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# Picky Assist Broadcast API Documentation

## V1 - JSON API

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## Introduction

Send single, bulk and dynamic whatsapp & SMS messages to any whatsapp / phone number globally right from your application / server using our JSON API's , Send Text, Images, Videos, Audios & Documents in just few lines of codes.

Build Innovative communication solution across all industries few use cases are Sending OTP, Reminders, Alerts , LIVE Chat, Invoices, Quotations, Product Images & Videos , Greeting Cards & Videos , Shipping Alerts , Absentee List and much more.

API Stands for Application Programing Interface which allows you to communicate with Picky Assist Servers from your Server / Application for Sending Messages 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 Call Method	POST Only
Current Version & Date of Release	V1 - 07-09-2018
URL to Push	<a href="https://pickyassist.com/app/api/v1/push">https://pickyassist.com/app/api/v1/push</a>
API Type	Standard JSON Type
<b>Last Update</b>	<b>06-10-2018 - Added SMS &amp; Missed Call Automation</b>

## 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 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

## 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	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',
push_id	Push id generated by Picky Assist Server
message	Detailed Status Message

## 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.

## 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 using the below sites

<https://jsoneditoronline.org/>

<https://jsonlint.com/>

## Sample JSON Request & Response + Test Form

[https://pickyassist.com/app/api/v1/api\\_test](https://pickyassist.com/app/api/v1/api_test)

## Sample JSON Request - Push

URL TO POST : <https://pickyassist.com/app/api/v1/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

```
{
  "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

```
{
  "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 and 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.

## 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](mailto:support@pickyassist.com) or use the LIVE Chat available in our website <https://pickyassist.com>

# 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	<p>Check whether the screen / phone is not locked</p> <p>Check whether notification access is given to the Picky Assist App</p> <p>Check whether internet connection is active in your phone.</p> <p>If all the above 3 points are checked and still not working then please "Reset the App" Open Picky Assist App -&gt; Click Reset the App in the dashboard.</p> <p>If the above step dont solve the issue then please uninstall and install the app once again.</p> <p>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 <a href="mailto:support@pickassist.com">support@pickassist.com</a></p>
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	If you can replicate the issue would be great

<p>messages the picky assist app get crashed</p>	<p>for us to troubleshoot, so please explain us at what situation the app getting crashed.</p> <p>Please send the details to <a href="mailto:support@pickyassist.com">support@pickyassist.com</a></p>
<p>I observed few of the messages are not getting send (missing)</p>	<p>Please try to increase the delay between each messages to higher value in picky assist bridge app , recommended delay is 10 seconds</p>
<p>Media sending option not working in sometimes but text messages are correctly sending.</p>	<p>Please try to decrease the delay between 7 to 10 ,recommended delay value is 10 seconds</p>
<p>Why i am getting authentication failed response in the API</p>	<p>You are passing wrong API Token.</p> <p>IP Address is not whitelisted.</p> <p>API access is not enabled in your account.</p> <p>You project dont have a valid subscription to Unlimited Plan (\$35 per month) or Pay As You Go Plan</p> <p>Your project is currently disabled or not active.</p>
<p>Is it necessary to keep the phone screen always on and keep the charger connected ?</p>	<p>No need to keep the screen on always, but you should not lock the phone/ screen.</p> <p>It's not mandatory to keep the charger connected always but need to ensure the phone battery dont goes below 40% for optimal performance.</p>