

Configuring the Plugin on VTENEXT

In the **Admin Settings Panel**, a dedicated section will be available with the following parameters:

- **WASB Token:** Provided by BPMConsulting, necessary for synchronization.
- **VTENEXT reference user:** The same user used in the WASB plugin.
- **Automatic Ticket Creation:** If enabled, a ticket is opened for each received conversation. If a ticket is already open for the same user, the conversation is linked to it.
- **Default Prefix:** Allows setting "+" or "00" as the international prefix for received phone numbers.
- **Time Window:** Defines the time frame (in days) for synchronizing contacts and messages based on the last modification date.
- **Cron Jobs:** Allows setting synchronization frequency for:
 - Automatic retrieval of contacts, messages, and templates from WASB.
 - Automatic closure of conversations after 24 hours of creation (as per Meta's billing model).

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Parametri globali Modulo WhatsApp Smart Business

DISINSTALLA

Configurazione

Parametro	Valore	
Token	eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpc3MiOiJlDQ1cILCJhdWQ...	Modifica
Utente di Riferimento	WS BPM Consulting	Modifica
Apri Ticket per Nuovo Messaggio	Si	Modifica
Prefisso Default		Modifica
Finestra Temporale	1	Modifica

Cron Jobs

Attivo	Nome	Stato	Tentativi	Ultima Esecuzione	Esegui	
☒	syncCustomers		0 / 5	2025-02-21 17:45:01	alle 17:45	Imposta Reset
☒	syncMessages		0 / 5	2025-02-21 14:50:00	alle 14:50	Imposta Reset
☒	syncTemplates		0 / 5	2025-02-20 20:05:00	alle 20:05	Imposta Reset
☒	closeConversations		0 / 5	2025-02-21 18:24:01	ogni 300 s	Imposta Reset

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