

# Route Mobile + WebEngage WBS Integration

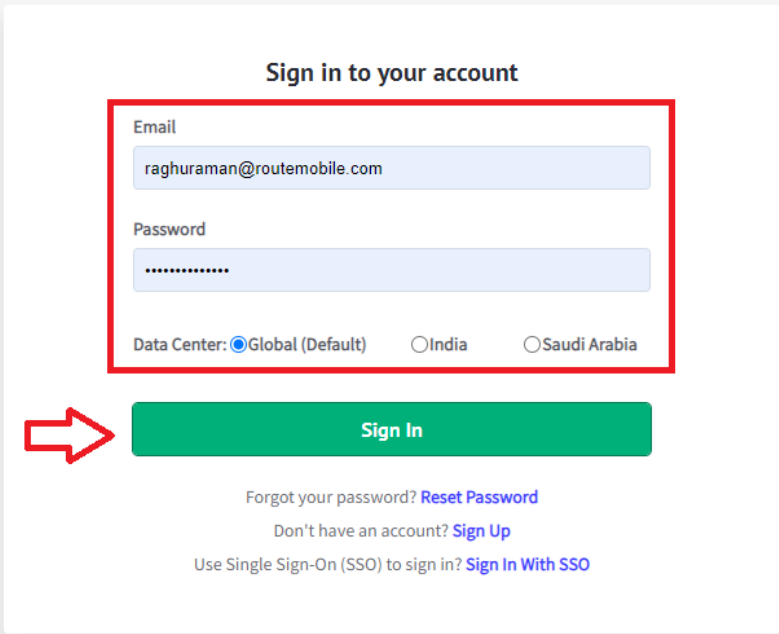
- User Manual

# 1. Configuring WSP (Route Mobile)

Following are the steps that will enable you to add the WhatsApp Service Provider to the list of WSPs offered by WebEngage.

## Step 1: Login to your WebEngage Account

1. Enter your respective username and password on the login page of WebEngage.



WebEngage

Sign in to your account

Email  
raghuraman@routemobile.com

Password  
.....

Data Center:  Global (Default)  India  Saudi Arabia

[Sign In](#)

Forgot your password? [Reset Password](#)

Don't have an account? [Sign Up](#)

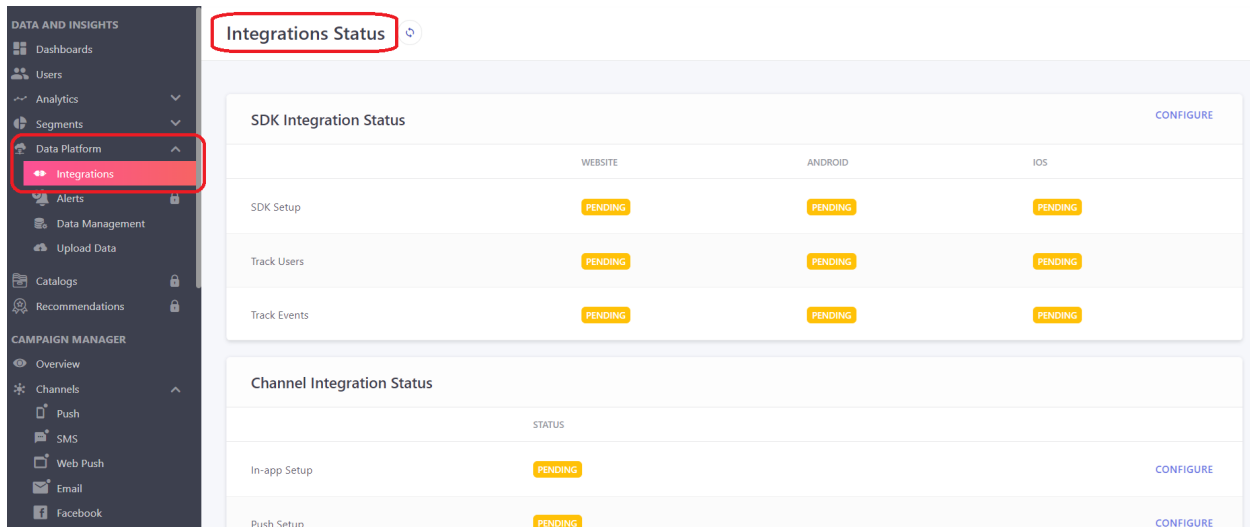
Use Single Sign-On (SSO) to sign in? [Sign In With SSO](#)

2. Enter the OTP sent to your registered email address

3. You will be navigated to the WebEngage User Account Page

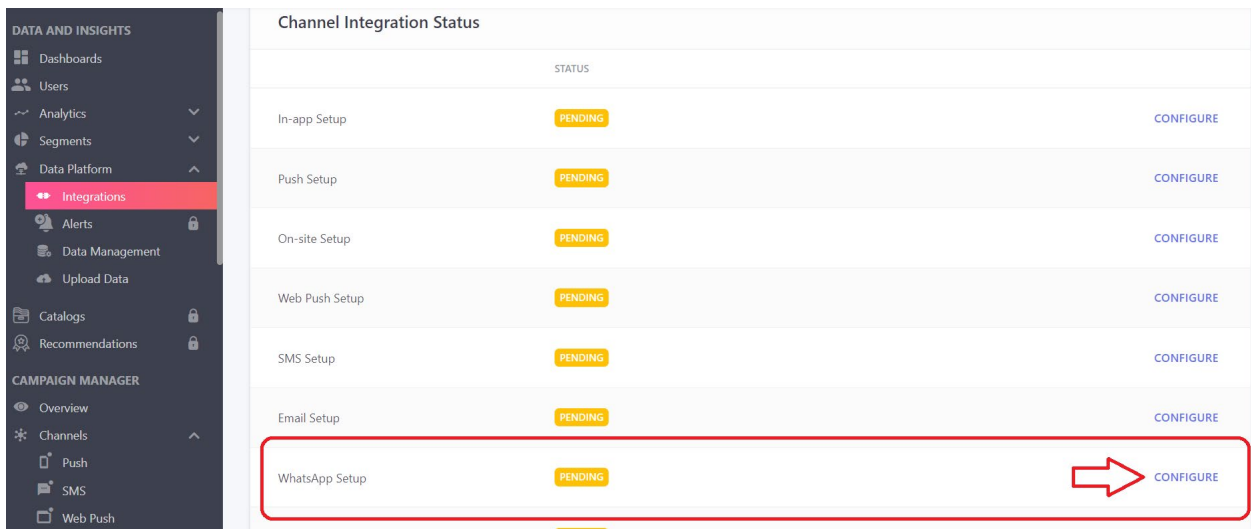
## Step 2: Choose Data Platform > Integrations Tab

Click on the Data Platform from the left tab and select the Integrations tab and you will see the Integration Status window.



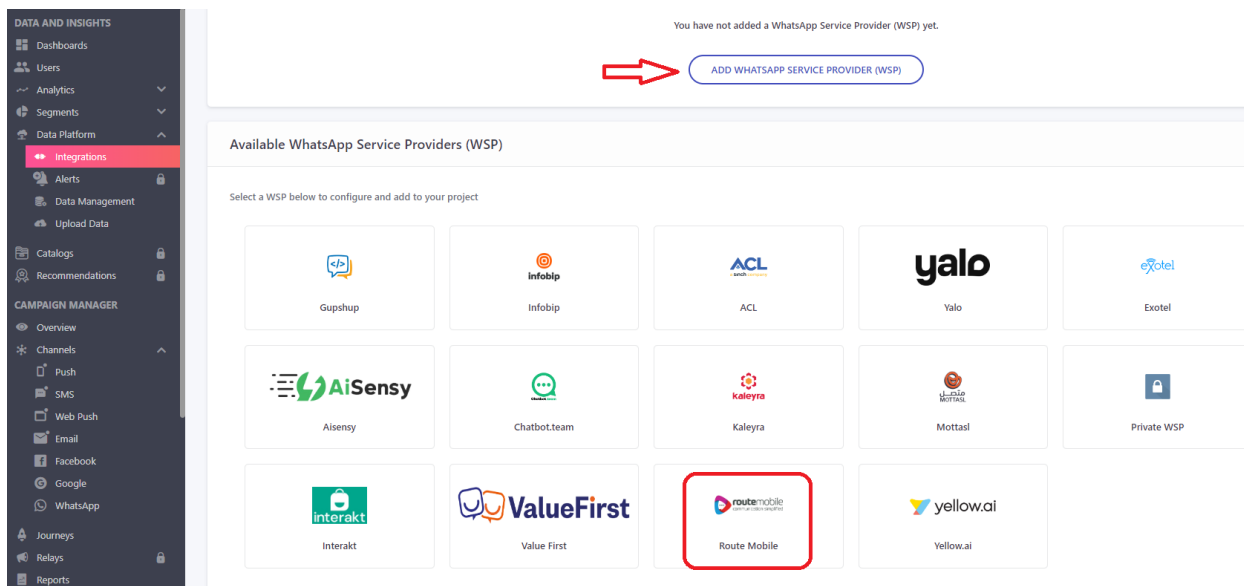
### Step 3: Channel Integration Status

Click on the WhatsApp setup configuration button

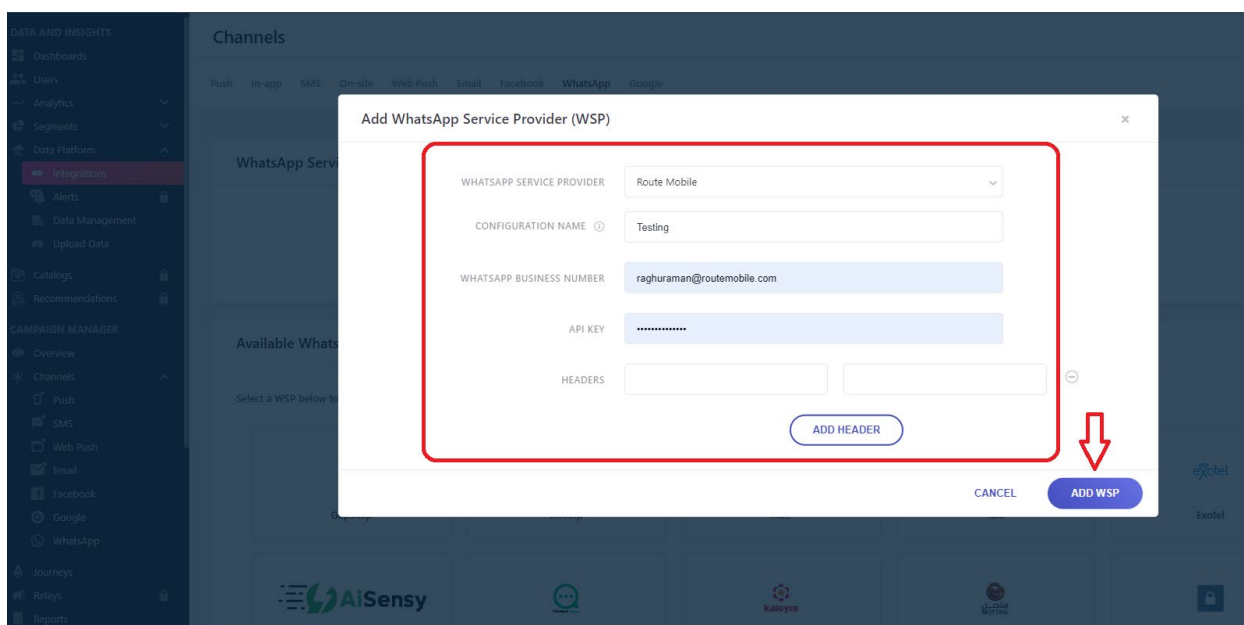


### Step 4: Add WhatsApp Service Provider (WSP)

Click the Add **WhatsApp Service Provider (WSP)** or **Route Mobile icon** from the Available WhatsApp Service Providers (WSP) list. In doing so, you will be prompted by a configuration modal.



**Once you select the service provider, enter the details below**



### 1. Choose your WhatsApp Service Provider (WSP)

Select Route Mobile from the first dropdown, WhatsApp Service Provider.

### 2. Configuration Name

Adding a name enables you to identify the appropriate WSP for a campaign while creating it. This comes in handy, especially when you have multiple accounts with the same WSP.

### 3. Add WhatsApp Business Number

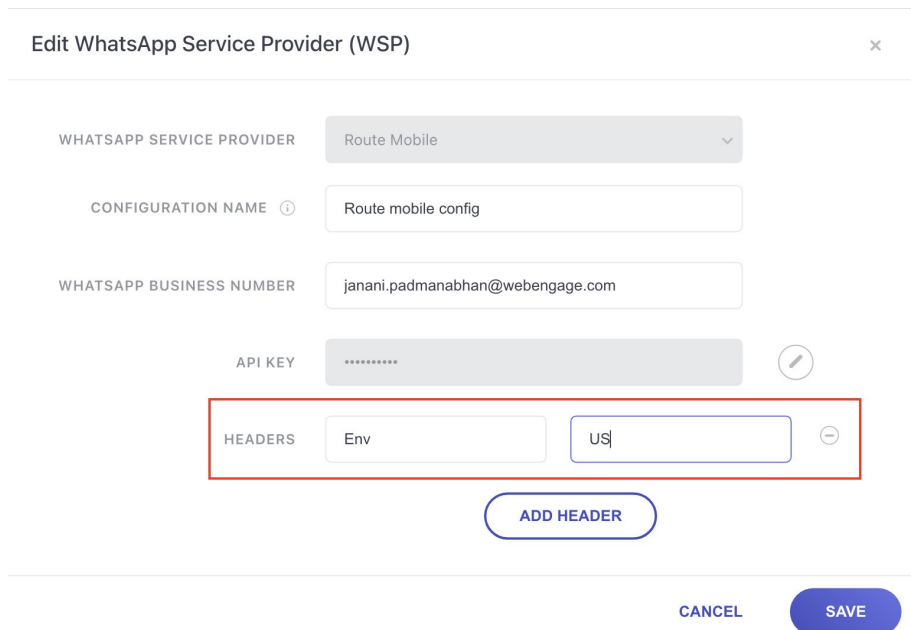
Kindly specify the verified phone number that you'll be using to send all your WhatsApp campaigns in this field.

### 4. Add API Key

Kindly connect with your Route Mobile Account Manager to get the API KEY and paste them into the configuration modal.

### 5. Add Headers

To configure the Delivery Status Notification for Route Mobile, you will have to add the location where your account is located as shown below:



Edit WhatsApp Service Provider (WSP) ×

WHATSAPP SERVICE PROVIDER

CONFIGURATION NAME ⓘ

WHATSAPP BUSINESS NUMBER

API KEY

HEADERS   −

**ADD HEADER**

**CANCEL** **SAVE**

Kindly add **Env as US** if your WebEngage dashboard is located in the **US** server and **IN** if it is located in the **India** server or **KSA** if it is located in the **Saudi Arabia** server. This is a highly recommended step to track the DSN of your campaigns. Kindly connect with your Route Mobile Account Manager for further assistance.

### Find your account server location

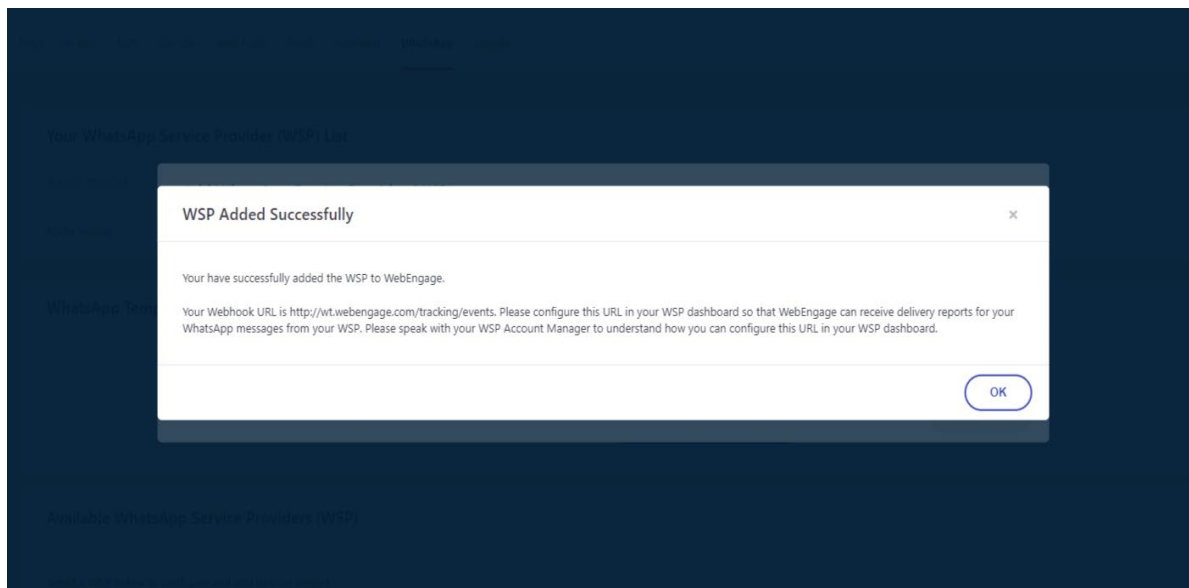
If you are not sure which server your account is on, kindly check the URL of your dashboard:

For the US server, the URL is `https://dashboard.webengage.com`

For the Indian server, the URL is `https://dashboard.in.webengage.com`

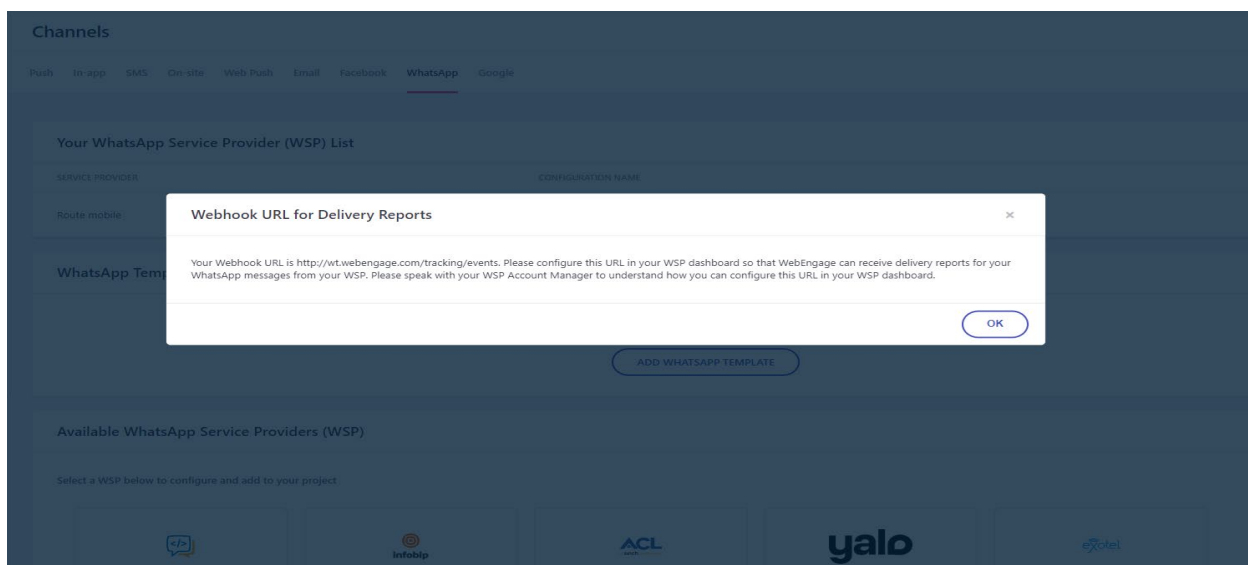
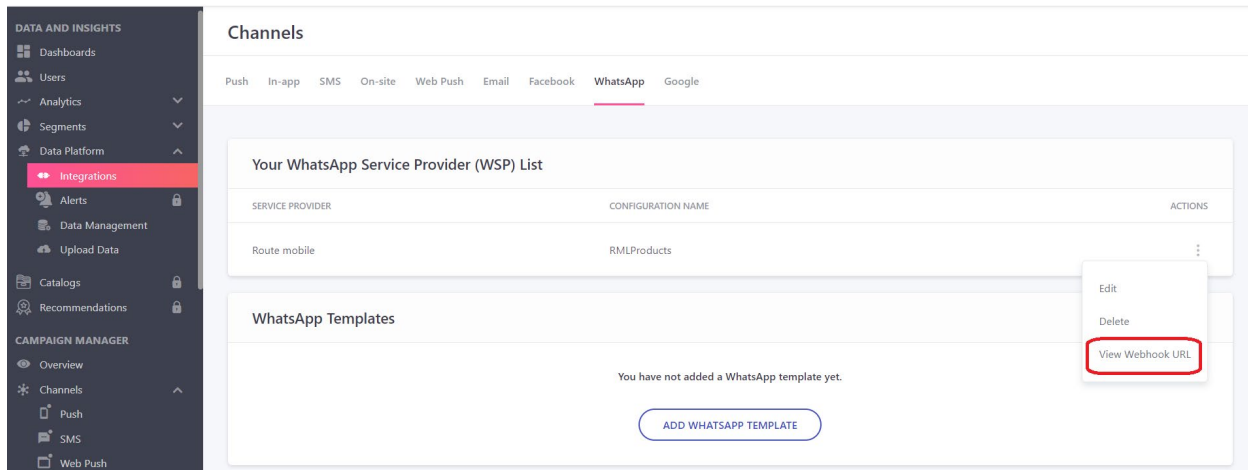
For the Saudi Arabia server, the URL is `https://dashboard.ksa.webengage.com`

**You will get the following message once the WSP is added successfully.**



## Step 5 : Add WebEngage Webhook URL in Route Mobile Dashboard (Highly Recommended)

Adding the WebEngage Webhook in Route Mobile will enable us to receive delivery status notifications for each user. This includes [campaign performance indicators](#) like the message delivered, failed, read and queued.



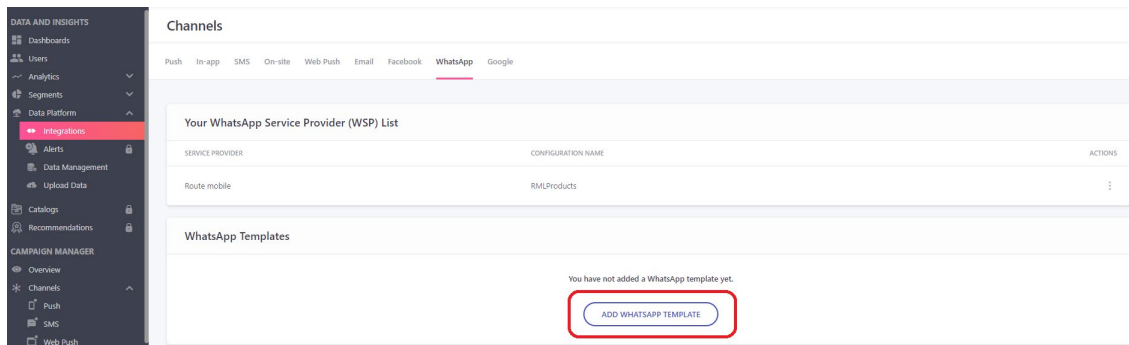
As shown above, on clicking the View Webhook URL, you will be prompted by a modal confirming that your WSP is ready to use. Copy the Webhook URL, add it to the relevant field in your Route Mobile dashboard, and click Save. Please connect with your Route Mobile Account Manager for further assistance.

## 2. WhatsApp Templates

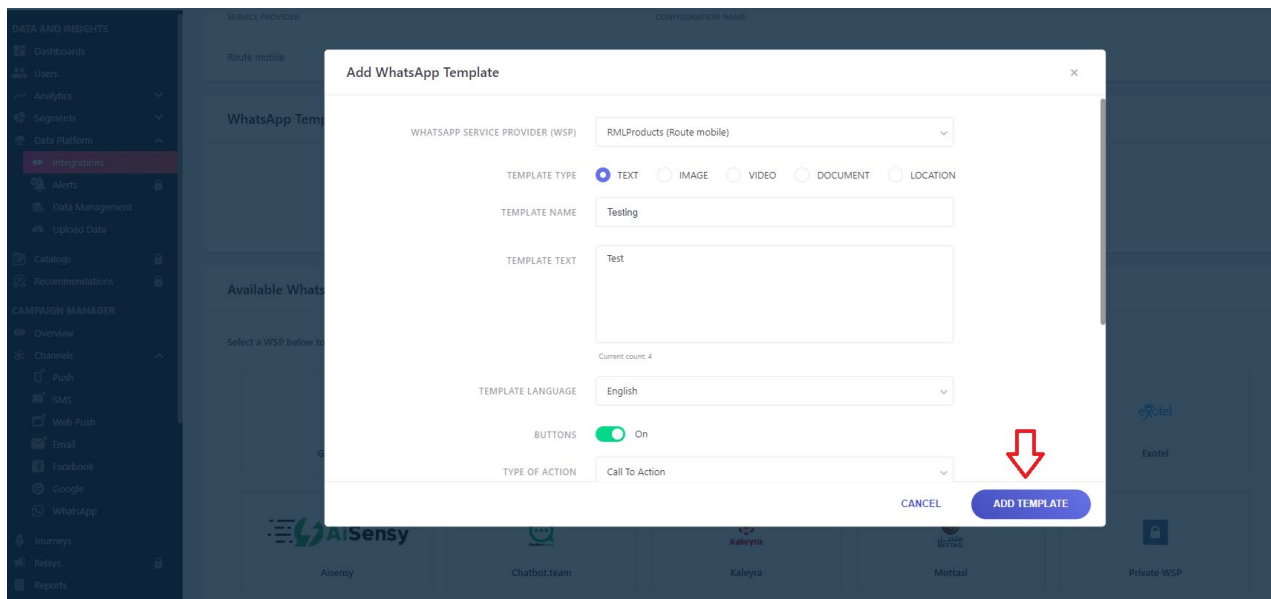
WhatsApp templates can be easily created by following the below steps:

## Step 1: Getting Started

### 1. Click on the WhatsApp Template Button to get started.



## Step 2: Add WhatsApp Template



### 1. Select the WSP

Select Route Mobile from the drop-down menu to send the campaign.



## 2. Add Template Details

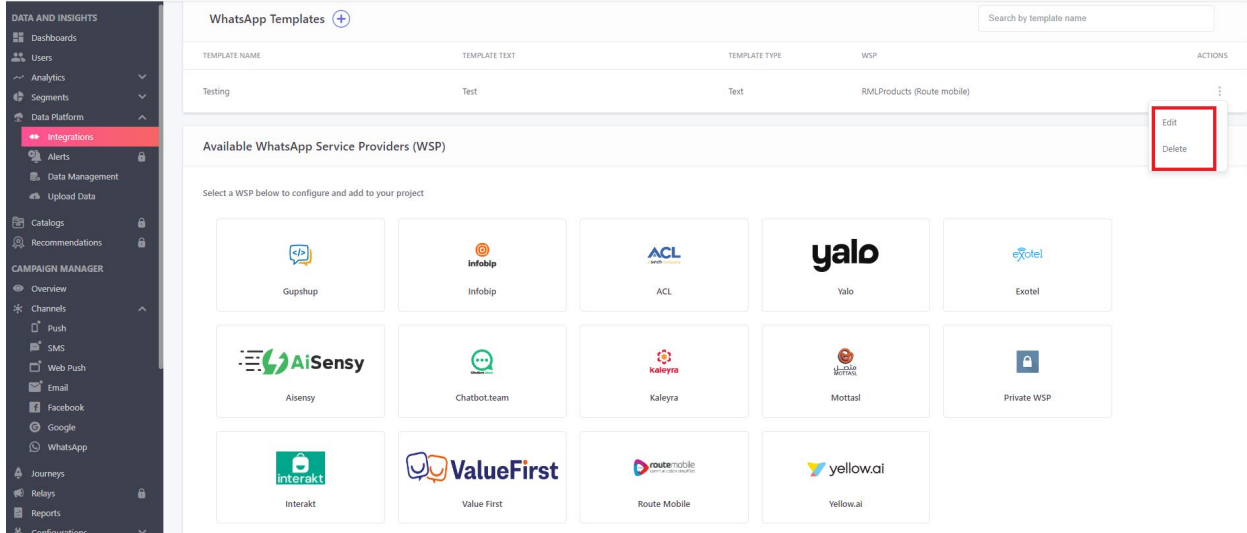
- i. **Template Type:** You can choose one template type from the given options: *Text, Image, Video, Document, and Location*.
- ii. **Template Name:** Give the template a name for your reference.
- iii. **Template Text:** Add the message to the template. To know how to add variables in template text click [here](#).
- iv. **Template Language:** From the dropdown menu, choose the preferred language for the template.
- v. **Button (Optional):** Toggle to add the CTA button to your message.
- vi. **Footer (Optional):** Enter the footer note for the template.

**Once you provide all the required details above, Click on the Add Template button**

**Your template is now saved and ready to send to your campaign.**

## Step 3 : Edit / Delete the Templates

Once you've added the templates, your Data Platform > Integrations > WhatsApp section will look like as shown below. You can choose to edit/ delete a template anytime by clicking on the Actions menu.



**WhatsApp Templates** + Search by template name

TEMPLATE NAME	TEMPLATE TEXT	TEMPLATE TYPE	WSP	ACTIONS
Testing	Test	Text	RMLProducts (Route mobile)	<span>Edit</span> <span>Delete</span>

**Available WhatsApp Service Providers (WSP)**

Select a WSP below to configure and add to your project

- Gupshup
- Infobip
- ACL
- Yalo
- Exotel
- Aisensy
- ChatbotTeam
- Kaleyra
- Mottasil
- Private WSP
- Interakt
- ValueFirst
- Route Mobile
- Yellow.ai

## Congratulations!

You've now successfully integrated Route Mobile with your WebEngage dashboard.