

When considering the establishment of contacts outside the platform, two options are available:

1. Utilizing the Create Contact API:

First, this is the link to our API:

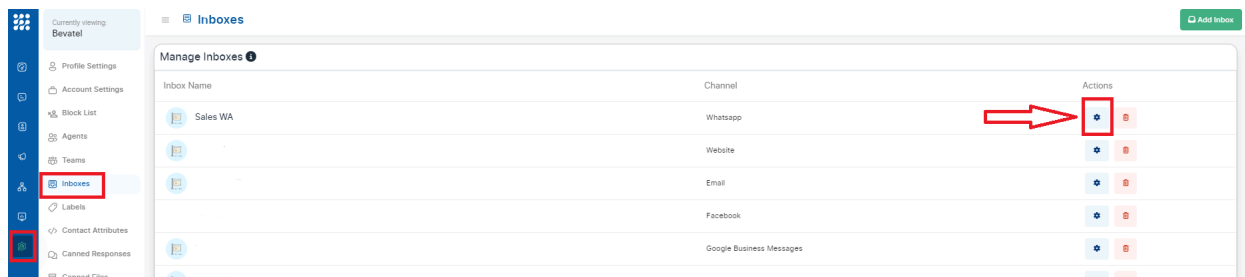
The Create Contact API offers a direct means to establish contacts. Access to the API documentation and endpoints can be found [here](#). Notable APIs within the documentation include:

- Create a Contact
- Update a Contact
- List Account Contacts
- Get Contact Information
- Delete Contact
- Access Contact Conversations
- Search for Account Contacts
- Send WhatsApp Template Messages

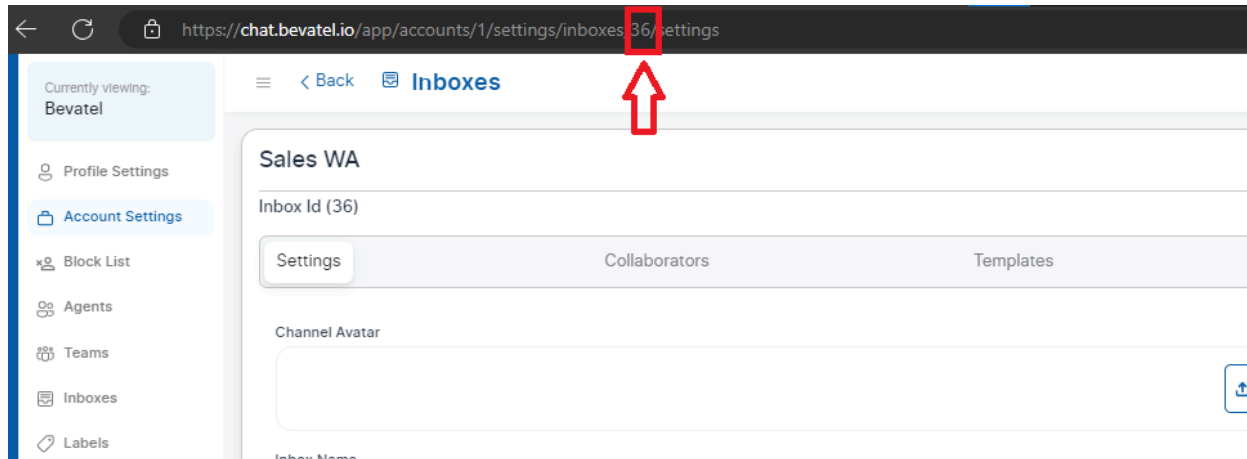
Additionally, certain prerequisites must be fulfilled for template message transmission via the API:

1- Inbox ID:

Inbox ID: Acquired from the platform's communication channels section, as in the following pictures:

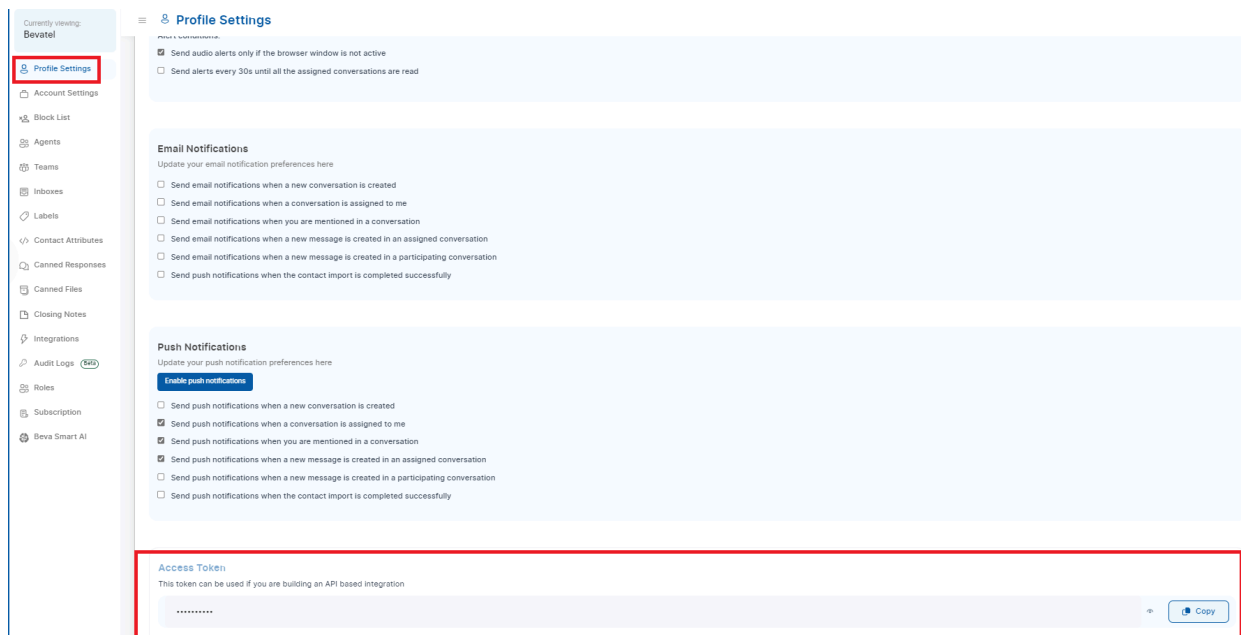


After entering the communication channel, the Inbox ID will be obtained through the link:

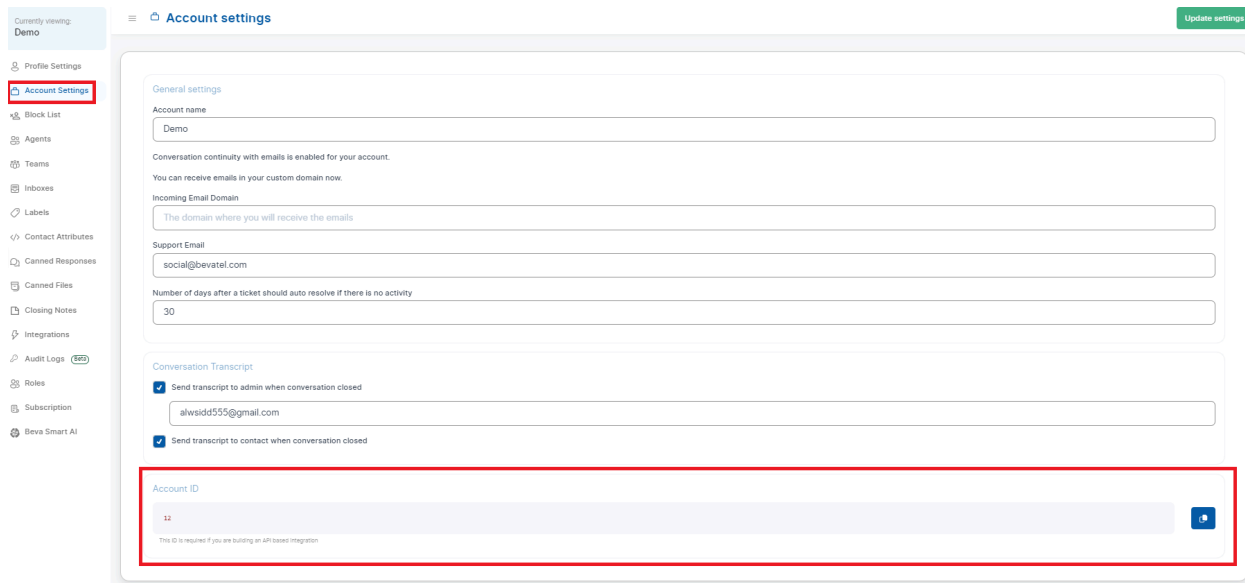


2- API Access Token:

API Access Token: Retrieved from account settings, under the Authorization section.



3- API Account ID: Obtained via the account settings.



Below is an example demonstrating the use of the Create Contact API within Postman:

We will use Create a Contact API:

POST Create a contact

https://chat.bevatel.com/developer/api/v1/contacts

HEADERS

api_account_id	*****
api_access_token	*****
Accept	application/json

Body raw (json)

```
json
```

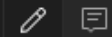
```
{
  "name": "New Contact",
  "email": "new_contact@example.com",
  "phone_number": "+966555555555",
  "custom_attributes": {
    "type": "vip"
  },
  "labels": [
    "api",
    "testing"
  ]
}
```

View More

Postman Example:

HTTP <https://chat.bevatel.com/developer/api/v1/contacts>

Save



POST

<https://chat.bevatel.com/developer/api/v1/contacts>

Send

Params Auth Headers (10) **Body** Pre-req. Tests Settings

Cookies

raw

JSON

Beautify

```
1  [
2  ... "name": "Ahmad Mo",
3  ... "email": "ahmed.elsebaey@bevatel.com",
4  ... "phone_number": "+966114719546",
5  ... "custom_attributes": {
6  ...   ... "type": "vip"
7  ... },
8  ... "labels": [
9  ...   ... "api",
10 ...   ... "testing"
11 ... ]
12 ]
```

HTTP <https://chat.bevatel.com/developer/api/v1/contacts>

Save



POST

<https://chat.bevatel.com/developer/api/v1/contacts>

Send

Params Auth **Headers (10)** Body Pre-req. Tests Settings

Cookies

Headers 8 hidden

	Key	Value	D...	...	Bulk Edit	Presets
<input checked="" type="checkbox"/>	api_account_id	12				
<input checked="" type="checkbox"/>	api_access_token	uLsVGwC2mHU6rgQrFRN5yawr				
	Key	Value	Description			

POST <https://chat.bevatel.com/developer/api/v1/contacts> Send

Params Auth Headers (10) **Body** Pre-req. Tests Settings Cookies

raw JSON Beautify

```
1  {
2    ...."name": "Ahmad Mo",
3    ...."email": "ahmed.elsebaey@bevatel.com",
4    ...."phone_number": "+966114719546",
5    ...."custom_attributes": {
6      ...."type": "vip"
7    },
8    ...."labels": [
9      ...."api",
10     ...."testing"
11   ]
12 }
```

Body 201 Created 320 ms 1.33 KB Save as example

Pretty Raw Preview Visualize JSON

```
5     "availability_status": "offline",
6     "email": "ahmed.elsebaey@bevatel.com",
7     "id": 18110725,
8     "name": "Ahmad Mo",
9     "phone_number": "+966114719546",
10    "identifier": null,
11    "thumbnail": "",
12    "custom_attributes": {
13      "type": "vip"
14    },
15    "created_at": 1713439183,
16    "labels": [
17      "api",
18      "testing"
19    ],
20    "blocked": false
21  }
```

The result will be like that:

Name	Email Address	Phone Number	Company	City	Country	Social Profiles	Last Activity	Created At
Ahmad Mo	ahmed.eisebaey@bevatel.com	+966114719546	21 minutes ago

2. Creating a Contact via Website Live Chat:

Integrating the website with the platform allows for direct data collection from customers through live chat interactions. This method not only facilitates data gathering but also establishes a new avenue for customer communication. When a customer engages in live chat and provides their information, it automatically initiates a conversation within the platform.

https://www.bevatel.com

الدخول إلى لوحة التحكم

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طلب التجربة EN

التواصل بنا | الموثوق | من نحن | العملاء | ربط API | الخدمات | الحلول | الرئيسية

BEVATEL

حلول مراكز الاتصال السحابية الأفضل والأكثر انتشارًا في الشرق الأوسط

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تواصل مع عملائك أسرع، بذكاء، وقدم لهم تجربة استثنائية لخدمة ودعم فني أفضل ومميزات متزايدة بلا حدود عبر منصة واحدة لأحدث نظام كول سنتر سحابي وإدارة خدمة العملاء ومحادثات الواتساب وقنوات التواصل!

طلب التجربة | مشاهدة الفيديو

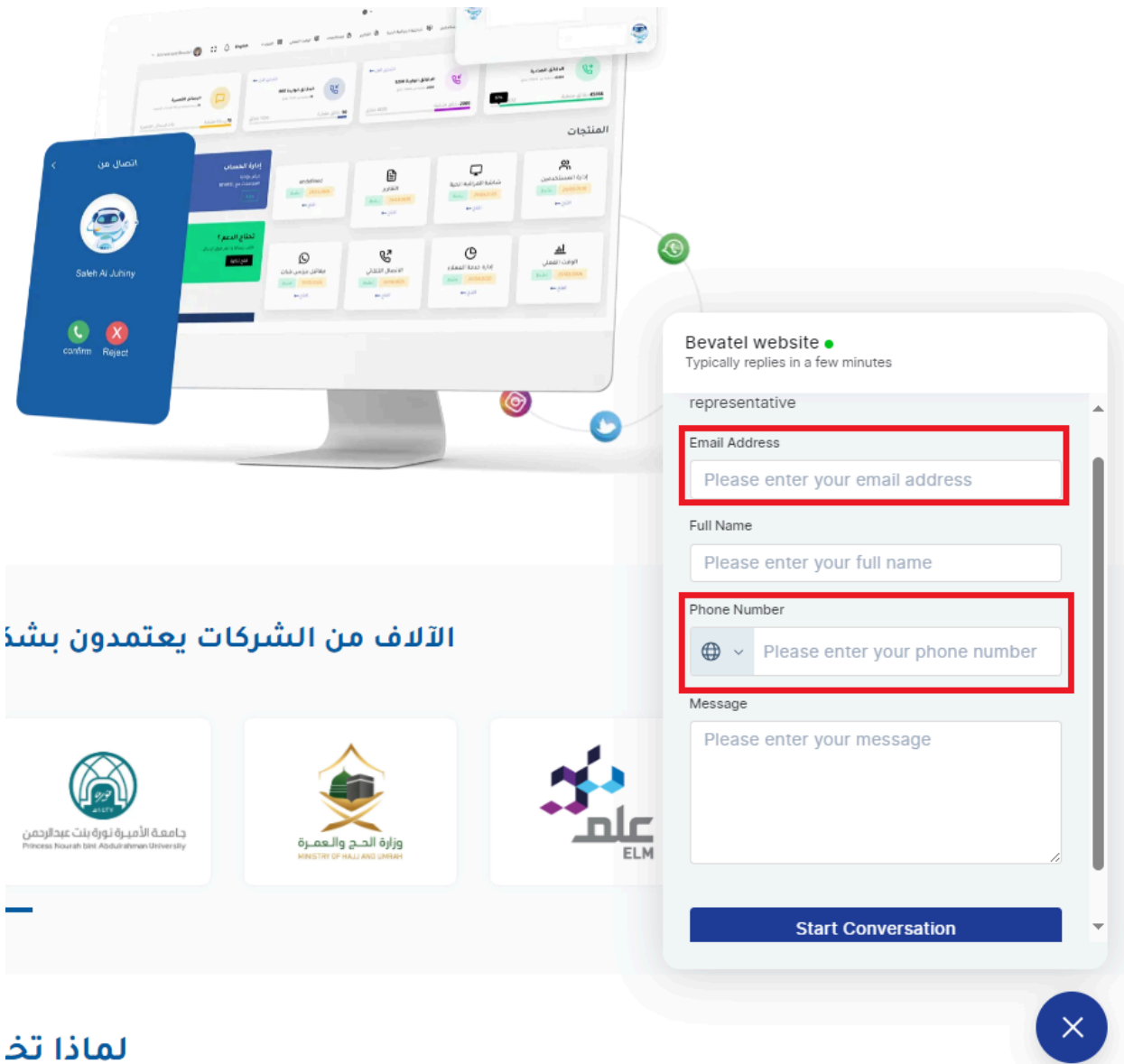
التآلف من الشركات يعتمدون بشكل أساسي على حلول وخدمات بيفاتيل

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Welcome to Bevatel
For contact center Solution

We are online
Typically replies in a few minutes

Start Conversation



These two methods offer distinct approaches to adding contacts to the platform, each catering to specific needs and preferences. Should further clarification be required, do not hesitate to inquire further.

Thank you,