

# Introduction and Requirements

## Introduction

The WASB plugin for VTENEXT integrates the WhatsApp Business Platform (WASB) with VTENEXT, enabling direct interaction with customers, contacts, and leads through the WhatsApp channel while complying with Meta's regulations.

This integration allows for:

- Initiating and receiving conversations directly in VTENEXT.
- Synchronizing responses in real-time.
- Automatically opening a ticket for each received conversation.
- Bi-directional synchronization of contact records between WASB and VTENEXT

Regarding costs, the plugin follows the commercial rules applicable to VTENEXT standard plugins

## Requirements

For the plugin to function correctly, the contact's mobile number must be entered in the designated field in the VTENEXT records and must be unique to avoid association errors.

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