Picky Assist API Documentation

V2 - JSON API

Introduction

API Stands for Application Programing Interface which allows you to communicate with Picky Assist Servers from your Server / Application for Sending Messages, Making Call Conference, Managing Device from Whatsapp & Mobile SIM Card Installed in your Android Phone.

Picky Assist API is compatible with all programming language platforms and we make use of JSON. API allows you to to send messages and Webhook enables you to receive messages.

Available API's

API Type	URL	Use
WhatsApp API	https://pickyassist.com/app/api/v2/push	For Sending Text, Image, Video, Audio & Files
SMS API	https://pickyassist.com/app/api/v2/push	For Sending Text & Unicode Messages Required Picky Assist Bridge App Version 3.5 or above
Call Conference / Click 2 Call API	http://pickyassist.com/app/api/v2/conference-request	For doing call conference with upto 5 members or initiating a Click 2 Call with 2 members Required Picky Assist Bridge App Version 3.9 or above
Call Conference Report API	http://pickyassist.com/app/api/v2/conference-report	API to fetch Call Conference Reports
Device Status API	http://pickyassist.com/app/api/v2/device-status	Fetching device status which helps you to manage the device remotely Required Picky Assist Bridge App Version 3.8 or above
Remote Device Management	http://pickyassist.com/app/api/v2/device-action	Set of commands available for managing the device remotely

		Required Picky Assist Bridge App Version 3.8 or above

Use Cases

Build Innovative communication solution across all industries, few use cases are Sending OTP, Reminders, Alerts , LIVE Chat, Invoices, Sending Quotations, Sending Product Images & Videos , Sending Greeting Cards & Videos , Shipping Alerts , Absentee List, Click 2 Call, Call Conference, Missed Call Based Support , Missed Call based call back and much more.

API Call Method	POST Only
Current Version & Date of Release	V2 - 03-01-2019
Base URL For Version 2	https://pickyassist.com/app/api/v2
API Type	Standard JSON Type

Prerequisite

1. Should have a valid Picky Assist Bridge App License (Create A New Project to Get License Key - Visit https://pickyassist.com/app)

2. Picky Assist Bridge Android App 3.5 or above should be installed and configured correctly in the mobile phone where Whatsapp Personal is running.

3. API Token (Visit https://pickyassist.com/app and generate token from Settings -> API Tokens

4. For Call Conference / Click 2 Call Android Version should be 6.0 or above and Picky Assist Bridge Android App Version should be 3.9 or above.

Webhooks

Webhooks enables to receive WhatsApp Messages, SMS & Call events from your mobile phone into your application/server. Picky Assist sends events to your webhooks using POST method

You need to configure the Webhook against each project from the web console , to configure webhook Login Into your Picky Assist Web Console -> Select Project -> Settings -> Webhooks

You can configure webhook event triggers in 2 methods as below

Standard POST : In this method data will be passed as raw and you need to extract the same based on variable name from the URL. This is the default method.

JSON Method : In this method data will be in JSON format and need to decode in JSON, you need to manually enable this method.

If you would like to pass any additional variables to be pushed then please configure as yourfilename.aspx?variable1=picky-newyork&variable2=newclient

Webhook Variables

Variable	Details	Type
number	Mobile number with country code from the message came, if the sender mobile number is saved in the phone contacts then instead of number the contact name may come here as number. For Whatsapp Group the number will be Group Name @Sender Name / Number	Text
message-in	Text message received in the application - only first 2500 characters will be pushed to the server for WhatsApp	Text
application	On which messaging app the message has received 1 = Whatsapp Personal 2 = Whatsapp Business	Numeric

	3 = SMS 4 = Call 5 = Messenger 6 = Telegraph 7 = Web 8 = WhatsApp Official	
type	What kind of message is received 1 = text 2 = image 3 = video 4 = audio 5 = location 6 = document 7 = location Currently for whatsapp we dont support fetching incoming media files , based on the value of this tag you can send a reply to the user with a link to upload media	Numeric
media-url	Media URL to download the media shared by the user - we dont support fetching incoming media from WhatsApp currently.	URL
unique-id	Unique id assigned by the picky assist application for each inbound messages	Numeric
project-id	Project ID in which the message is received	Numeric
your-variable	Custom variable you configured to the webhook will be passed	

Sample Raw Data (Standard POST Method)

In this method data will be posted as raw through URL as shown below;

number=963587413&message-in=test&type=1&application=1&unique-id=5672&project-id=27&media-url="https://upload.wikimedia.org/wikipedia/commons/5/57/PT05_ubt.jpeg&custom-variable=test

Sample JSON Data (JSON Method)

```
{
  "number": "963587413",
  "message-in": "test",
  "type": 1,
  "application": 1,
  "unique-id": 5642,
  "project-id": "27",
  "media-url": "https://upload.wikimedia.org/wikipedia/commons/5/57/PT05_ubt.jpeg",
  "custom-variable": "test"
}
```

Giving Instant Reply Back Response to Webhook

If you would like to given an instant reply to the incoming messages then you need to give reply in JSON format, refer the below details

Variable	Details	Type
message-out	Message you need to give as reply.	Text
delay	If you would like to give response by setting a delay then please pass the delay value in "delay" variable , delay need to be set in seconds and maximum allowed delay is 3600 seconds i.e delay=10 means message will send after 10 seconds	Numeric
media-url	If you would like to reply with a media file then provide the	URL

	complete URL of the media	
	Please note the URL should be publically available	
	If you pass media URL for WhatsApp then response message may be delayed since its make use of Broadcast API so we highly recommend to use media only when its required.	
application	Specify from which application the reply back need to be send 0 = Use Inbound Application 1 = Whatsapp Personal 2 = Whatsapp Business 3 = SMS	

For SMS if you pass media-url then it will append the URL at the end of message.

If you pass application=0 then we will use the same incoming application to send the reply.

JSON Sample Response

```
{
  "message-out": "This is a dynamic auto reply to your message;",
  "delay": 0,
  "media-url": "https://upload.wikimedia.org/wikipedia/commons/5/57/PT05_ubt.jpeg"
  "application": "0"
}
```

API Calling Methods

We are using JSON Standard API and support only POST method

Those who are finding difficult to use the Standard JSON API still can POST the details in JSON format to "data=JSON Data"

Validate your JSON Request Data

Use the below sites to validate your JSON request data

https://jsoneditoronline.org/

https://jsonlint.com/

Sample JSON Request & Response + Test Form

You can test the API and get the request and response sample format from the below URL

https://pickyassist.com/app/api/v2/api_test

Sending WhatsApp & SMS Message

This API enables you to send WhatsApp and SMS , please use POST method.

URL TO POST : https://pickyassist.com/app/api/v2/push

Request Variables

Variable	Date Type	Description	Required
token	alphanumeric	Unique token for the project	Mandatory
application	numeric	1 = Whatsapp Personal 2 = Whatsapp Business 3 = SMS 4 = Call Conference	Mandatory
globalmessage	text	Global Message Text Message with emoji supported by whatsapp If you are sending image and video you can pass caption text here	Mandatory only if message variable is empty
globalmedia	URL	URL from we need to fetch the media , Maximum Size is 50 MB	Optional
priority	numeric	0 = Low 1 = High	Optional, default is 0
number	numeric	Mobile Number with full country code without 0 or +	Mandatory, minimum 5 length
message	text	Text Message with emoji supported by whatsapp If you are sending image and video you can pass caption text here	Mandatory only if globalmessage variable is empty

Response Variables

status	100=>'Success', 401=>'Authentication Failed', 402=>'Empty Number List', 403=>'Insufficient Balance', 404=>'Unable to Communicate with Your Phone ! ', 405=>'API Is Not Active For This Plan', 406=>'Invalid Mobile Number', 407=>'Message cannot be empty', 408=>'Project is not Active', 409=>'Invalid User'
push_id	Push id generated by Picky Assist Server
message	Detailed Status Message

Sample JSON Request - Push

URL TO POST : https://pickyassist.com/app/api/v2/push

```
{
 "token": "PICKY_API_TOKEN",
 "priority ": "0",
 "application": "1",
 "globalmessage": "your global message ",
 "globalmedia": "MEDIA FILE UNIQUE URL",
 "data": [
  {
    "number": "NUMBER 1",
    "message": "MESSAGE FOR NUMBER 1"
  },
  {
    "number": "NUMBER 2",
    "message": "MESSAGE FOR NUMBER 2"
  },
```

```
    {
      "number": "NUMBER 3",
      "message": "MESSAGE FOR NUMBER 3"
    },
    {
      "number": "NUMBER 4",
      "message": "MESSAGE FOR NUMBER 4"
    },
    {
      "number": "NUMBER 5",
      "message": "MESSAGE FOR NUMBER 5"
    }
  ]
}
```

Sample Response - JSON

```
{
  "status": 100,
  "push_id": "34",
  "message": "Success"
}
```

Sending Dynamic Messages - Push

If you wish to send different message contents to different numbers through a single API call like sending bill alerts , customised reminders , absentes list etc then please follow the below method

Leave "globalmessage" variable as blank

Pass each message to be send in the "message" variable against each number

```
{
  "token": "PICKY_API_TOKEN",
  "priority ": "0",
  "application": "1",
  "globalmessage": "",
  "globalmedia": "MEDIA FILE UNIQUE URL",
  "data": [
    {
      "number": "NUMBER 1",
      "message": "MESSAGE FOR NUMBER 1"
```

```
    },
    {
      "number": "NUMBER 2",
      "message": "MESSAGE FOR NUMBER 2"
    },
    {
      "number": "NUMBER 3",
      "message": "MESSAGE FOR NUMBER 3"
    },
    {
      "number": "NUMBER 4",
      "message": "MESSAGE FOR NUMBER 4"
    },
    {
      "number": "NUMBER 5",
      "message": "MESSAGE FOR NUMBER 5"
    }
  ]
}
```

Response - JSON

```
{
  "status": 100,
  "push_id": "34",
  "message": "Success"
}
```

Please note currently we dont have the option to send dynamic media files however for image and video you have the option to pass dynamic message as caption text, if image and video is the media type and have data in global message or message tag then the same shall be send as caption text.

Sending Bulk Messages - Push

If you wish to send same content to many numbers through a single API like message is static and numbers are different then use the below method ;

Leave individual "message" variable blank, and pass your message content to "globalmessage" variable

---

```json
{
  "token": "PICKY_API_TOKEN",
  "priority ": "0",
  "application": "1",
  "globalmessage": "your global message ",
  "globalmedia": "MEDIA FILE UNIQUE URL",
  "data": [
    {
      "number": "NUMBER 1",
      "message": ""
    },
    {
      "number": "NUMBER 2",
      "message": ""
    },
    {
      "number": "NUMBER 3",
      "message": ""
    },
    {
      "number": "NUMBER 4",
      "message": ""
    },
    {
      "number": "NUMBER 5",
      "message": ""
    }
  ]
}
```

Response - JSON

```json
{
  "status": 100,
  "push_id": "34",
  "message": "Success"
}
```

Sending SMS

For sending SMS from the SIM Card activated in the phone just pass application=3 , please note SMS wont support media files to be sent , if you pass media-url then the URL will append at the end of SMS . If dual sim cards are inserted in the phone then SMS will send only from the default SIM card as configured for SMS in your phone.

Broadcast API - Must Read Instructions

1. This API allows you to send message with text , text + media , media + caption. Through a single API Call you can send Bulk or Dynamic Whatsapp Personal, Business or SMS's.

2. Sending one message takes 3-5 seconds , please consider this limitation while sending messages. i.e in a minute you can send only 12-20 messages.
   You have the option to change the delay between each message from the Picky Assist Bridge Android Application, by default it is set to 10 seconds and its recommended delay

3. If you would like to send 500 messages either static or dynamic in one go we highly recommend to pass the information in "data" variable in the JSON API, dont call the API 500 times for sending 500 messages at once.

4. If you want to just give a text response to an incoming messages then we highly recommend to give your reply message as JSON response to the Webhook as its much faster than Broadcaster API.

5. If you send messages very fastly and continuously to unknown contacts then there are high chances that your number may get blocked / banned by Whatsapp / Network Provider , we highly recommend to use this API for contacting customers who are already messaged you or known to you or your business. Also encourage your customers to reply back or save your whatsapp number in their phone contacts.

6. Use the priority tag only for sending priority messages since we process the queue based on this value , for an example if the messages dont need to be delivered instantly then we highly recommend to use low priority so that you can deliver a priority message instantly even if there is a queue.

7. The media url should be available/accessible publicly and we recommend to keep the media size optimized for faster processing of messages and in order to process the media files fastly we download and save media files into your android phone then we

create a hash based on the media url submitted by you , when you pass the same media URL again through API we look up whether the media is available in your phone or not , if the media is available in the phone we pick the media and send else we download the media again and send. So even if you change the media at your end (web server) the changes will not reflect so we recommend to pass a unique URL for each unique media rather than updating / changing the media from your backend (web server).

8. To receive incoming messages / user replies in your server please configure webhooks from Settings -> Webhooks

9. If you would like to send more concurrent messages in a minute or scale up further then please create more projects and share the load programmatically across different projects.

10. If your phone is loaded with dual SIM card then SMS will go only from the default SIM where SMS is configured.

Call Conference / Click 2 Call API

This API allows you to make call conference or click 2 call with upto 5 persons using your device SIM Card. your phone will act as a gateway to facilitate the call conference service through picky assist.

Call conference services must be enabled in your SIM Card , please check with your telecom carrier.

In some countries you need to prefix + along with the number and few countries country code should not pass with the number so before start using please find in which format your current telecom operator accepts numbers.

Required Picky Assist Bridge App Version 3.9 or above and Android OS should be 6.0 or above

Request Variables

Variable	Date Type	Description	Required
token	alphanumeric	Unique token for the project	Mandatory
application	numeric	4 = Call Conference	Mandatory
priority	numeric	0 = Low 1 = High	Optional, default is 0
mute_gateway	numeric	0 = Dont Mute 1 = Mute	Optional, Future Scope
record	numeric	0 = Dont Record 1 = Record	Optional, Future Scope
number	numeric	Mobile Number with full country code without 0 or + Minimum 2 numbers and maximum 5 numbers can be passed	Mandatory, minimum 5 length

Response Variables

status	Refer Status & Error Code for details
push_id	Push id generated by Picky Assist Server
message	Detailed Status Message

Sample Call Conference JSON Request

Request URL : http://pickyassist.com/app/api/v2/conference-request

```json
{
  "token": "PICKY_API_TOKEN",
  "priority ": 0,
  "application": "4",
  "mute_gateway": "0",
  "record": "0",
  "data": [
    {
      "number": "NUMBER1"
    },
    {
      "number": "NUMBER1"
    }
  ]
}
```

Sample Response

```json
{
  "status": 100,
  "push_id": "443",
  "message": "Success"
}
```

Fetching Call Conference Report API

Request URL : http://pickyassist.com/app/api/v2/conference-report

You need to pass "push_id" to fetch report of a call conference

Sample Call Conference Request

```
{
  "token": "PICKY_API_TOKEN",
  "push_id": 69
}
```

Sample Call Conference Response

```
[
  {
    "project_id": "27",
    "push_id": "69",
    "call_id": "153",
    "number": "9874565810",
    "duration": "12",
    "status": "4",
    "time": "20-12-2018 02:31 PM"
  },
  {
    "project_id": "27",
    "push_id": "69",
    "call_id": "154",
    "number": "9874533810",
    "duration": "0",
    "status": "2",
    "time": "20-12-2018 02:31 PM"
  }
]
```

Call Report Response Variables

Variable	Type	Details
project_id	Numeric	Project Id associated with the project
push_id	Numeric	Push Id of the call conference
call_id	Numeric	Unique Call id assigned to each call
number	Numeric	Number to which call conference initiated
status	Numeric	1 = Not Started 2 = Scheduled 3 = In Progress 4 = Completed 5 = Cancelled
time	Date	Timezone in your account , and date format is DD-MM-YYYY hh:mm AM

Fetching Device Status

This API will fetch the device status which is connected with the project, need to pass the token associated with the project

Request URL : http://pickyassist.com/app/api/v2/device-status

Required Picky Assist Bridge App Version 3.8 or above

Sample Request

```
{
  "token": "PICKY_API_TOKEN"
}
```

Sample Response

```
{
  "project_id": "27",
  "device_id": "f5e17b8c81b8ecff",
  "phone_name": "Asus ASUS_Z010D",
  "battery_percentage": "",
  "charging_state": "",
  "wifi_signal_strength": "Not Connected",
  "internet_status": "",
  "message_queue_count": "2",
  "call_queue_count": "",
  "free_disk_space": "",
  "cloud_message_status": "Registered",
  "time": "10-07-2018 11:52 AM"
}
```

Response Variables

Variable	Type	Description
project_id	Numeric	Project id associated
device_id	Text	Device ID of the connected phone
battery_percentage	Numeric	Battery percentage of the connected phone 0-100 in percentage
wifi_signal_strength	Numeric	Wifi Signal Strength of the connected phone 0=Not Connected 1-100 in percentage
internet_status	Text	Internet Type & Status of the connected phone 2G 3G 4G
message_queue_count	Numeric	Messages Queue count if any in the phone
call_queue_count	Numeric	Call Queue count if any in the phone
free_disk_space	Numeric	Total Free Disk Space in the phone
cloud_message_status	Numeric	Phone Sync Status with Picky Assist Cloud Servers 0=Registered 1=Not Registered
time	Date	Date & Time when the record is updated , format DD-MM-YYYY hh:mm AM

Device Commands

This API allows you to command your device to perform various actions to manage the device remotely;

List of Available Commands

You need to pass your command through "command" tag

Command	Description
restart	This will restart the picky assist app installed in the device
reset	This will reset the picky assist app, all message queue will be deleted and database in the device will be cleared
delete-message-queue	This command will delete all messages which are in Queue
delete-call-queue	This command will delete all calls which are in Queue
stop-message-queue	This command will temporarily stop processing messages from queue. Please note if your send a message then the Queue will start processing again.
stop-call-queue	This command will stop all queue in the device
resume-message-queue	This will resume the message queue if its stopped earlier
resume-call-queue	This will resume the call queue if its stopped earlier

Request URL : http://pickyassist.com/app/api/v2/device-action

Sample Request

```
{
  "token": "PICKY_API_TOKEN",
  "command": "restart"
}
```

Sample Response

```
{
  "status": 100,
  "message": "Success"
}
```

Basic Troubleshooting

Based on our beta testers feedback we have created the below troubleshooting methods for various situations

Problem	Solution
When i trigger the API call i see no action in the phone / whatsapp	Check whether the screen / phone is not locked Check whether notification access is given to the Picky Assist App Check whether internet connection is active in your phone. If all the above 3 points are checked and still not working then please "Reset the App" Open Picky Assist App -> Click Reset the App in the dashboard. If the above step dont solve the issue then please uninstall and install the app once

	again. If none of the above steps does not work then please try to install the app in another mobile device and send an email to suppport@pickassist.com
While sending text message it open the whatsapp and pre-fill the text against the correct contact but not sending to the contacts	Check whether Accessibility service is on for Picky Assist App
While sending media it open the whatsapp and stuck with a popup Share with <number> and not processing the messages	Check whether Accessibility service is on for Picky Assist App
When i trigger the API the phone showing 2 whatsapp apps and prompt me to select one and get stuck	Please uninstall all cloned whatsapp other than whatsapp personal and business.
In some situations i observed while sending messages the picky assist app get crashed	If you can replicate the issue would be great for us to troubleshoot, so please explain us at what situation the app getting crashed. Please send the details to support@pickyassist.com
I observed few of the messages are not getting send (missing)	Please try to increase the delay between each messages to higher value in picky assist bridge app , recommended delay is 10 seconds
Media sending option not working in sometimes but text messages are correctly sending.	Please try to decrease the delay between 7 to 10 ,recommended delay value is 10 seconds
Why i am getting authentication failed response in the API	You are passing wrong API Token. IP Address is not whitelisted. API access is not enabled in your account. You project dont have a valid subscription to Unlimited Plan ($35 per month) or Pay As You Go Plan Your project is currently disabled or not

	active.
Is it necessary to keep the phone screen always on and keep the charger connected ?	No need to keep the screen on always, but you should not lock the phone/ screen. It's not mandatory to keep the charger connected always but need to ensure the phone battery dont goes below 40% for optimal performance.

Status & Error Codes

Code	Details
100	Success
401	Authentication Failed
402	Empty Number List
403	Insufficient Balance
404	Unable to Communicate with the Device !
405	API Is Not Active For This Plan
406	Invalid Mobile Number
407	Message cannot be empty
408	Project is not Active
409	Invalid User
501	Call not connected ! Not able to Communicate with Phone !
502	This Feature Is Not Available In This Android Version
503	Invalid PushId
504	Device Details Not Found

505	Minimum 2 Contacts Should be Entered
506	Maximum 5 Contacts Allowed

Sample Codes

You can refer sample codes for various programing languages in our official blog
https://pickyassist.com/support/blog-new/

Support

If you are facing any issues or found any bugs then we request you to please send a detailed email to support@pickyassist.com or use the LIVE Chat available in our website https://pickyassist.com