Route Mobile + MoEngage
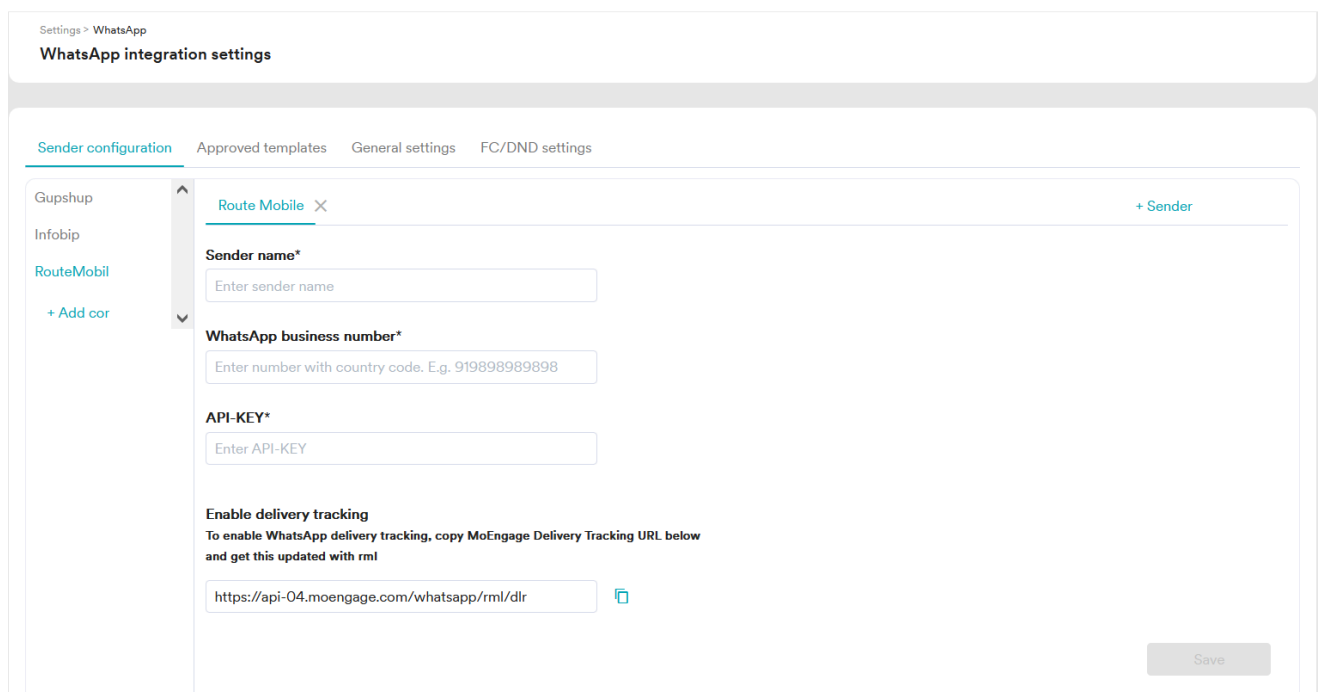# WBS Integration
- User Manual

1. Configure Route Mobile

MoEngage has native integration for WhatsApp with Route Mobile. This integration allows businesses to send templated WhatsApp messages using Senders powered by Route Mobile. MoEngage can send messages, and show Delivery and Read Analytics.

Sender Configuration

To configure a Sender from Route Mobile on the MoEngage Dashboard, do the following:

2. **Go to Settings->WhatsApp->Sender Configuration.**

3. **Choose Route Mobile (RouteMobile) from the left menu and click on + Sender**

4. **Add the following details:**

Field Name	Description
Sender Name	This field denotes the name you want to provide to the Sender profile. This would be available in the Sender so that you can recognize this easily while using it to create a campaign inside MoEngage. The Sender Name should be between 5-50 characters. This is a mandatory field.
WhatsApp	This field denotes the phone number registered with WhatsApp (directly

Business number	or via Route Mobile) using which you can send out WhatsApp Messages to your users.
API key	From a security/compliance perspective, the API keys shall be provided by Route Mobile for every customer onboarding. Please contact support@routemobile.com /alliances@routemobile.com and whatsapp@routemobile.com.

Delivery Tracking

To track the delivery of your WhatsApp Messages inside MoEngage, you need to copy the MoEngage Delivery Tracking URL, and share it with Route Mobile and get it updated on their side. You should be able to see the URL as shown below:
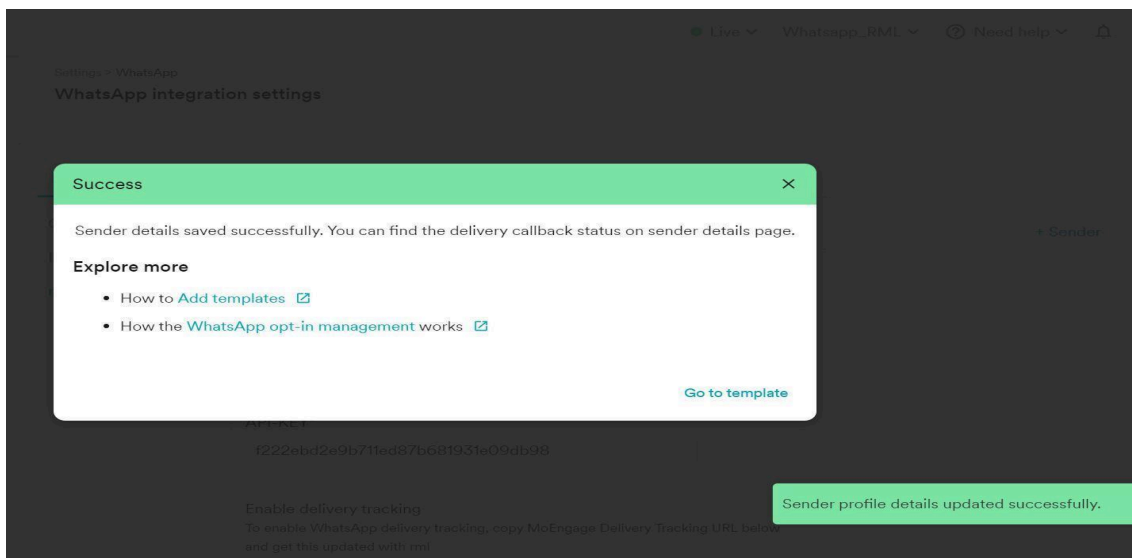
Enable delivery tracking

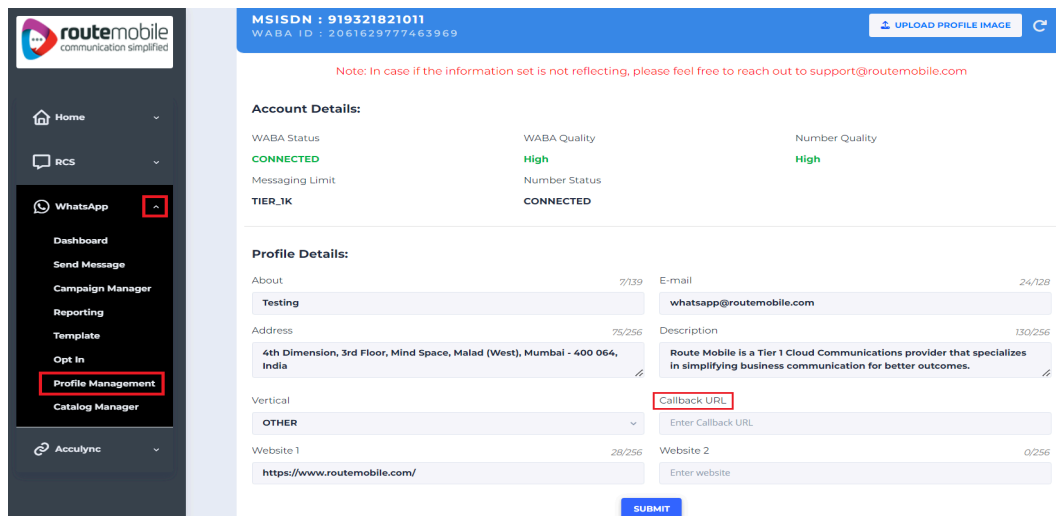To enable WhatsApp delivery tracking, copy MoEngage Delivery Tracking URL below and get this updated with rml

https://api-04.moengage.com/whatsapp/rml/dlr

1. **Success message on MoEngage portal:**

Upon successful integration, you will get the following message within the MoEngage dashboard.

2. Steps to add Delivery Tracking URL on Route Mobile Panel

a. Login to your Route Mobile account, choose WhatsApp from the left menu and select the profile management option.

b. Navigate to the Callback URL field within the Profile Management section as indicated.

c. Please add the respective delivery tracking/URL as shown below.

d. If this is not configurable from the panel; write to support@routemobile.com to get that URL configured for your account.