grapevine ™

WhatsApp Business API

THIS DOCUMENT IS AIMED AT:

Grapevine Affiliate administrators and users who have been provisioned to use WhatsApp.

FEEDBACK:

Was this document useful? What can we do to make this user guide more useful and informative?
Please email info@vine.co.za with your comments and feedback.

CONTACT US:

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SUPPORT:

Call us on +27 21 702 3333, or
email support@vine.co.za.

*Note, you must be registered with
Grapevine to log a support query.*

Version: 1.0

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Abbreviations

HSM   Highly Structured Message (pre-approved message template).

Workspace ID   Unique identifier for each new client in the MessageBird Environment.

Conversation   1 conversation equals infinite inbound and outbound messages within a 24-hour cycle with a single chat.

Messages   1 Message equals 1 single inbound or outbound message.

Inbound & Outbound Messages   Inbound messages refer to messages that an end user sends to us / the client, outbound messages refer to messages that we / the client send to the end user.

Interaction   An interaction consists of one inbound and one outbound message.

1 Introduction

1. Grapevine offers its clients a WhatsApp communication solution that can be integrated via API to facilitate inbound and outbound WhatsApp messages. This includes rich media capabilities.

2. Grapevine's WhatsApp solution offers clients a broad range of capabilities that will help improve customer service, save time for customer support teams, improve operational efficiencies, and reduce operational costs.

2 Getting Started with WhatsApp Business API

2.1 What is the WhatsApp Business API?

The Grapevine WhatsApp API allows you to send and receive WhatsApp messages for alerts, notifications and end user support, as well as two-factor authentication through a single API.

The WhatsApp API uses HTTP verbs and a RESTful endpoint structure with an API key that is used as the API Authorization. Request and response payloads are formatted as JSON using UTF-8 encoding and URL-encoded values.

2.2 What you will need

The following elements are needed for Grapevine to register and onboard your business to be able to communicate with your end users via WhatsApp.

2.2.1 Mobile Number

This number must receive an OTP via voice or SMS and will be the number that your end user will send WhatsApp messages to, and the end user will receive replies from.

2.2.2 Facebook Business Manager ID

This ID is found within your Facebook business manager account under the business manager info section.

N.B. You must have access to your Facebook business manager account.

If you do not have a Facebook business Manager account, you can create one by following this link: https://www.facebook.com/business/help/1710077379203657

Business Information   🗑 Permanently delete business

g   **Grapevine interactive**   ✎ Edit
Business Manager ID: 233735433866980
Primary Page: Grapevine Group
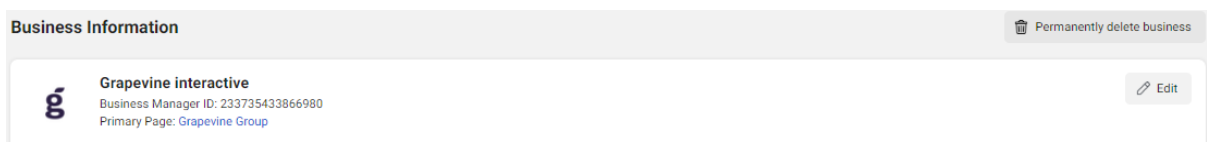
2.2.3 Display Name

This is the business name your end-user will see on their WhatsApp profile when they interact with you.

N.B. This name must be the **same or similar** to your business name as this will need to be approved by Meta.
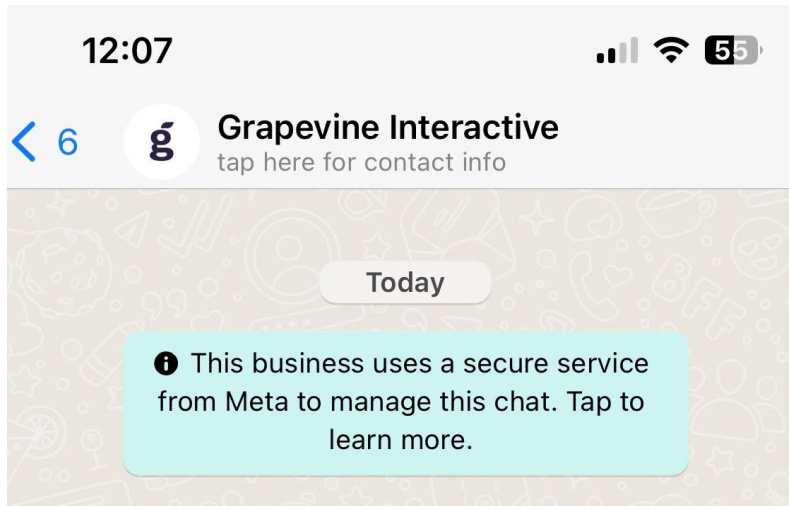
2.2.4 Callback URL

A Callback URL is an endpoint that can send and receive data from and to the WhatsApp API.

This endpoint is used to send and receive WhatsApp messages between you and your end user and is configured by Grapevine to pass those interactions between your end user and your endpoint. This endpoint must be able to ingest data.

2.2.5 Report URL

A Report URL is an endpoint that is able to send and receive data from the WhatsApp API.

This endpoint is used to receive WhatsApp error messages when sending WhatsApp messages to your end user. Whenever there is a failure of the delivery of the message, an error will occur, this endpoint will allow the WhatsApp API to send the errors to the specified endpoint.

2.3 Base URL

All paths referenced in this documentation use the following base URL: **https://whatsapp.vine.co.za/.** You will need to replace this value with the correct base URL provided when you register to use this API with Grapevine.

2.4 Authorization

You will need to be given an API key to use this API. If you do not have one, you can request an API key from our technical support team **(support@vine.co.za).**

Once you have been given an API key, this key should be used with every request by specifying it with the HTTP Authorization header using a prefix of Bearer.

For example, if the provided API key is XXX1234 then you will need to include a header as follows with every request:

Failure to provide this header will result in a 403 Forbidden response code. If the provided header is not in the correct format or the header value is incorrect, the API will return a 401 Unauthorized response code.

```
In both cases, the response body will contain a JSON payload with the
following elements:
{
    "timestamp": "2022-02-25T12:09:17.111+00:00",
    "path": "/messages",
    "status": 403,
    "error": "Forbidden",
    "requestId": "cd52cb4f-7432"
}


{
    "timestamp": "2023-03-02T11:42:43.787+00:00",
    "path": "/messages/",
    "status": 401,
    "error": "Unauthorized",
    "requestId": "e8e7bba3-3091703"
}
```

Code	Description
401	Unauthorized. The API key was incorrect or the header was in an incorrect format.
403	Forbidden. No Authorization header was provided.

3 How it works

3.1 Sending Messages

The API supports sending 2 kinds of messages:

a.   Template Messages (aka HSM); and

b.   Freeform messages (text, media)

3.1.1 Templated messages

To initiate a conversation with a end user, WhatsApp requires you to use a pre-approved message template (Highly Structured Message or HSM). To utilize this functionality, you will need to engage with our support team (support@vine.co.za) to get your message approved. Once your Message Template has been approved, it cannot be edited anymore; however, you can add new HSM's at any time. Once it has been approved, you can use this API to initiate a conversation with your end user.

When submitting the Message Template, keep in mind that it needs to contain the full body of the message (with the option to add unique parameters represented as placeholders) and at least one parameter.

The following example illustrates a valid message template:

Template Name: gvi_dev_test2

```
Hello {{1}}, your package will be delivered on {{2}}.
Regards,
Grapevine
```

The Message Template uses numbered placeholders {{x}} for each variable in the message. Each variable can be replaced with text that contains letters, digits, special characters, or spaces. For our example, {{1}} is the name of the end user, {{2}} is the day in which the package will be delivered.

Remember that each Message Template needs at least one parameter. The name of the Message Template needs to be formatted in small letters only, and the spaces must be replaced with an underscore.

Sending a freeform message to an end user does not require a pre-approved template. However, it can only be used to reply to a end user's message or initiate a new conversation with an end user within a 24-hour window from when a message was last received from the end user.

N.B. Regardless of the type of message sent, they are all processed asynchronously, which means, the API will accept your message and process it later, and, because of that it's important to have webhooks for receiving the status updates about the messages you send.

3.1.1.1 Sending Templated HSM Messages

To send a template message, you provide the name of the template to be used and the actual values to be used in place of the variables.

For example, to send a message to a recipient using the template defined in 3.1.1 above, you would send a request as follows:

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --header 'Authorization: Bearer XXX1234' --header 'Content-Type: application/json' --data-raw '{

"recipient": "27721234567",

"type": "HSM",

"hsmTemplateName": "gvi_dev_test2",

"hsmParameters": ["John", "Friday"]

}

'
```
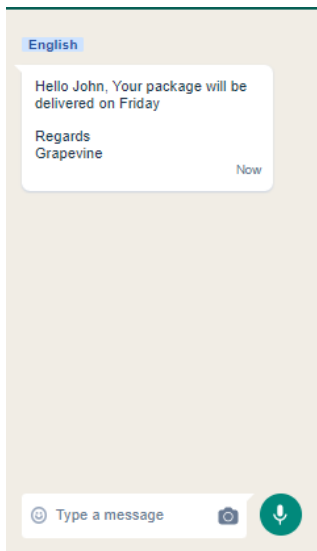

Where:

Field	Description
recipient	Is the mobile number of the recipient the message is being sent to.
type	Should be HSM to indicate that this is a (text) template-based message.
hsmTemplateName	The name of the template being used to send the message.
hsmParameters	The actual values to replace the variables in the templated message. This must match the exact number of variables defined in the template and must match the exact order in which they are defined in the template.

3.1.1.1.1   Successful send response

If the request is successful, you will receive a response as follows:

```
{
    "id": "ba9c1e89a2594d12b213e9a302bea7e8",
    "status": "accepted"
}
```

Where:

Field	Description
id	A unique identifier for this message. This can be used to query the API for additional information about the message. It will also be used to send an update to your webhook about any status changes for this message.
status	This status indicates that the message has been accepted by the API but does not provide any guarantee that the message will be delivered to the recipient since all messages are sent asynchronously.

The same request can be performed programmatically, for example, using the OkHttp Java library:

```java
OkHttpClient client = new OkHttpClient().newBuilder().build();

MediaType mediaType = MediaType.parse("application/json");

RequestBody body = RequestBody.create(mediaType, "{\n  \"recipient\":
\"27764445473\",\n  \"type\": \"HSM\",\n  \"hsmTemplateName\":
\"gvi_dev_test\",\n  \"hsmParameters\": [\"John\", \"Friday\"]\n}\n");

Request request = new Request.Builder()
  .url("https://whatsapp.vine.co.za/messages")
  .method("POST", body)
  .addHeader("Authorization", "Bearer XXX1234")
  .addHeader("Content-Type", "application/json")
  .build();

Response response = client.newCall(request).execute();
```

3.1.1.2 Sending Authentication HSM Messages

Starting in May 2023 Meta released a new policy for WhatsApp Business API. This policy requires all businesses to use WhatsApp's pre-set authentication message templates for all authentication use cases. Authentication templates enable businesses to verify users using one-time passcodes (4-8 digit alphanumeric codes). These templates can be used for various login steps (e.g., account verification, recovery, integrity challenges). Businesses must use WhatsApp's pre-set authentication message templates. They can include optional add-ons like security disclaimers and expiry warnings. Templates should have a one-time password button (copy code or one-tap). Authentication templates don't allow URLs, media, emojis, and have a 15-character limit for parameters.

As with text-based templates, the authentication template will have to be approved before they can be used to initiate contact with a recipient. Once you have your template message approved, you can send an authentication message as follows:

```
curl -X POST --location "https://whatsapp.gvgo.net/messages/"
    -H "Accept: application/json"
    -H "Content-Type: application/json"
    -H "Authorization: Bearer XXX1234"
    -d "{
        "recipient": "27764445473",
        "type": "HSM",
        "hsmTemplateName": "auth_dev_test",
        "hsmParameters": [ "ABC00001" ],
        "authenticationMessage": true
    }"
```

Where:

Field	Description
recipient	Is the mobile number of the recipient the authentication message is being sent to
type	Should be HSM to indicate that this is an authentication template-based message.
hsmTemplateName	The name of the template being used to send the authentication message.
hsmParameters	This must contain only a single alphanumeric 4–8-digit alphanumeric code to be sent to the user.
authenticationMessage	The Boolean value that marks this as an authentication message (as opposed to a normal text message). This must be set to true.

3.1.1.2.1 Successful send response

If the request is successful, you will receive a response as follows:

```
{
    "id": "ba9c1e89a2594d12b213e9a302bea7e8",
    "status": "accepted"
}
```

3.1.1.2.2 Failed send response

If the request fails, you will receive a response as follows:

```
{
  "timestamp": "2023-07-27T13:05:07.628+00:00",
  "status": 400,
  "error": "Bad Request",
  "message": "hsmParameters must contain exactly one parameter for
authentication message",
  "path": "/messages/"
}
```

Note that when the `authenticationMessage` field set to `true`, the type must be set to `HSM` or the API will respond with an error:

```
{
  "timestamp": "2023-07-27T13:07:51.569+00:00",
  "status": 400,
  "error": "Bad Request",
  "message": "authenticationMessage only supported for HSM type messages",
  "path": "/messages/"
}
```

3.1.1.3 Sending Media HSM Messages

A template message can also be set up to send media (e.g. images or documents). As with text-based templates, the templates will have to be approved before they can be used to initiate contact with a recipient.

3.1.1.3.1 Send using HSM Image template

To send an image, set the `type` to `HSM_IMAGE` and specify the `imageUrl` to point to a valid image. The rest of the fields are the same as is required to send a text HSM message.

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{

   "recipient": "27721234567",

   "type": "HSM_IMAGE",

   "hsmTemplateName": "gvi_image_template",

   "hsmParameters": [

      "Wendy",

      "Wednesday"

   ],

   "imageUrl": "https://www.apple.com/v/macbook-pro-
13/m/images/overview/hero_endframe__bsza6x4fldiq_large_2x.jpg"

}'
```


The response from the API is the same as for a text HSM message:

```
{
     "id": "43b88a94a721455c843b825c737ff188",

     "status": "accepted"
}
```

Where:

Field	Description
id	A unique identifier for this message. This can be used to query the API for additional information about the message. It will also be used to send an update to your webhook about any status changes for this message.
status	This status indicates that the message has been accepted by the API but does not provide any guarantee that the message will be delivered to the recipient since all messages are sent asynchronously.

3.1.1.3.2   Send using HSM Document Template

To send a document, set the `type` to `HSM_DOCUMENT` and specify the `documentUrl` to point to a valid document. The rest of the fields are the same as is required to send a text HSM message.

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{
  "recipient": "27231234567",
  "type": "HSM_DOCUMENT",
  "hsmTemplateName": "gvi_document_template",
  "hsmParameters": [
    "Jane",
    "Tuesday"
  ],
  "documentUrl": "https://gvipublic.s3.af-south-
1.amazonaws.com/ZZZ022/Sample+WhatsApp+PDF+document.pdf"
}
'
```

The response from the API is the same as for a text HSM message:

```
{
    "id": "43b88a94a721455c843b825c737ff188",
    "status": "accepted"
}
```
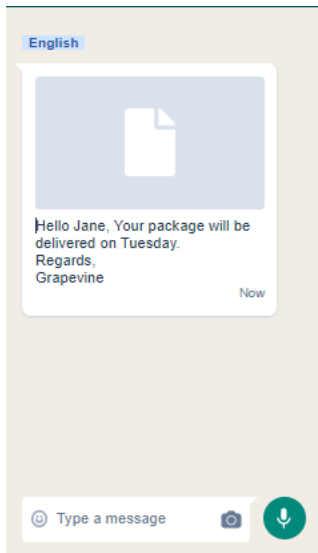
Where:

Field	Description
id	A unique identifier for this message. This can be used to query the API for additional information about the message. It will also be used to send an update to your webhook about any status changes for this message.
status	This status indicates that the message has been accepted by the API but does not provide any guarantee that the message will be delivered to the recipient since all messages are sent asynchronously.

3.1.1.3.3   Send using HSM Video Template

To send a video, set the type to HSM_VIDEO and specify the videoUrl to point to a valid video. The rest of the fields are the same as is required to send a text HSM message.

```
curl --location --request POST 'https://whatsapp.gvgo.net/messages' --
header 'Authorization: Bearer 1234' --header 'Content-Type:
application/json' --data-raw '{

  "recipient": "27721234567",

  "type": "HSM_VIDEO",

  "hsmTemplateName": "gvi_video_template",

  "hsmParameters": [

    "Thomas",

    "Thursday"

  ],

  "videoUrl": "https://gvipublic.s3.af-south-
1.amazonaws.com/ZZZ022/delivery+design.mp4"

}'
```


The response from the API is the same as for a text HSM message:

```
{
    "id": "43b88a94a721455c843b825c737ff188",
    "status": "accepted"
}
```
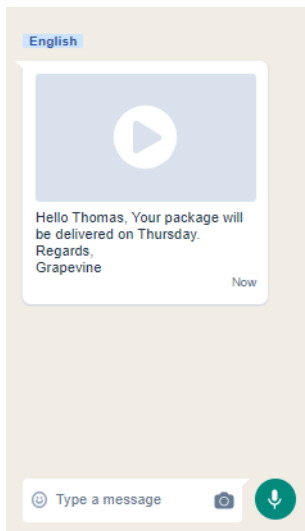
Where:

Field	Description
id	A unique identifier for this message. This can be used to query the API for additional information about the message. It will also be used to send an update to your webhook about any status changes for this message.
status	This status indicates that the message has been accepted by the API but does not provide any guarantee that the message will be delivered to the recipient since all messages are sent asynchronously.

3.1.2 Sending Freeform Messages

3.1.2.1 Sending text message

Sending a freeform text message does not utilize a message template but is more an auto response for an incoming message from a end user (User initiated message).

The following request sends the message:

```
Welcome to Grapevine WhatsApp API. How may I help you?
```

to a end user with mobile number:

```
27231234567:
```

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{
  "recipient": "27231234567",
  "type": "TEXT",
  "text": "Welcome to Grapevine WhatsApp API. How may I help you?"
}
'
```

The response payload for a freeform text message is the same as for templated messages with the exact same execution.

As well as sending freeform text messages, the API can also be used to send media (audio, documents, images or videos) with the same restrictions on contacting recipients as with text messages.

3.1.2.2 Sending Audio Message

To send audio, set the `type` to `AUDIO` and link to the file using the `audioUrl` field:

This could be used to send voicenotes or voice recordings over whatsapp to your end user

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{

  "recipient": "27231234567",

  "type": "AUDIO",

  "audioUrl": "https://gvipublic.s3.af-south-
1.amazonaws.com/ZZZ022/Sample+WhatsApp+message.aac"

}'
```

3.1.2.3 Sending a document

To send a document, set the `type` to `DOCUMENT` and link to the file using the `documentUrl` field.

This feature could be used to send your end user a document like a booking confirmation without utilizing a pre-approved template as the user has initiated the conversation:

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{

  "recipient": "27231234567",

  "type": "DOCUMENT",

  "documentUrl": "https://gvipublic.s3.af-south-
1.amazonaws.com/ZZZ022/Sample+WhatsApp+PDF+document.pdf"

}'
```

3.1.2.4 Sending an image

To send an image, set the `type` to `IMAGE` and link to the file using the `imageUrl` field.

This feature could be used to send your end user an image like road directions or a particular product image without utilizing a pre-approved template as the user has initiated the conversation:

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{

  "recipient": "27231234567",

  "type": "IMAGE",

  "imageUrl": "https://www.apple.com/v/macbook-pro-
13/m/images/overview/hero_endframe__bsza6x4fldiq_large_2x.jpg"

}'
```

3.1.2.5 Sending a Video

To send a video, set the `type` to `VIDEO` and link to the file using the `videoUrl` field.

This feature could be used to send your end user a Video file without utilizing a pre-approved template as the user has initiated the conversation:

```
curl --location --request POST 'https://whatsapp.vine.co.za/messages' --
header 'Authorization: Bearer XXX1234' --header 'Content-Type:
application/json' --data-raw '{

  "recipient": "27231234567",

  "type": "VIDEO",

  "videoUrl": "https://gvipublic.s3.af-south-
1.amazonaws.com/ZZZ022/delivery+design.mp4"

}
'
```

3.1.3 Restrictions on sending media-type messages

3.1.3.1 Content-Type restrictions

Media Type	Allowed Content-Types
Audio	"audio/acc"; "audio/mp4"; "audio/amr"; "audio/mpeg"; "audio/ogg"
Document	"application/pdf"; "application/msword"; "application/vnd.ms-powerpoint"; "application/vnd.ms-excel"; "text/plain"
Image	"image/jpeg"; "image/png"
Video	"video/mp4"; "video/3gpp"

3.1.3.2 Media Size Restrictions

There is a restriction on the size of different types of media that is allowed:

Media Type	Maximum Size
Audio	16MB

Media Type	Maximum Size
Document	20MB
Image	5MB
Video	5MB

3.2 Receiving Messages and Delivery Status Updates via Webhooks

3.2.1 Receiving Delivery Status Updates

As previously mentioned, all messages are sent asynchronously. As such, you need to register a webhook to receive status updates for all messages sent via the API. To register this webhook, contact our support team (support@vine.co.za).

Each status update will result in a payload being sent to your webhook:

```
{
  "type": "message.status",
  "message": {
    "id": "ba9c1e89a2594d12b213e9a302bea7e8",
    "status": "sent"
  },
  "error": null
}
```

Where:

Field	Description
type	Is always: `message.status` to identify this message as a status update event.

Field	Description
message.id	A unique identifier for the message. This can be used to correlate the status update with the message that was sent.
message.status	This indicates the status of the message. See below for a list of Message Statuses.
error	Indicate that an error occurred processing your message.

Typical reasons for messages being rejected or failing are:

- The recipient is not registered on WhatsApp.
- The message was attempted outside the support window for freeform messages to this recipient.
- The number of parameters in an HSM template does not match the actual values sent.

3.2.2 Changing callback URL for message status updates

You can register your webhook, by contacting our support team (support@vine.co.za). However, you can also override the default URL by specifying an HTTP header when sending a message:

```
curl -X POST --location "https://whatsapp.gvgo.net/messages/"
    -H "Accept: application/json"
    -H "Content-Type: application/json"
    -H "Authorization: Bearer XXX1234"
    -H "x-report-url: https://c052e138-ba01-4c1d-af00-
ecb2d84c19c3.mock.pstmn.io"
    -d "{
        "recipient": "27764445473",
        "type": "VIDEO",
        "videoUrl": "https://gvipublic.s3.af-south-
1.amazonaws.com/ZZZ022/delivery+design.mp4"
        }"
```

By specifying the header: `x-report-url` you can override the default URL for receiving status updates. This is useful for testing messages from a non-production environment. Note, that when no header is specified, the default URL will be used.

3.2.3 Receiving Incoming Messages

To receive messages, you will need to provide Grapevine with a URL to which we can send incoming messages. The payload we will use to notify you of a new message being sent to you looks as follows:

The following example demonstrates the payload for a mobile-originating text message:

```
{
```

```
    "reference": "ff58dd2c5ecf4cbdab8c501dfc21cb7e",
    "from": {
        "number": "27764445473",
        "name": "John Dow"
    },
    "to": {
        "number": "+27712345678"
    },
    "message": {
        "text": "Hello, World!"
    }
}
```

For messages that contain media the payload is as follows:

```
{
    "reference": "bb24470690264824b10e7dd5b9669e92",
    "from": {
        "number": "27764445473",
        "name": "Henry Brown"
    },
    "to": {
        "number": "+27712183747"
    },
    "message": {
        "text": "",
        "image": "https://media.vine.co.za/media/4cadfca7-e864-4534-9f27-
1e080f8e8eb2"
    }
}
```

This demonstrates a payload for an image. The message node will include a node with one of the following names:

- image
- video
- audio
- document

Where the value will be a URL where the content can be downloaded.

Field	Description
reference	A unique reference for this incoming message.
from.number	The msisdn of the mobile device sending the message (i.e. the sender/end user).
from.name	The name or number associated with the sender of the message.
to.number	The mobile number to which the message was sent. This is the mobile number associated with your organisation.
message.text	The message sent from the sender (end user) to the organisation.
message.image	Contains a URL to the image (if any) sent from the sender/end user.
message.video	Contains a URL to the video (if any) sent from the sender/end user.
message.audio	Contains a URL to the audio (if any) sent from the sender/end user.
message.document	Contains a URL to the document (if any) sent from the sender/end user.

Once an incoming message has been received, you can reply to the sender (end user) by using either an HSM request or the freeform requests described above.

4 Errors and getting help.

The API uses standard HTTP status codes to indicate success or failure of API requests.

- HTTP response codes in the 2xx range indicate the request was successfully processed.
- HTTP response codes in the 4xx range indicate that there was a client error - for example: authentication error. If you're stuck, feel free to contact our support team (support@vine.co.za), who will be happy to assist you.
- HTTP response codes in the 5xx range indicate a server error. It's considered safe to retry the same request, preferably with a delay.

5 Reporting

- The API offers 2 endpoints to get information about the messages sent using the API:
- Getting the latest status of a message sent using the API; and
- Getting the list of all messages sent for your organization.

5.1 Getting the latest status of a message

To get the latest delivery status of a message sent using the API, you can issue a request as follows:

```
curl --location --request GET
'https://whatsapp.vine.co.za/reporting/message-
status/ba9c1e89a2594d12b213e9a302bea7e8' --header 'Authorization: Bearer
XXX1234'
```

Here the last part of the URL is the unique message id sent back to you when the message was sent using the API. This will result in a response with the following structure:

```
{
    "id": "19e719b4ad42480cae64b61a28a8190a",
    "status": "Rejected",
    "updated": "2022-02-25T14:40:58"
}
```

where:

Field	Description
id	The unique id of the message.
status	The latest status for this message (see below for a description of Message Statuses).
updated	The date and time at which the message reached the specified status.

5.2 Message Statuses

The list of message statuses includes the following:

Pending

The message is yet to be sent.

Sent

The message has been sent to the recipient.

Delivered

The message has been delivered to the recipient.

Read

The message has been read by the recipient.

Failed

The message could not be sent to the recipient.

Rejected

The message will not be sent to the recipient.

5.3 Getting the list of messages sent per Affiliate.

Using the API, you can get a list of all messages sent for your organisation using your affiliate code as follows:

```
curl --location --request GET
'https://whatsapp.vine.co.za/reporting/messages/YYY007' --header
'Authorization: Bearer XXX1234'
```

N.B. The final part of the url (`YYY007`) is the affiliate code given to your organization when your account was created.

This will return a response as follows:

```
[
    {
        "recipient": "27764445473",
        "latestStatus": "Delivered",
        "messageType": "HSM",
        "createdDate": "2022-02-25T07:02:36.406689",
        "messageId": "ee4782e56db9443e85098a55f469afb3"
    },
    {
        "recipient": "27824680664",
        "latestStatus": "Read",
        "messageType": "TEXT",
        "createdDate": "2022-02-25T11:33:26.661581",
        "messageId": "1b71979100384e699028d8dd7a696bbd"
    },
    {
        "recipient": "27834470070",
        "latestStatus": "Rejected",
        "messageType": "TEXT",
        "createdDate": "2022-02-25T14:40:57.308239",
        "messageId": "19e719b4ad42480cae64b61a28a8190a"
    }
]
```

where:

Field	Description
recipient	The mobile number the message was sent to.
latestStatus	The latest status of the message. See Message Statuses for a description of statuses.

Field	Description
messageType	The type of message sent. One of: HSM, HSM_DOCUMENT, HSM_IMAGE TEXT, AUDIO, IMAGE, DOCUMENT, VIDEO.
createdDate	The date and time the message was sent.
messageId	The unique identifier for the message.

6 Template Management

6.1 Getting a list of Templates

To see which templates, you can use with your templated message requests, you can issue a request as follows:

```
curl -X GET --location "https://whatsapp.vine.co.za/templates" \
    -H "Accept: application/json" \
    -H "Authorization: Bearer XXX1234"
```

This will return a list of template names as follows:

```
{
  "gvi_dev_test": "en",
  "gvi_welcome_msg": "en"
}
```

6.2 Template Language setting

When you request Grapevine to create a message template for you, the template will be created with the default language set to EN (English).

Should you require it to be created in a different language, please specify this with your request.

6.3 List of Languages

6.3.1 Supported Languages

Language	Code
Afrikaans	af
Albanian	sq
Arabic	ar
Azerbaijani	az
Bengali	bn
Bulgarian	bg
Catalan	ca
Chinese (CHN)	zh_CN
Chinese (HKG)	zh_HK
Chinese (TAI)	zh_TW
Croatian	hr
Czech	cs
Danish	da

Language	Code
Dutch	nl
English	en
English (UK)	en_GB
English (US)	en_US
Estonian	et
Filipino	fil
Finnish	fi
French	fr
Georgian	ka
German	de
Greek	el
Gujarati	gu
Hausa	ha
Hebrew	he
Hindi	hi

Language	Code
Hungarian	hu
Indonesian	id
Irish	ga
Italian	it
Japanese	ja
Kannada	kn
Kazakh	kk
Kinyarwanda	rw_RW
Korean	ko
Kyrgyz (Kyrgyzstan)	ky_KG
Lao	lo
Latvian	lv
Lithuanian	lt
Macedonian	mk
Malay	ms

Language	Code
Malayalam	ml
Marathi	mr
Norwegian	nb
Persian	fa
Polish	pl
Portuguese (BR)	pt_BR
Portuguese (POR)	pt_PT
Punjabi	pa
Romanian	ro
Russian	ru
Serbian	sr
Slovak	sk
Slovenian	sl
Spanish	es
Spanish (ARG)	es_AR

Language	Code
Spanish (SPA)	es_ES
Spanish (MEX)	es_MX
Swahili	sw
Swedish	sv
Tamil	ta
Telugu	te
Thai	th
Turkish	tr
Ukrainian	uk
Urdu	ur
Uzbek	uz
Vietnamese	vi
Zulu	zu