

Mora – API documentation v0.2

Notes:

1. Base URL: <https://app.morawhats.com/api/>
2. Socket URL: <https://app.morawhats.com>
3. For APIs that require authentication, you should pass a header with name “Authorization” and its value is the access_token (received from the login API).
4. For APIs that require authentication, you should pass a parameter with name “business_id”.
5. For all APIs, you shall send parameter “lang” with value (“ar” – “en”).
6. In case of failure, the response format will be on the following format:

```
{  
  "data": null,  
  "message": "The email has already been taken.",  
  "code": 400  
}
```

1. Authentication

URL	Parameters	Response	Comments
login (post)	email* password*	<pre>{ "data": { "access_token": "24 ODnH1IQIPyQ5wfd3a7SGI5KS6dtpeXEd93pVj v65a24c8b9", "user": { "id": 1, "name": "Mohamed Ewida", "email": "moh_ewida@hotmail.com", "mobile": "201007323414", "image": "" }, }, "businesses": [{ "id": 1, "name": "My Business", "logo": null }] }, "message": "Successfully logged in!", "code": 200 }</pre>	You should cache the businesses as you will need to pass the business_id in most APIs
forgot-password (post)	email*	<pre>{ "data": [], "message": "We have emailed your password reset link.", "code": 200 }</pre>	

verify (post)	code*	{ "data": null, "message": "Success", "code": 200 }	
resend-verification-code (get)		{ "data": null, "message": "Success", "code": 200 }	
profile (get)		{ "data": { "id": 1, "name": "Agent 1", "email": "moh_ewida@hotmail.com", "mobile": "201007323414", "image": "" }, "message": "Success", "code": 200 }	
profile/update (post)	name mobile image	{ "data": null, "message": "Success", "code": 200 }	
change-password (post)	current_password* new_password*	{ "data": null, "message": "Success", "code": 200 }	
logout (get)		{ "data": null, "message": "Successfully logged out", "code": 200 }	

2. Settings

URL	Parameters	Response	Comments
agents (get)	business_id*	{ "data": [{ "id": 1, "name": "Mohamed Ewida", "image_url": "" }], "message": "Success", "code": 200 }	
teams (get)	business_id*	{ "data": [{	

		<pre> "id": 1, "name": "Support" }], "message": "Success", "code": 200 } </pre>	
tags (get)	business_id*	<pre> { "data": [{ "id": 1, "name": "Leads" }], "message": "Success", "code": 200 } </pre>	
templates (get)	business_id*	<pre> { "data": [{ "id": 1, "business_id": 1, "user_id": 1, "category": 2, "media_type": 0, "name": "hello_world", "title": "Hello World", "body": "Welcome and congratulations!! This message demonstrates your ability to send a WhatsApp message notification from the Cloud API, hosted by Meta. Thank you for taking the time to test with us.", "body_sample": null, "footer": "WhatsApp Business Platform sample message", "buttons": null, "lang": "en_US", "approval_status": 1, "reason": null, "status": 1, "created_at": null, "updated_at": null, "file_id": null, "whatsapp_template_id": null, "category_name": "marketing", "media_type_name": "none" }], "message": "Success", "code": 200 } </pre>	<p>“category” values are: 1: Utility 2: Marketing 3: Authentication</p> <p>“media_type” values are: 0: None 1: Image 2: Video 3: Document</p> <p>“approval_status” values are: 0: Pending 1: Approved 2: Rejected</p>
quick-replies (get)	business_id*	<pre> { "data": [{ "id": 1, "business_id": 1, </pre>	

		<pre> "user_id": 1, "short_code": "@", "message": "Welcome\r\nHow can I help you?", "keywords": "welcome", "available_to": 0, "teams": null, "created_at": null, "updated_at": null, "available_to_name": "all" }], "message": "Success", "code": 200 } </pre>	
<p>settings (get)</p>	<p>business_id*</p>	<pre> { "data": { "agents": [{ "id": 1, "name": "Mohamed Ewida", "image_url": "" }], "teams": [{ "id": 1, "name": "Support" }], "tags": [{ "id": 1, "name": "Leads" }], "templates": [{ "id": 1, "business_id": 1, "user_id": 1, "category": 2, "media_type": 0, "name": "hello_world", "title": "Hello World", "body": "Welcome and congratulations!! This message demonstrates your ability to send a WhatsApp message notification from the Cloud API, hosted by Meta. Thank you for taking the time to test with us.", "body_sample": null, "footer": "WhatsApp Business Platform sample message", "buttons": null, "lang": "en_US", "approval_status": 1, </pre>	

```

    "reason": null,
    "status": 1,
    "created_at": null,
    "updated_at": null,
    "file_id": null,
    "whatsapp_template_id": null,
    "category_name": "marketing",
    "media_type_name": "none"
  }
],
"quickReplies": [
  {
    "id": 1,
    "business_id": 1,
    "user_id": 1,
    "short_code": "@",
    "message": "Welcome\r\nHow can I
help you?",
    "keywords": "welcome",
    "available_to": 0,
    "teams": null,
    "created_at": null,
    "updated_at": null,
    "available_to_name": "all"
  }
]
},
"message": "Success",
"code": 200
}

```

3. Conversations

URL	Parameters	Response	Comments
conversations (get)	business_id*	<pre> { "data": [{ "id": 1, "unread_count": 0, "contact_image_url": "", "contact_name": "Mohamed Ewida", "last_message": "test", "last_message_datetime": "2024-12-05T18:10:03.000000Z", "agent": "Mohamed Ewida" }], "message": "Success", "code": 200 } </pre>	
conversations/{id} (get)	business_id* page	<pre> { "data": { "current_page": 1, "from": 1, "last_page": 4, </pre>	<p>"direction" values are:</p> <ul style="list-style-type: none"> 0: Internal 1: Sent 2: Received 3: Private

		<pre> "per_page": 15, "to": 15, "total": 54, "messages": [{ "id": 90, "business_id": 1, "conversation_id": 1, "user_id": null, "parent_id": null, "whatsapp_message_id": "", "direction": 2, "message": "hi", "template_id": null, "template_params": null, "flow_node_id": null, "flow_node_data": null, "file_type": null, "file_url": null, "status": 4, "channel": 1, "datetime": "2024-12-05T18:04:43.000000Z", "created_at": "2024-12-05T18:04:44.000000Z", "updated_at": "2024-12-05T18:04:44.000000Z", "status_name": "read" }], "is_expired": true }, "message": "Success", "code": 200 } </pre>	<p>“status” values are:</p> <ul style="list-style-type: none"> 0: Accepted 1: Sent 2: Delivered 3: Received 4: Read 5: Deleted 6: Failed 7: Warning <p>“file_type” values are:</p> <ul style="list-style-type: none"> 1: Image 2: Video 3: Document 4: Audio 5: Sticker <p>“channel” values are:</p> <ul style="list-style-type: none"> 1: WhatsApp 2: Messenger 3: Instagram
<p>conversations/send-message (get)</p>	<p>business_id* conversation_id* message reply_to attachments</p>	<pre> { "data": [{ "id": 90, "business_id": 1, "conversation_id": 1, "user_id": null, "parent_id": null, "whatsapp_message_id": "", "direction": 1, "message": "hi", "template_id": null, "template_params": null, "flow_node_id": null, "flow_node_data": null, "file_type": null, "file_url": null, "status": 4, "channel": 1, "datetime": "2024-12-05T18:04:43.000000Z", "created_at": "2024-12- </pre>	

		<pre> 05T18:04:44.000000Z", "updated_at": "2024-12- 05T18:04:44.000000Z", "status_name": "read" }], "message": "Success", "code": 200 } </pre>	
<p>conversations/send-template (post)</p>	<p>business_id* conversation_id* template_id* file params buttons_variables</p>	<pre> { "data": { "id": 1, "business_id": 1, "conversation_id": 1, "user_id": null, "parent_id": null, "whatsapp_message_id": "", "direction": 1, "message": null, "template_id": "1", "template_params": null, "flow_node_id": null, "flow_node_data": null, "file_type": null, "file_url": null, "status": 4, "channel": 1, "datetime": "2024-12- 05T18:04:43.000000Z", "created_at": "2024-12- 05T18:04:44.000000Z", "updated_at": "2024-12- 05T18:04:44.000000Z", "status_name": "read" }, "message": "Success", "code": 200 } </pre>	<p>“file” should be sent as a file using “multipart/form-data” only when the template media_type not equal “0”</p> <p>“params” should be sent as an array of the template parameters</p> <p>“buttons_variables” should be sent as an array of the buttons variables when one of the template buttons has type “url” and has “example” on its object</p>
<p>conversations/send-private-message (post)</p>	<p>business_id* conversation_id* message*</p>	<pre> { "data": { "id": 1, "business_id": 1, "conversation_id": 1, "user_id": null, "parent_id": null, "whatsapp_message_id": "", "direction": 3, "message": "Private note", "template_id": null, "template_params": null, "flow_node_id": null, "flow_node_data": null, "file_type": null, "file_url": null, "status": 4, "channel": 1, "datetime": "2024-12- </pre>	

		<pre> 05T18:04:43.000000Z", "created_at": "2024-12- 05T18:04:44.000000Z", "updated_at": "2024-12- 05T18:04:44.000000Z", "status_name": "read" }, "message": "Success", "code": 200 } </pre>	
<p>conversations/send-voice-note (post)</p>		<pre> { "data": { "id": 1, "business_id": 1, "conversation_id": 1, "user_id": null, "parent_id": null, "whatsapp_message_id": "", "direction": 1, "message": "", "template_id": null, "template_params": null, "flow_node_id": null, "flow_node_data": null, "file_type": "4", "file_url": "https://file.url", "status": 4, "channel": 1, "datetime": "2024-12- 05T18:04:43.000000Z", "created_at": "2024-12- 05T18:04:44.000000Z", "updated_at": "2024-12- 05T18:04:44.000000Z", "status_name": "read" }, "message": "Success", "code": 200 } </pre>	
<p>conversations/assign-to-me (post)</p>	<p>business_id* contact_id*</p>	<pre> { "data": { "conversation_id": "1" }, "message": "Success", "code": 200 } </pre>	
<p>conversations/assign (post)</p>	<p>business_id* conversation_id* type* id*</p>	<pre> { "data": null, "message": "Success", "code": 200 } </pre>	<p>“type” allowed values are (agent – team) “id” is the id of agent/team based on the “type” value</p>
<p>conversations/mark-as-closed (post)</p>	<p>business_id* conversation_id*</p>	<pre> { "data": null, "message": "Success", "code": 200 } </pre>	

conversations/change-read-status (post)	business_id* conversation_id* unread_status*	{ "data": null, "message": "Success", "code": 200 }	"unread_status" allowed values are: 0: read 1: unread
--	--	---	---

4. Chat history

URL	Parameters	Response	Comments
chat-history-filters (get)	business_id*	<pre>{ "data": [{ "type": "text", "label": "بحث", "name": "keyword", "is_multiple": 0, "values": null }, { "type": "select", "label": "العملاء", "name": "agents", "is_multiple": 1, "values": [{ "id": 1, "name": "Mohamed Ewida" }] }, { "type": "select", "label": "الفرق", "name": "teams", "is_multiple": 1, "values": [{ "id": 1, "name": "Support" }] }, { "type": "select", "label": "حالة الإستلام", "name": "unread", "is_multiple": 0, "values": [{ "id": "0", "label": "مقروء" }, { "id": "1", "label": "غير مقروء" }] }] }</pre>	Allowed values for "type" are (text – select - date)

```
]
},
{
  "type": "select",
  "label": "حالة الرد",
  "name": "unresponded",
  "is_multiple": 0,
  "values": [
    {
      "id": "0",
      "label": "تم الرد"
    },
    {
      "id": "1",
      "label": "لم يتم الرد"
    }
  ]
},
{
  "type": "select",
  "label": "حالة التخصيص",
  "name": "assignment_status",
  "is_multiple": 0,
  "values": [
    {
      "id": "0",
      "label": "غير مخصص"
    },
    {
      "id": "1",
      "label": "مخصص"
    },
    {
      "id": "2",
      "label": "غلق المحادثة"
    }
  ]
},
{
  "type": "select",
  "label": "قناة",
  "name": "channel",
  "is_multiple": 0,
  "values": [
    {
      "id": "1",
      "label": "Whatsapp"
    }
  ]
},
{
  "type": "select",
  "label": "الكلمات الدالة",
  "name": "tags",
  "is_multiple": 1,
  "values": [
    {
```

```

      "id": 1,
      "name": "Leads"
    }
  ],
},
{
  "type": "date",
  "label": "من تاريخ",
  "name": "from_date",
  "is_multiple": 0,
  "values": null
},
{
  "type": "date",
  "label": "إلى تاريخ",
  "name": "to_date",
  "is_multiple": 0,
  "values": null
}
],
"message": "Success",
"code": 200
}

```

chat-history
(get)

business_id*
keyword
unread
unresponded
assignment_status
channel
tags
from_date
to_date
teams
agents
page

```

{
  "data": {
    "current_page": 1,
    "from": 1,
    "last_page": 1,
    "per_page": 20,
    "to": 3,
    "total": 3,
    "list": [
      {
        "id": 1,
        "is_unread": 1,
        "assignment_status": 1,
        "assigned_to_image": "",
        "assigned_to_name": "",
        "last_message_datetime": "2024-12-05T18:10:03.000000Z",
        "contact_id": 1,
        "contact_image_url": "",
        "contact_name": "Mohamed Ewida",
        "contact_mobile": "201007323414",
        "contact_channel": 1,
        "contact_tags": [
          {
            "id": 1,
            "name": "Leads"
          }
        ]
      }
    ]
  },
  "message": "Success",
  "code": 200
}

```

Allowed values for "unread" & "unresponded" are (0 – 1)

Allowed values for "assignment_status" are:
0: Unassigned
1: Assigned
2: Closed chat

Allowed values for "channel" are:
1: WhatsApp
2: Messenger
3: Instagram

5. Contacts

URL	Parameters	Response	Comments
contacts (get)	business_id*	<pre>{ "data": { "current_page": 1, "from": 1, "last_page": 2, "per_page": 15, "to": 15, "total": 18, "list": [{ "id": 3, "first_name": "Ahmed", "last_name": "Mohamed", "email": "ahm.moh@test.com", "mobile": "01001111111", "channel": 1, "status": 1, "created_at": "2024-01-05", "image": null, "image_url": "", "name": "Ahmed Mohamed", "tags": [{ "id": 1, "name": "Leads" }] }] }, "message": "Success", "code": 200 }</pre>	
contacts/{id} (get)	business_id*	<pre>{ "data": { "id": 3, "first_name": "Ahmed", "last_name": "Mohamed", "email": "ahm.moh@test.com", "mobile": "01001111111", "channel": 1, "status": 1, "created_at": "2024-01-05", "image": null, "image_url": "", "name": "Ahmed Mohamed" }, "message": "Success", "code": 200 }</pre>	
contacts (post)	business_id* mobile* first_name	<pre>{ "data": { "id": 3,</pre>	"image" should be sent as a file using "multipart/form-data"

	last_name email image tags	<pre>"first_name": "Ahmed", "last_name": "Mohamed", "email": "ahm.moh@test.com", "mobile": "01001111111", "channel": 1, "status": 1, "created_at": "2024-01-05", "image": null, "image_url": "", "name": "Ahmed Mohamed" }, "message": "Success", "code": 200 }</pre>	"tags" should be sent as an array of tags names
contacts/bulk-insert (post)	business_id* contacts*	<pre>{ "data": null, "message": "Success", "code": 200 }</pre>	"contacts" should be sent as array, and each element should have the following: mobile* first_name last_name email
contacts/{id} (put)	business_id* first_name last_name email image tags status	<pre>{ "data": null, "message": "Success", "code": 200 }</pre>	"status" allowed values are: 0: Archived 1: Active

6. Sockets

Channel	Parameters	Response	Comments
heartbeat (send)	business* user_id*		You should emit a heartbeat every 25 seconds to avoid disconnecting socket connection
chat_message (receive)	business_id*	<pre>{ "business": "1", "conversationId": "1", "id": "1", "message": "Hi", "datetime": "1:15 PM", "direction": "2", "contactId": "1", "contactName": "Mohamed Ewida", "contactImage": "", "conversationUnreadCount": "1", "authorized_users": ["1"] }</pre>	"direction" values are: 1: Sent 2: Received
message_status_change (receive)		<pre>{ "business": "1", "conversationId": "1", "id": "1", "status": "4" }</pre>	"status" values are: 0: Accepted 1: Sent 2: Delivered 3: Received 4: Read 5: Deleted

			6: Failed 7: Warning
conversation_assign (receive)		{ "business": "1", "conversationId": "1", "authorized_users": ["1"], }	