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WhatsApp Guide

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Important

Use of the WhatsApp channel requires approvals by WhatsApp/Meta and Genesys Product Management.

Current WhatsApp Business API On-Premises client version supported: 2.53.2

This document describes how to deploy and use the Genesys driver and plugin for WhatsApp.

- [Deploying the WhatsApp Driver](#)
- [Deploying Genesys Hub Plug-in for Workspace Desktop Edition](#)
- [Sample Business Process for WhatsApp](#)
- [Handling WhatsApp Interactions on Workspace Desktop Edition](#)