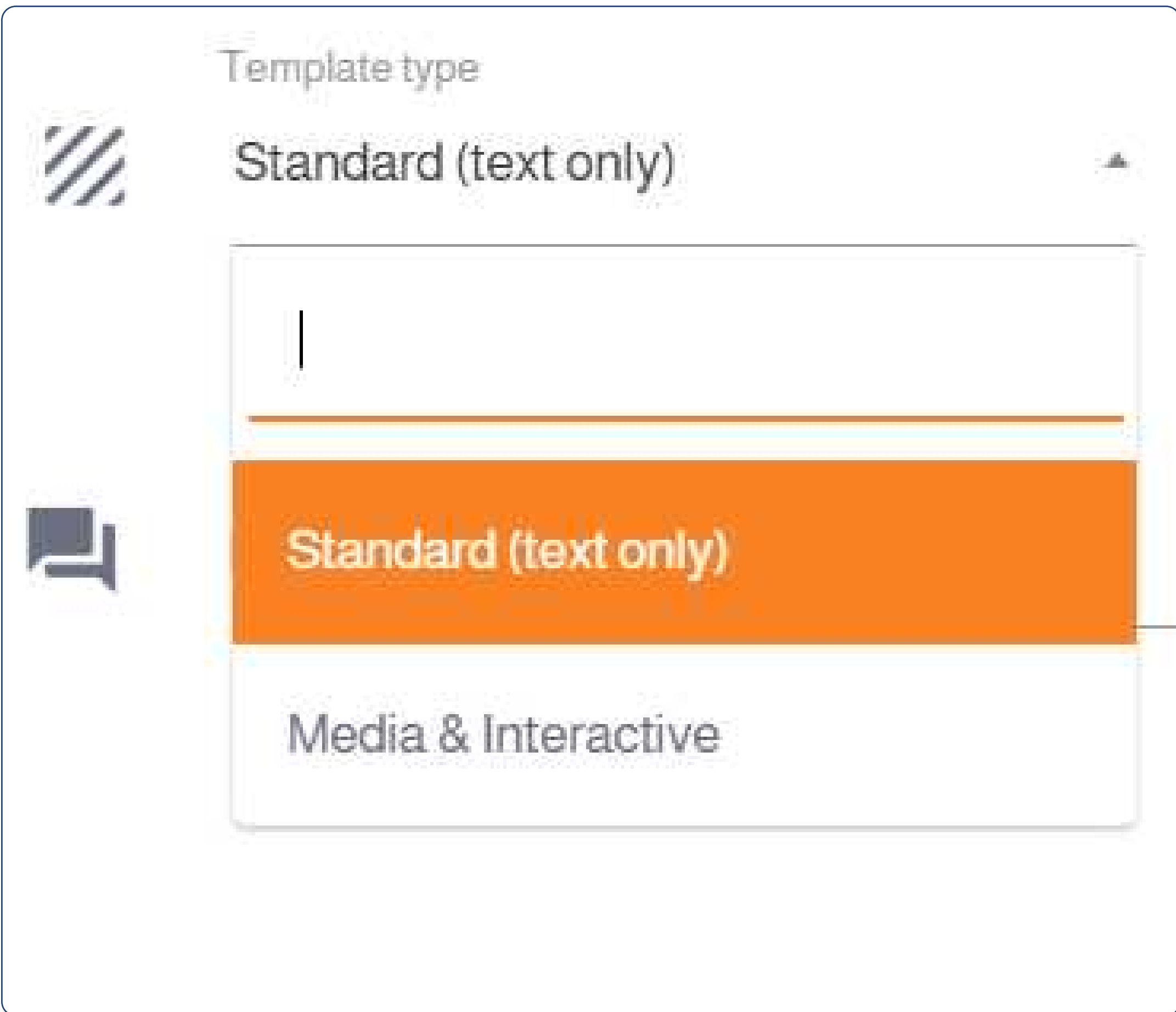
Templates

5 – Choose the language you want to use in the template (Arabic, English, Urdu).



6 – Select the appropriate template type

- **Standard:** Text only with a content field.

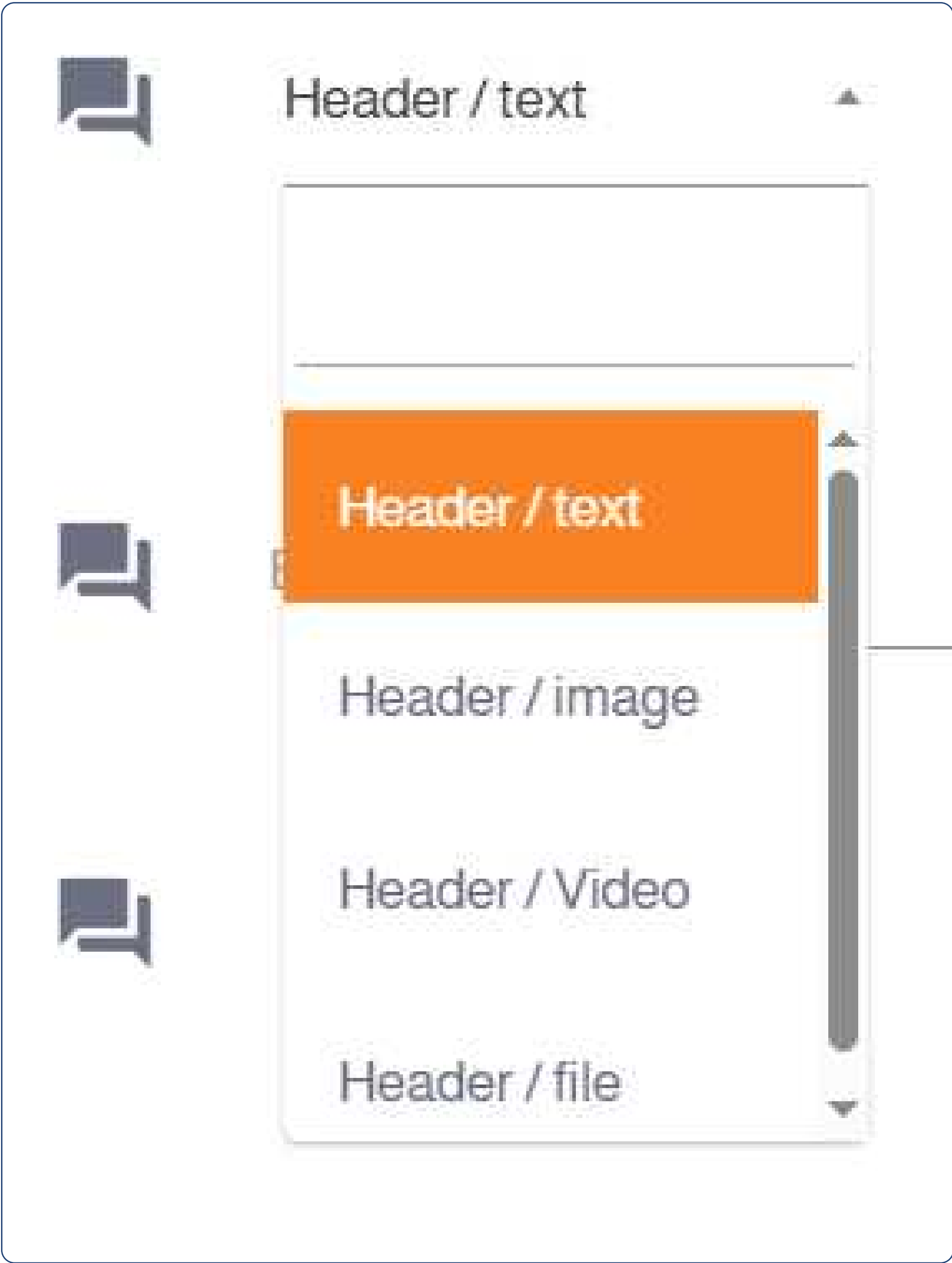


- **Media & Interactive:** A rich template including:

Managing WhatsApp Messages on the Taqnyat Platform

Templates

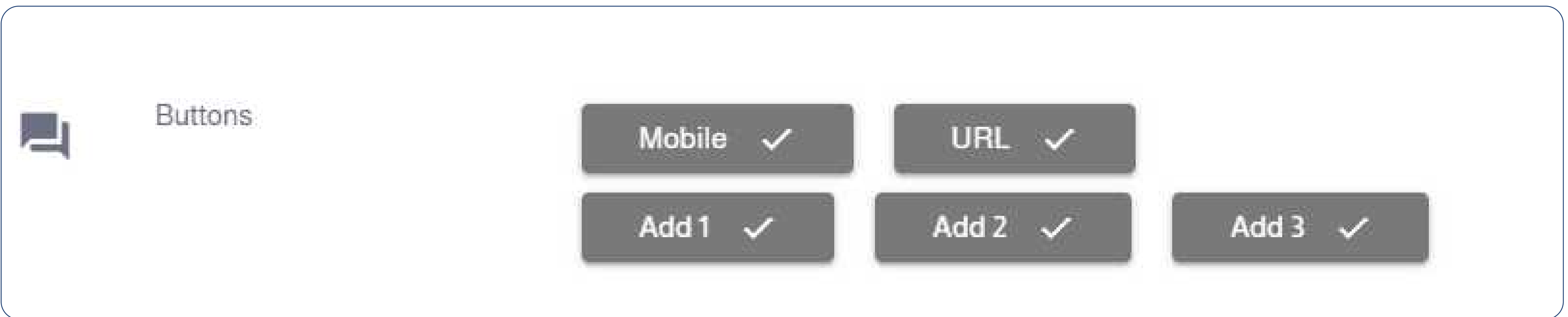
- Header (text, image, video, or document)



- Body (main content)
- Footer (optional)



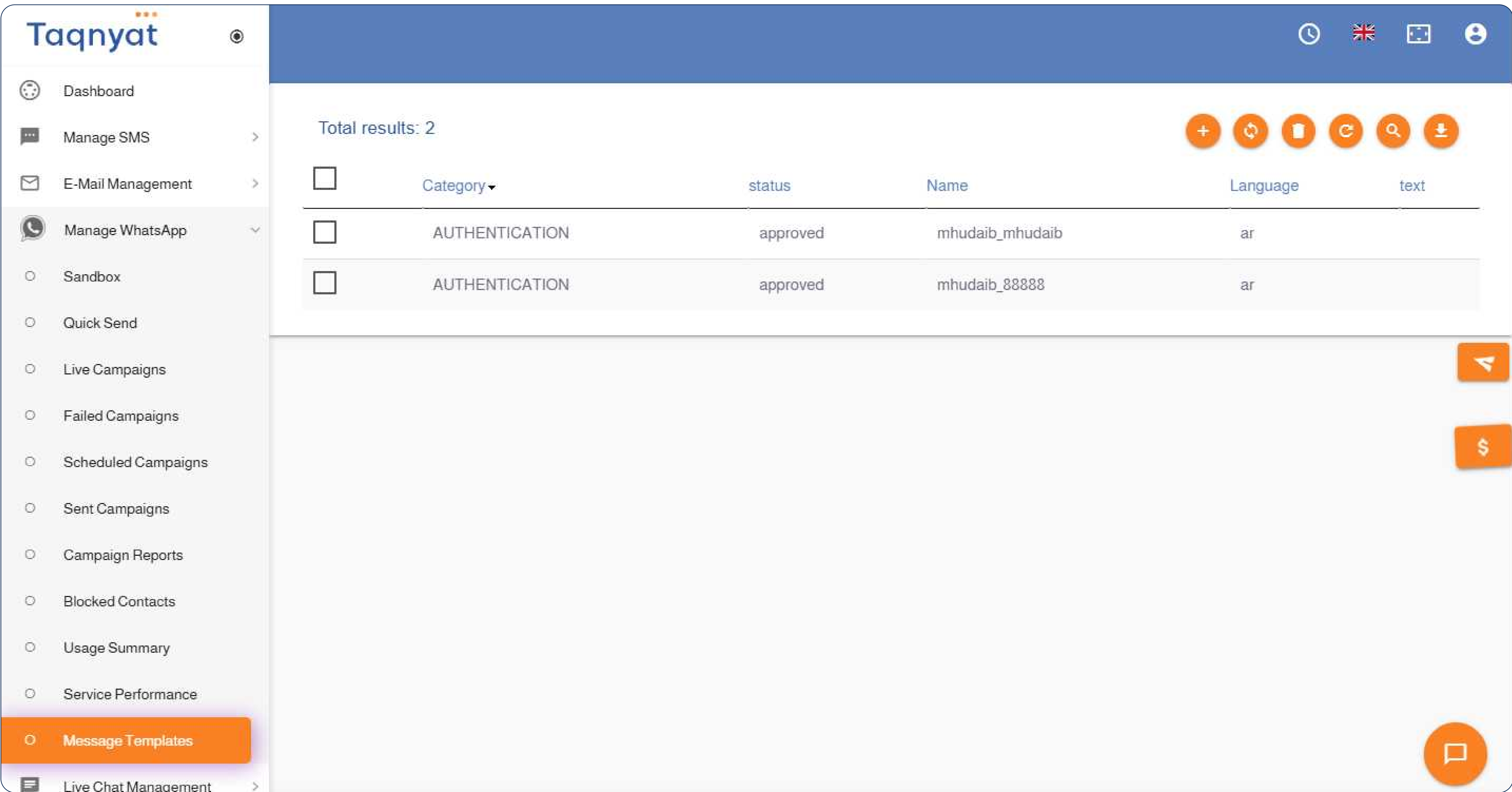
- Buttons (optional):
 - 1 - Single call button with label
 - 2 - Single URL button with label
 - 3 - Up to 3 quick reply buttons with predefined responses



Managing WhatsApp Messages on the Taqnyat Platform

Templates

- 8- After completing all the setup, click the Add button to save the template.
- 9- Once the template has been added, it can be managed through the Template Management Page, which contains detailed information such as the name, category, language, text, and approval status. 
- 10- To be able to send, you must wait for Meta’s approval of the template.: Once the approval status appears as Approved, you can proceed and the approval process may take up to a maximum of two minutes.



Main control buttons on the Template Management Page:

- **Sync Templates:** Update the approval status from Meta.
- **Search:** Find templates using the name or text.
- **Export:** Export selected templates.
- **Delete:** Remove unwanted templates.
- **Refresh:** Reload the template list.

Managing WhatsApp Messages on the Taqnyat Platform

Templates

Third: How to Send Messages

The Message Sending Interface within the WhatsApp Message Management tab on the Taqnyat platform allows you to send campaigns using a pre-prepared and approved template to the added numbers by following these steps:

1- Enter the campaign name.



Campaign Name

Thu1111

2- Select the template to be used for sending, which has been prepared and approved in advance.



How to enter numbers

Write numbers



Write numbers



file numbers

Managing WhatsApp Messages on the Taqnyat Platform

Templates

3 – Add Recipient Numbers

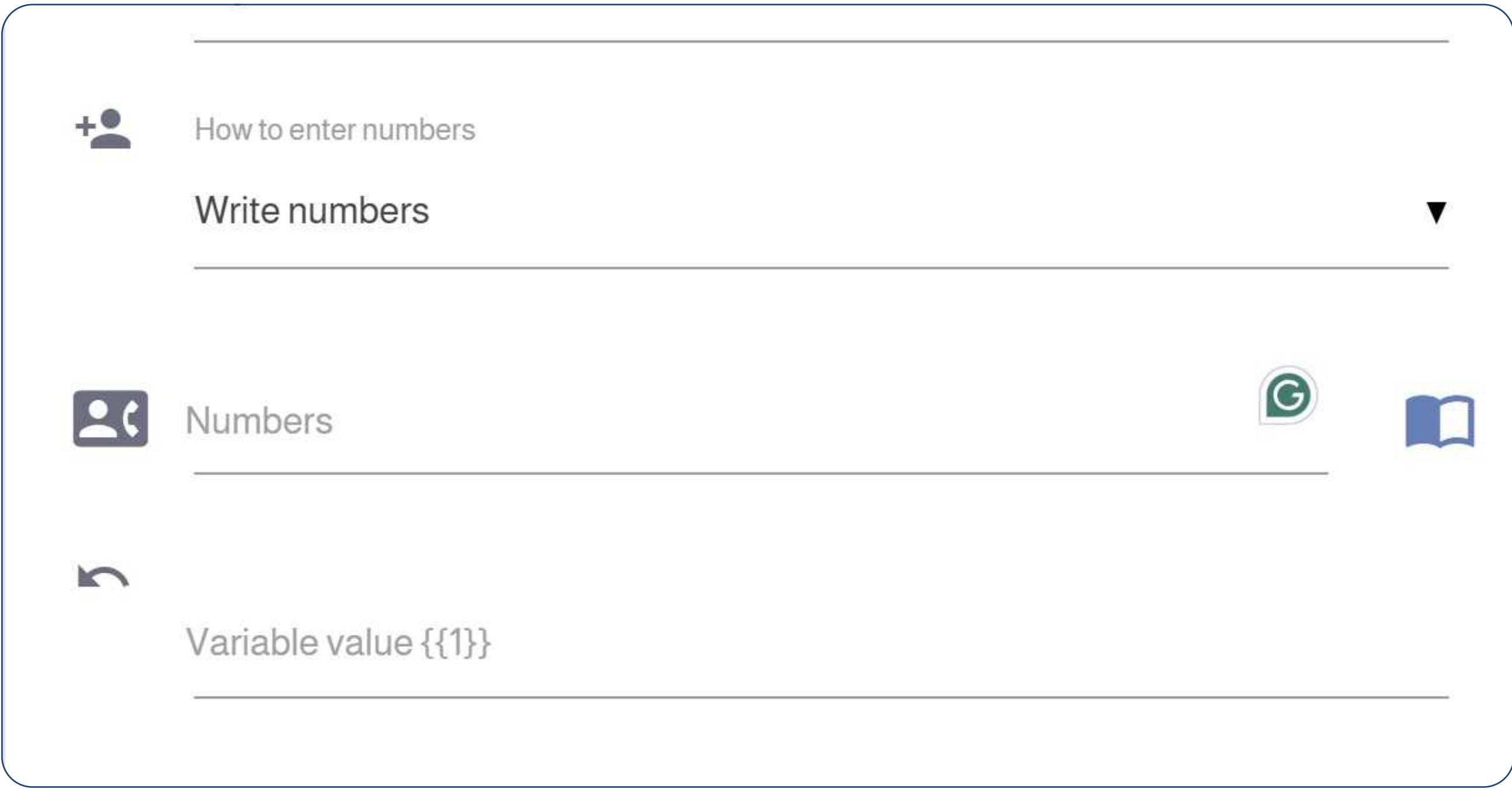
Choose one of the following two methods:

- Manually enter the numbers or select them from contact groups.
- Upload an Excel file containing:



4 – Fill Variables (if any)

- If numbers are entered manually or selected from groups, variables are filled in within the sending interface.



- If an Excel file is uploaded, the variable values are entered directly within the file itself.

	A	B	C	D	E
1	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
2	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
3	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
4	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
5	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
6	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
7	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
8	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
9	966XXXXXXXXXX	variable value {{1}}	variable value {{2}}	variable value {{3}}	
10					

Managing WhatsApp Messages on the Taqnyat Platform

Templates

5 – Add media to the template (if applicable)

- When using a private server: enter a public URL for the media in the designated field.
- When using a tech server: media can be uploaded directly as attachments without needing a URL.

6 – Preview Message

The preview is available at the top side of the page but does not fully support displaying media or variables correctly.

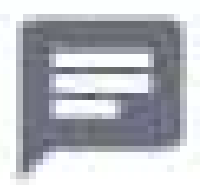


7 – Optional Features

- Archiving to Live Chat
- Scheduling Send: Set a future date and time for sending.
- Convert to SMS: If the WhatsApp message is not delivered, you can switch to sending via SMS with the option to specify the sender name and message content.

Managing WhatsApp Messages on Taqnyat Portal

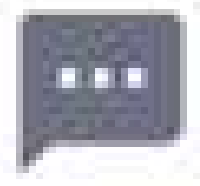
Send Messages

☐

Archive the message in the liveChat

☐

Schedule this message

☐

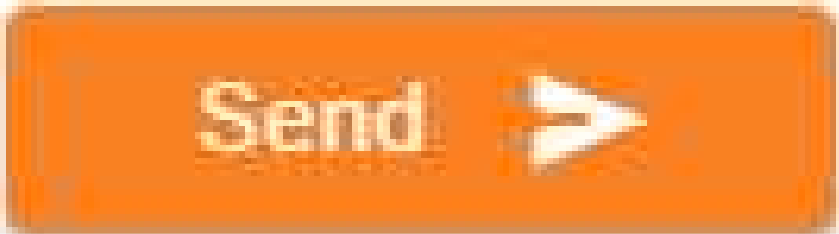
Send a SMS if the WhatsApp message did not delivered

Send

>

8 – Send Campaign

- Click Send to begin delivery



9 – Confirm Sending

- Review the sending summary, which displays the number of recipients who will receive the message.

Confirm Sending

Total Recipients : 1

Do you want to send your message?

Cancel

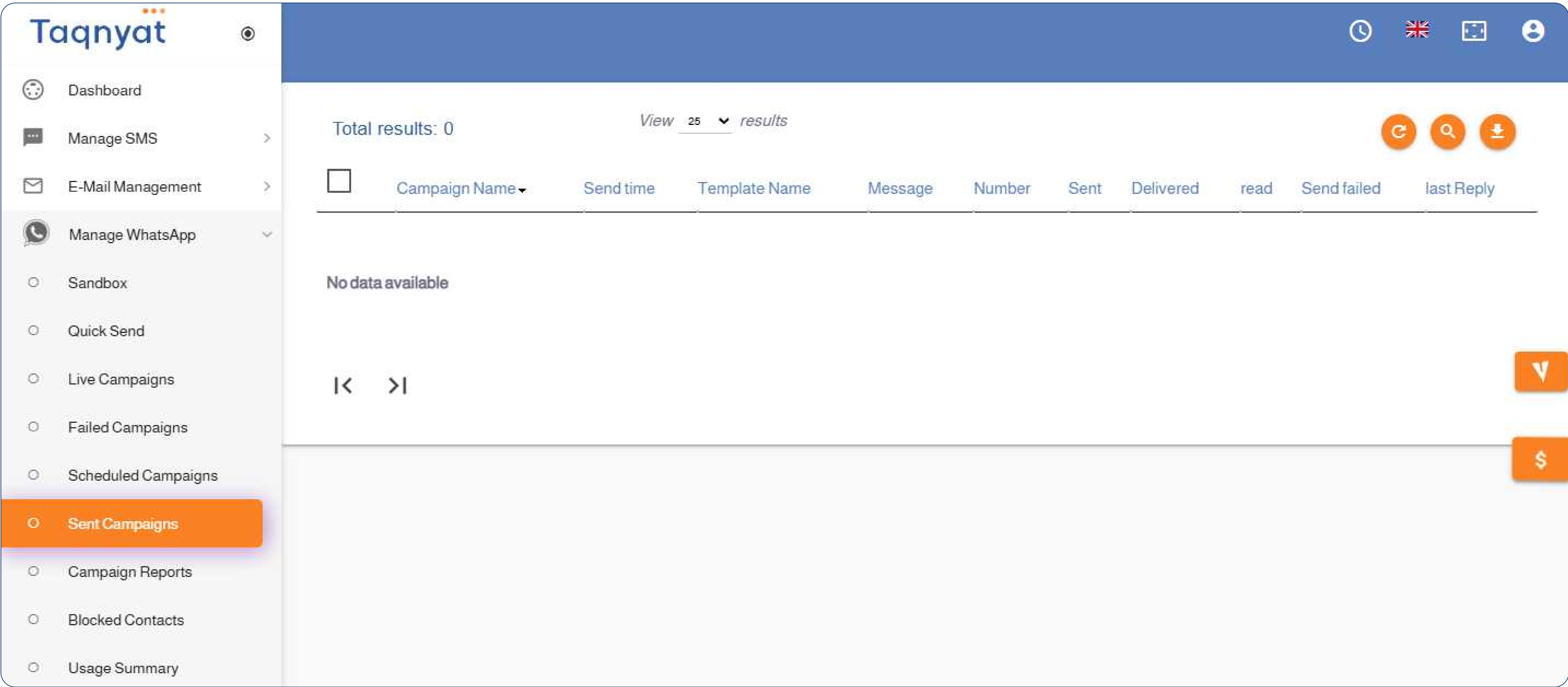
Send

Managing WhatsApp Messages on Taqnyat Portal

Send Messages

The sending messages page allows clients to view and monitor the messages that are currently being sent to end users. It displays:

- Campaign Name
- Send time
- Template Name
- Message
- Number
- Msg status

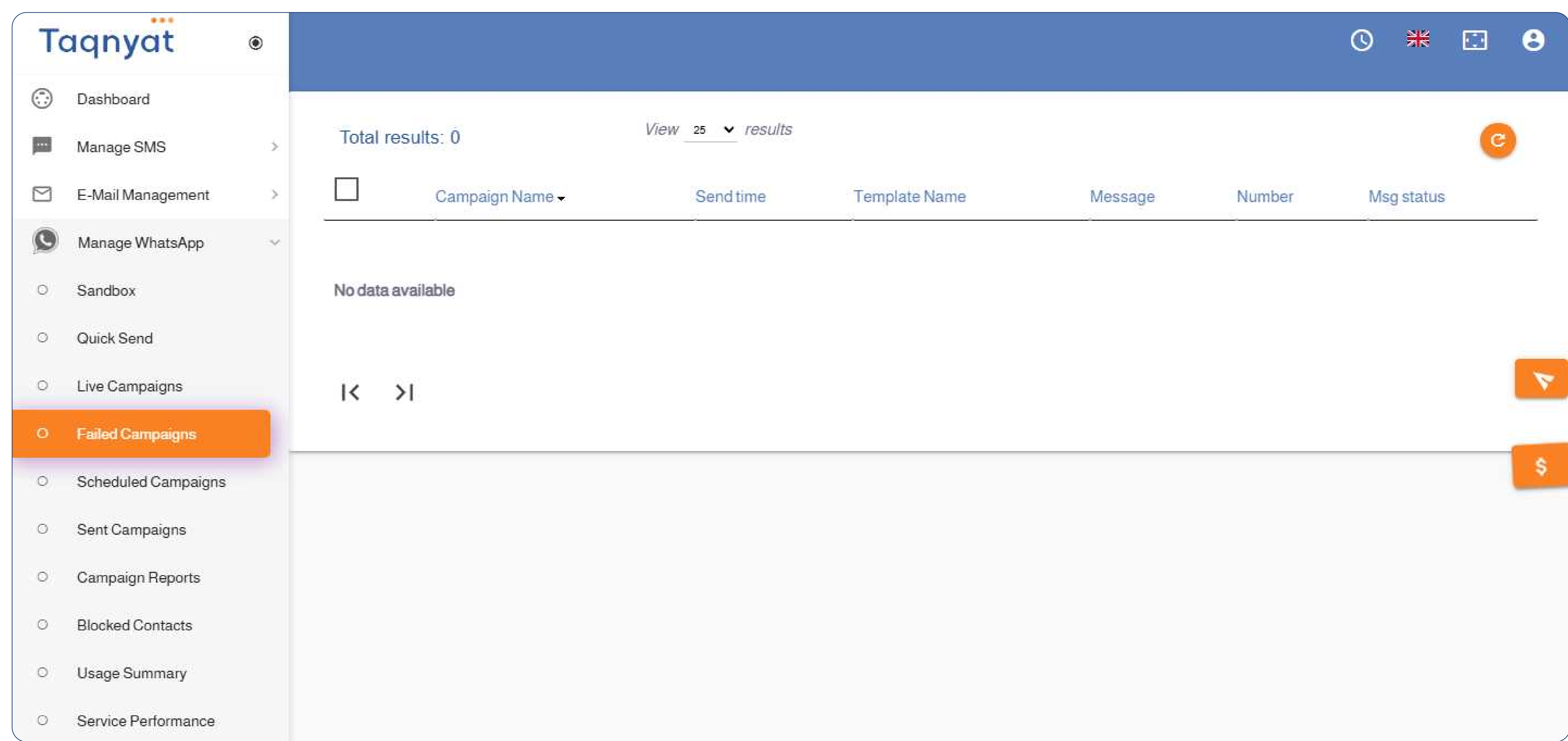


Managing WhatsApp Messages on Taqnyat Portal

Failed to Send Messages

The Failed to send messages page displays messages that failed to be delivered. Users can review each message, along with the following details:

- Campaign Name
- Send time
- Template Name
- Message
- Number
- Msg status (with failure reason)

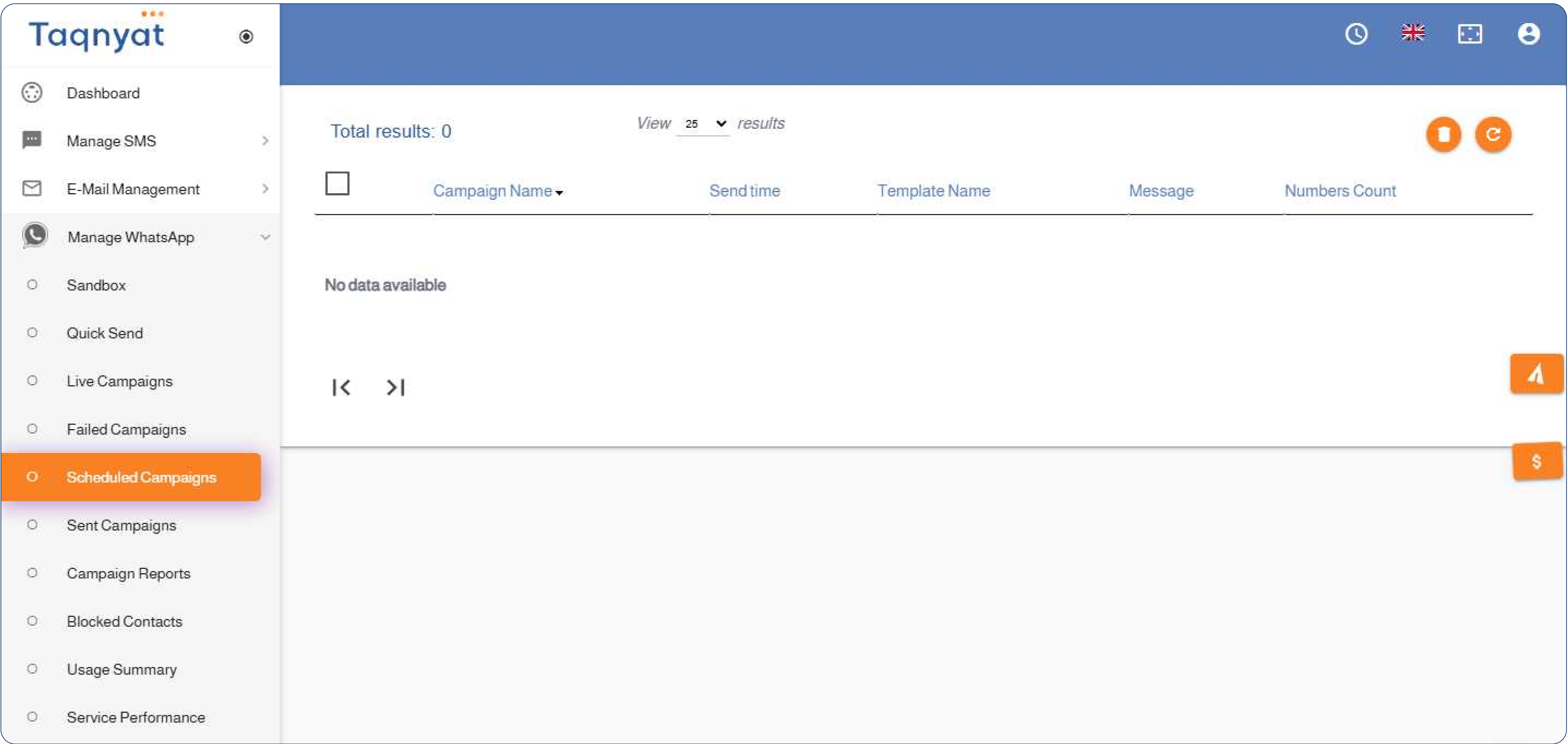


Managing WhatsApp Messages on Taqnyat Portal

Scheduled Messages

The Scheduled messages page provides an overview of messages planned to be sent in the future, along with the following details:

- Campaign Name
- Send time
- Template Name
- Message
- Number

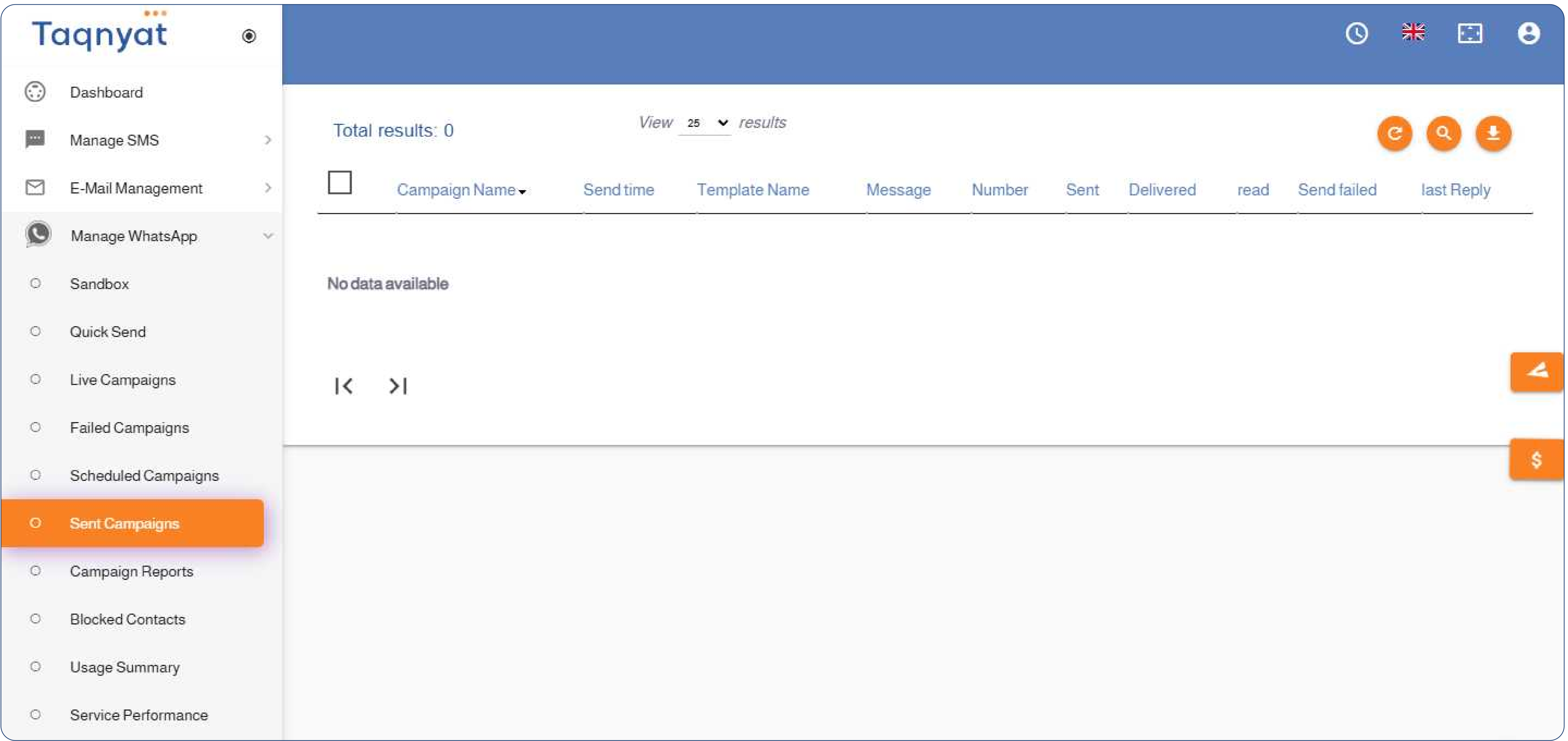


Managing WhatsApp Messages on Taqnyat Portal

Sent Messages

The sent messages page includes all messages that have been sent through the platform. It contains details such as :

- Campaign name
- Sending time
- Template name
- Message
- Number
- Sent, Delivered, Read, Failed (Not Delivered)
- Last reply (if the client responded)



Main buttons in the Sent Messages interface:

- **Search:** Open the search/filter form by date, template name, mobile number, message content, and campaign name.
- **Refresh:** Reload the latest data.
- **Export:** Export the selected messages.

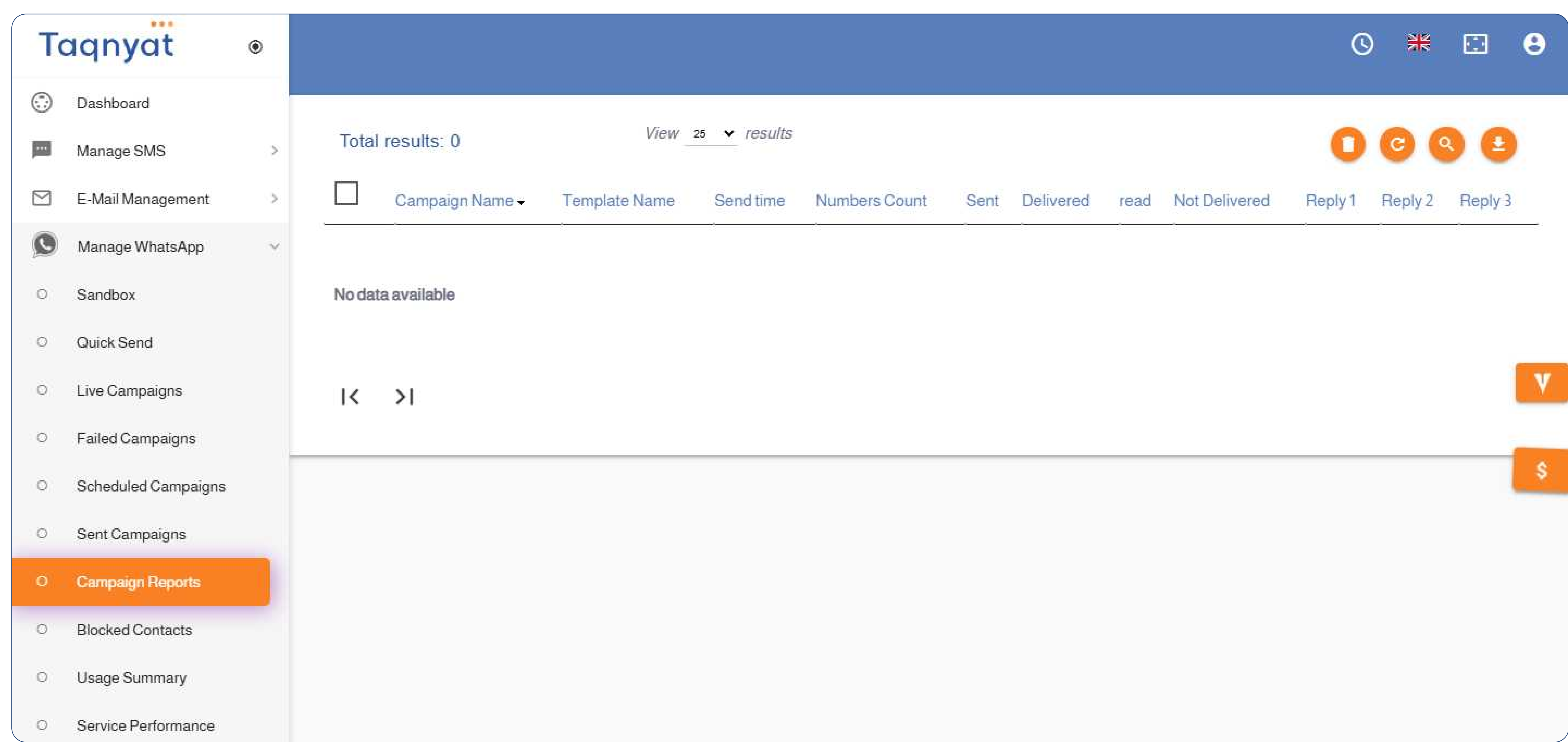
Managing WhatsApp Messages on Taqnyat Portal

Campaign Reports

1 – Campaign Reports Interface

This interface allows you to review all previously sent campaigns with detailed information for each campaign, including the following:

- Campaign name
- Template name
- Sending time
- Number of recipients
- Message status (Sent, Delivered, Read, Not Delivered)
- Replies 1, 2, 3



Managing WhatsApp Messages on Taqnyat Portal

Campaign Reports

2 – Types of Campaign Reports

Two types of reports can be exported for sent campaigns, with or without using time filters, as follows:

- Summary Report: Provides an overview of the campaign.
- Detailed Report: Contains details for each message and each recipient.



Main control buttons in the Campaign Reports interface:



Search:
Search within reports using multiple criteria, such as time filters.



Delete:
Remove unwanted campaigns from the reports.



Refresh:
Reload and display the latest data in the reports.



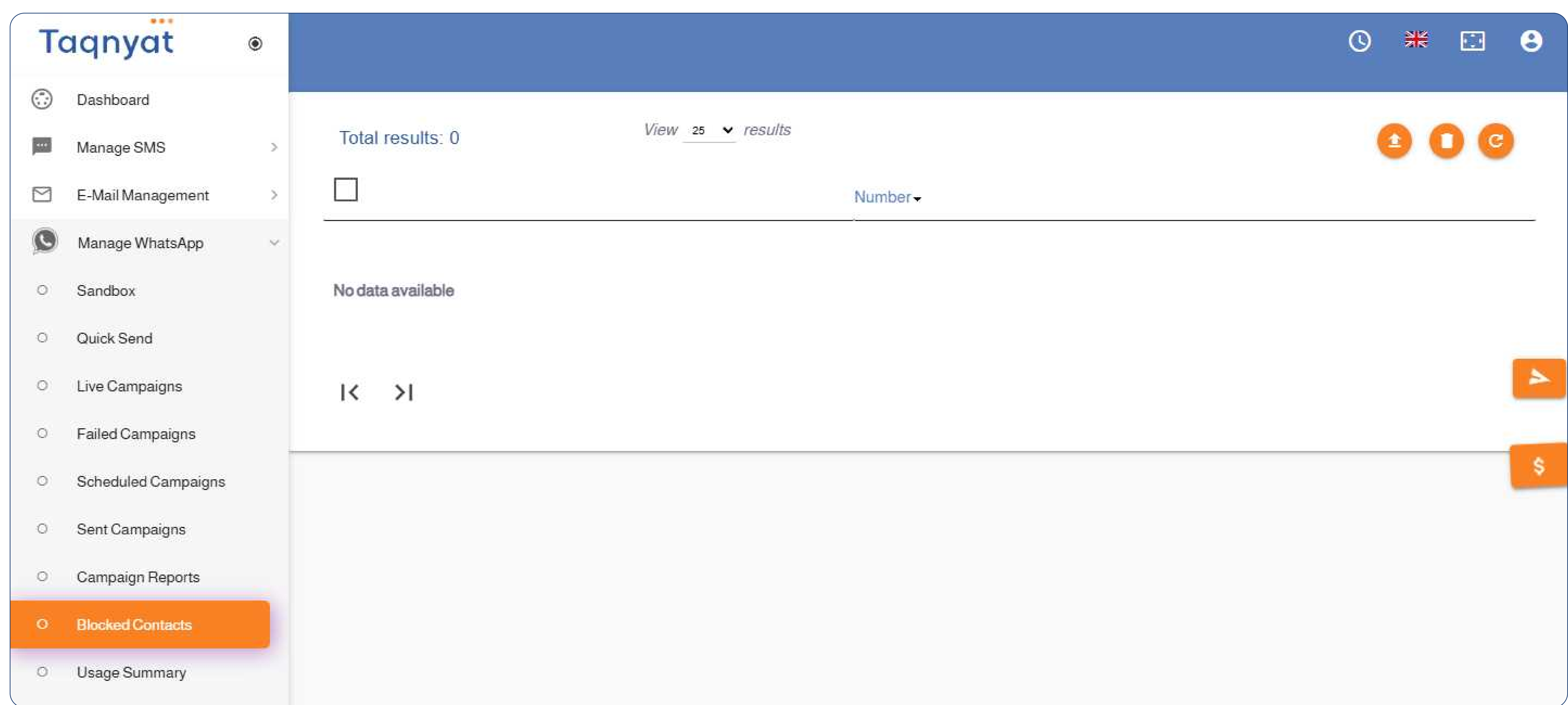
Export

Managing WhatsApp Messages on Taqnyat Portal

Blocked Numbers

The interface is used to identify numbers that do not wish to receive messages and displays the numbers that have submitted an unsubscribe request.

Blocked Numbers Interface

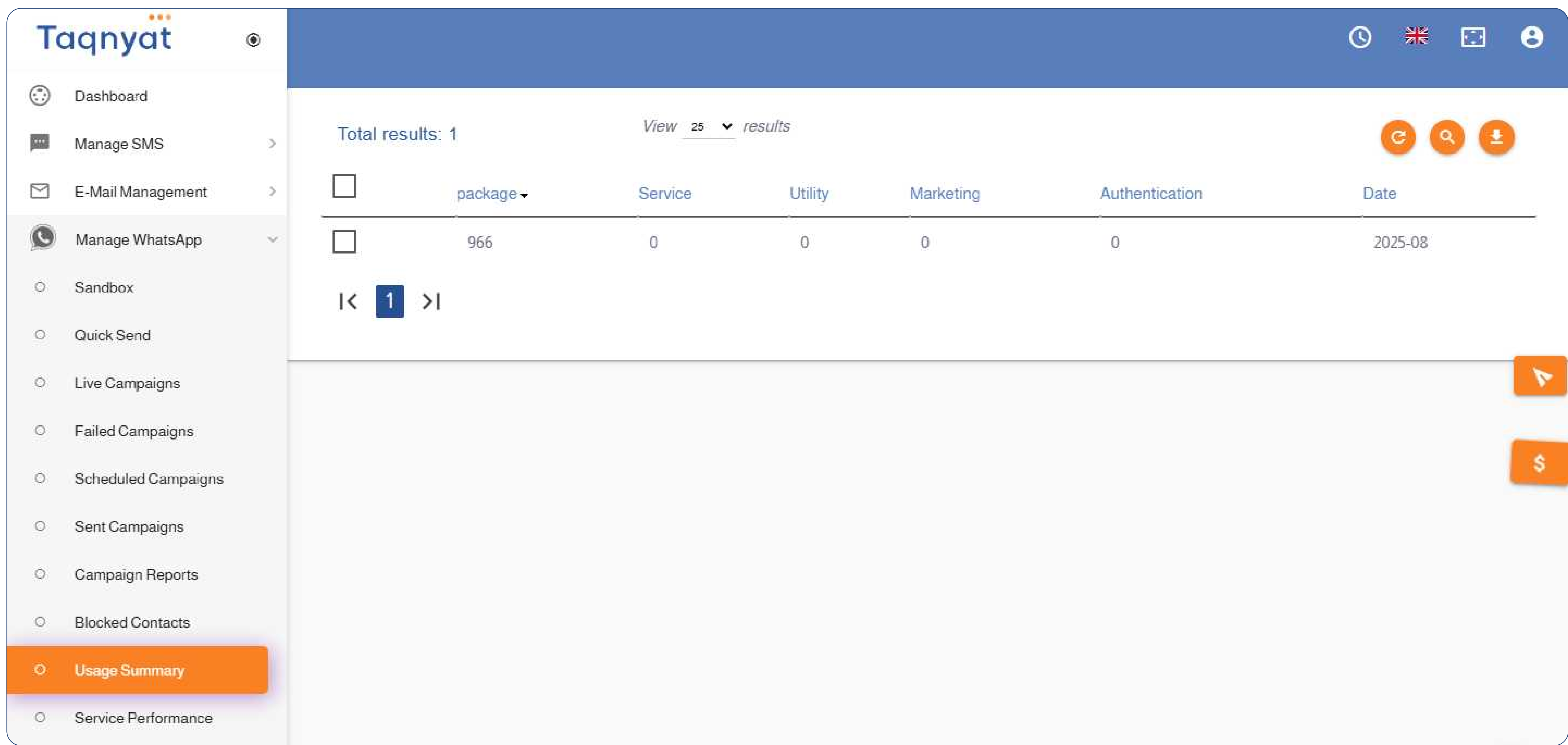


Managing WhatsApp Messages on Taqnyat Portal

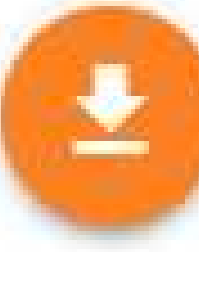
WhatsApp Usage

The WhatsApp Usage Page displays usage statistics categorized by country package (country code), showing the number of messages sent for each type of template, along with the following details:

- Package
- Service
- Utility
- Marketing
- Authentication
- Month/Date of Message Usage



Main control buttons:

-  **Search:** Filter usage by time range.
-  **Refresh:** Reload usage data.
-  **Export:** Export usage data.

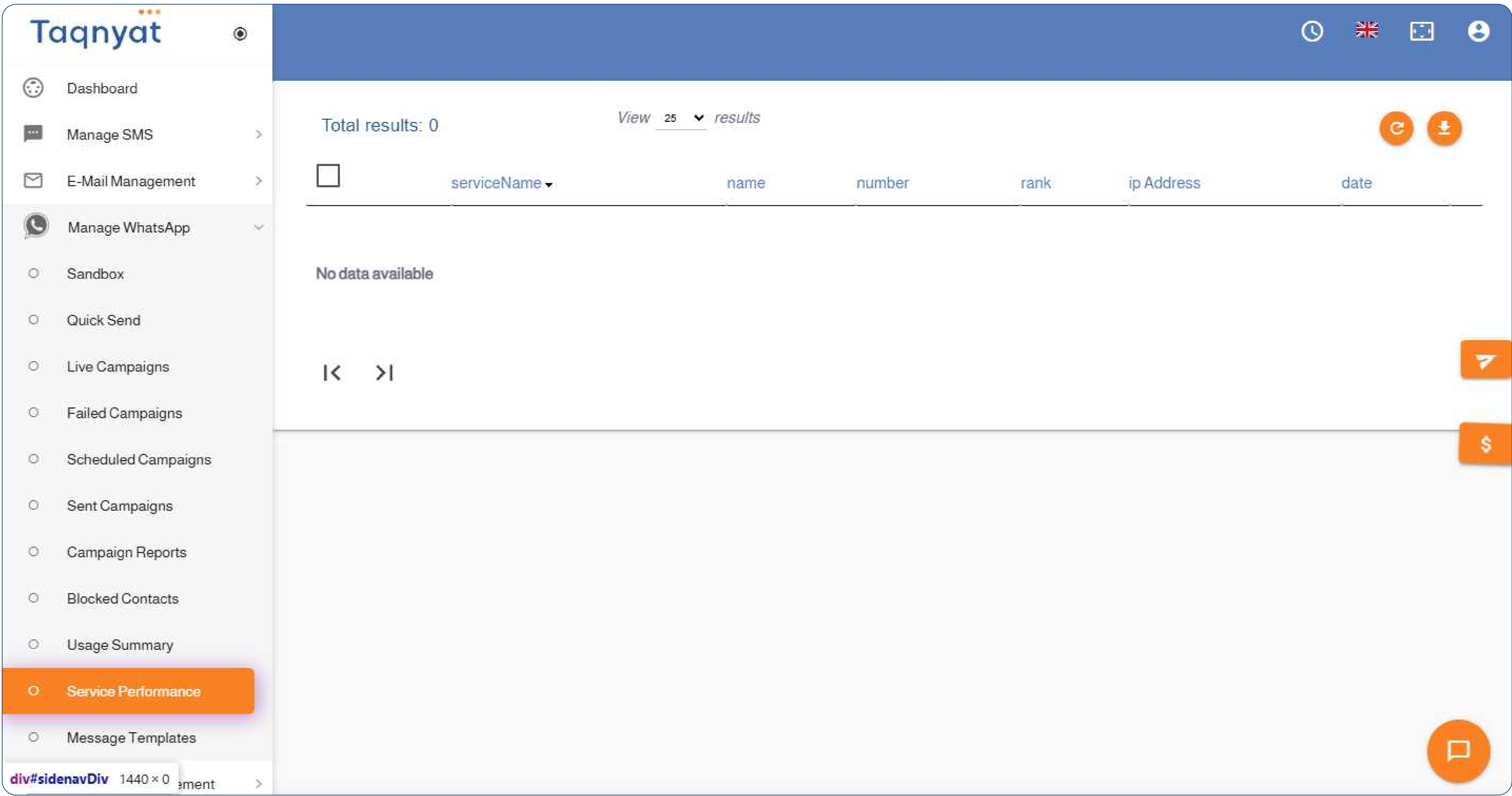
Managing WhatsApp Messages on Taqnyat Portal

Service Performance

Service Evaluation Interface for Live Chat Subscribers

The service evaluation page is available only for subscribers to the chatbot services, and the evaluation is displayed with the following details:

- ServiceName
- Customer Name
- Phone Number
- Rank
- IP Address
- date



Main control buttons:

-  **Refresh:** Reload the latest rating data.
-  **Export:** Export the rating data.

We're Here for You

At Taqnyat, we're committed to continuously improving our platform and addressing any issues swiftly and efficiently.

Your trust is highly valued, and we aim to deliver a user experience that meets and exceeds your expectations.

Thank you for choosing Taqnyat as your trusted technology partner.



Technical Support Team

support@taqnyat.sa

966920015404