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:
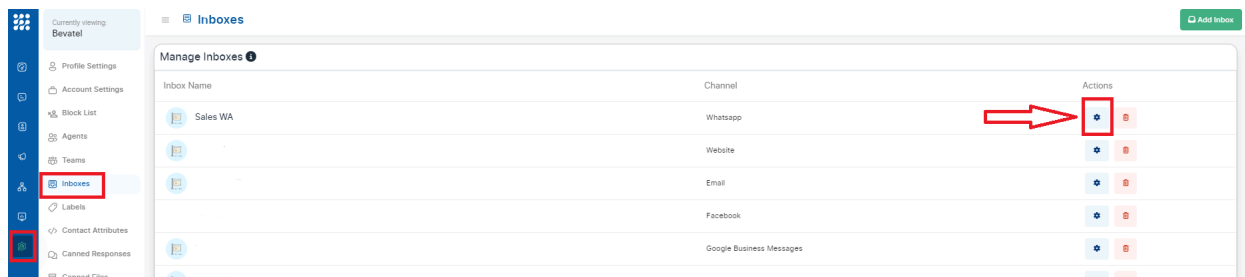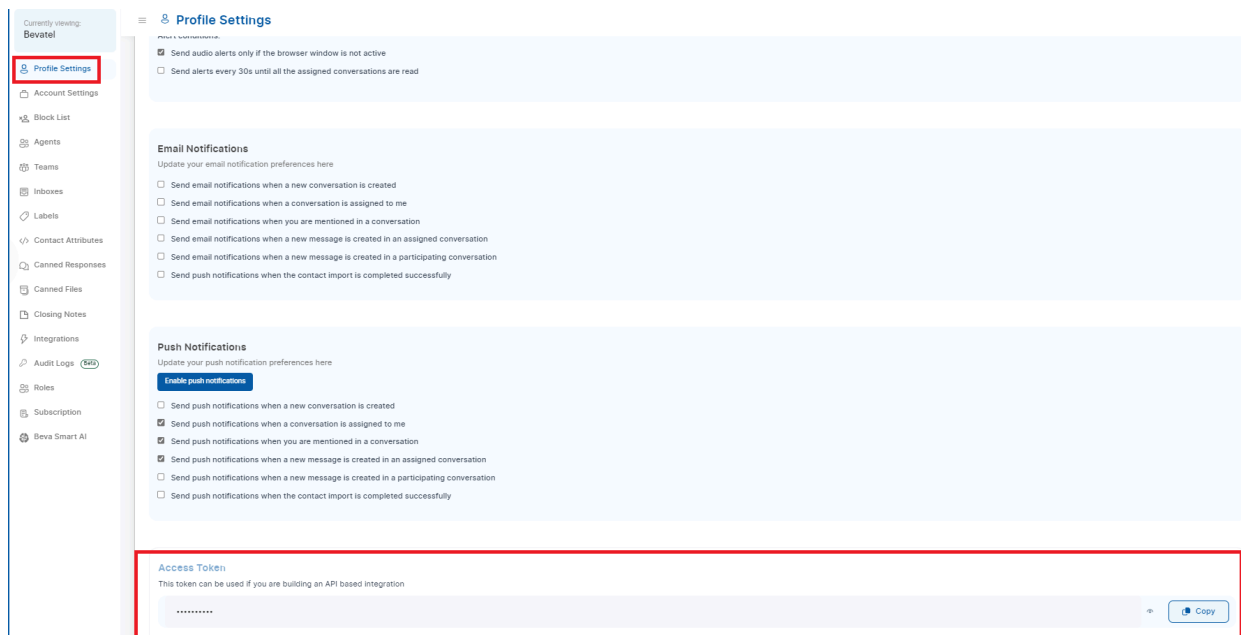
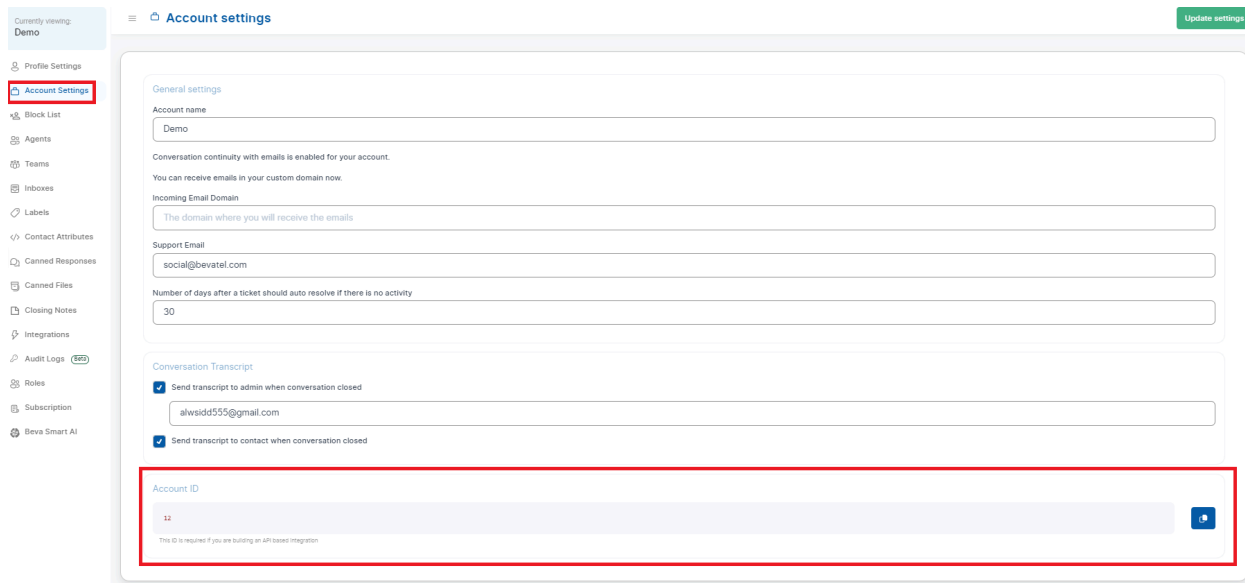After entering the communication channel, the Inbox ID will be obtained through the link:
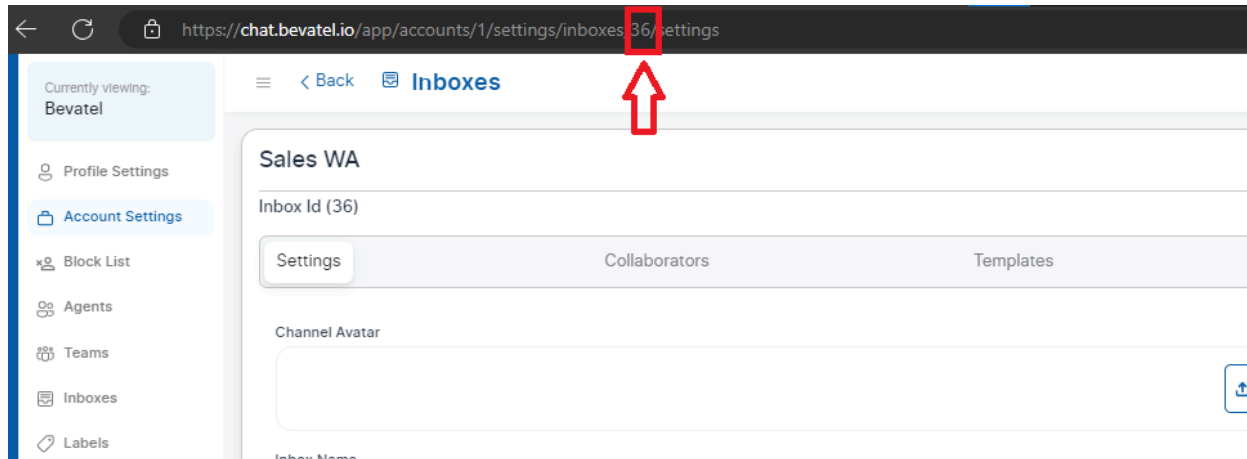
2- API Access Token:

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

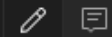**Body** raw (json)

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

Postman Example:

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

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

raw ∨   JSON ∨   Beautify

```json
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 }
```

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 ⌄
☑	api_account_id	12		
☑	api_access_token	uLsVGwC2mHU6rgQrFRN5yawr		
	Key	Value	Description	

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  }
```

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      }
22  }
```

The result will be like that:

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.

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,