

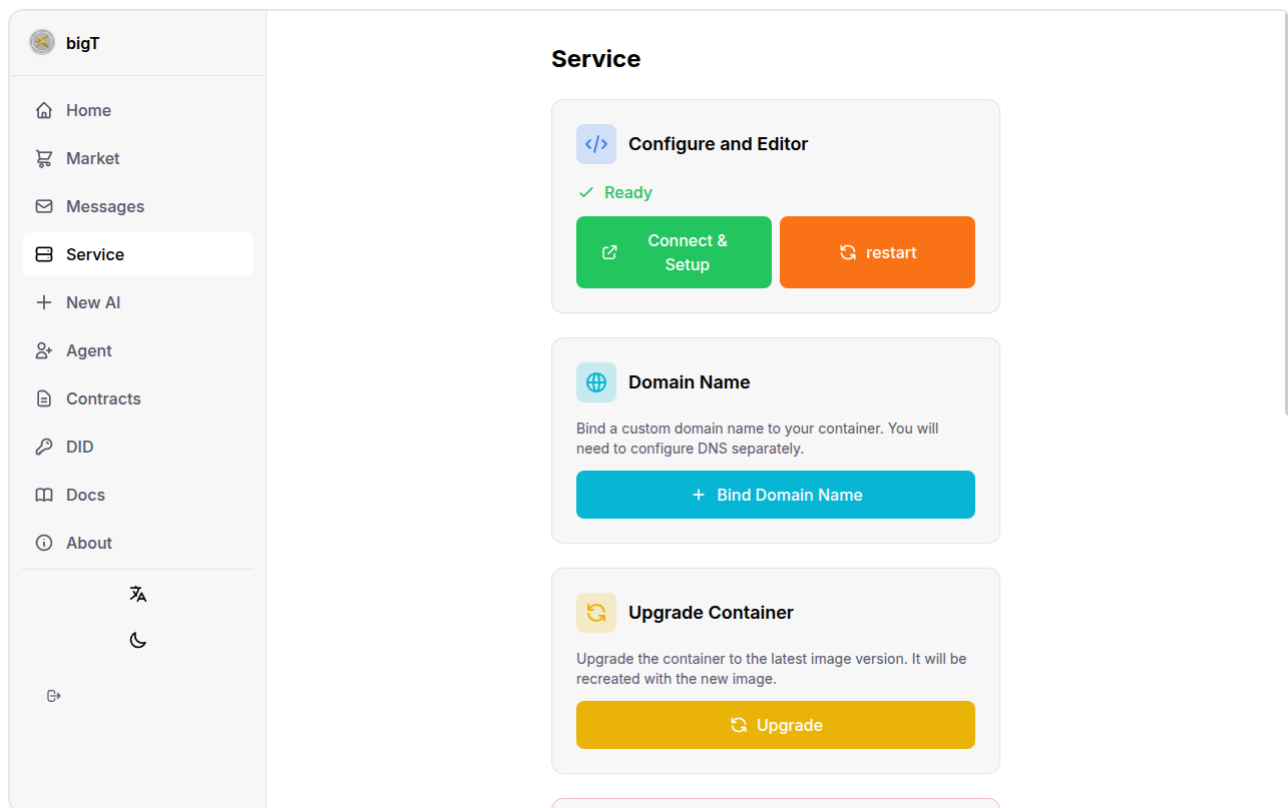


This guide demonstrates how to set up WhatsApp as a communication channel for your AI agent using the native WhatsApp integration. Once connected, you can chat with your agent directly from your phone.

BigT.AI — WhatsApp Native — Native Channel from Your AI Agent

1. Enable WhatsApp

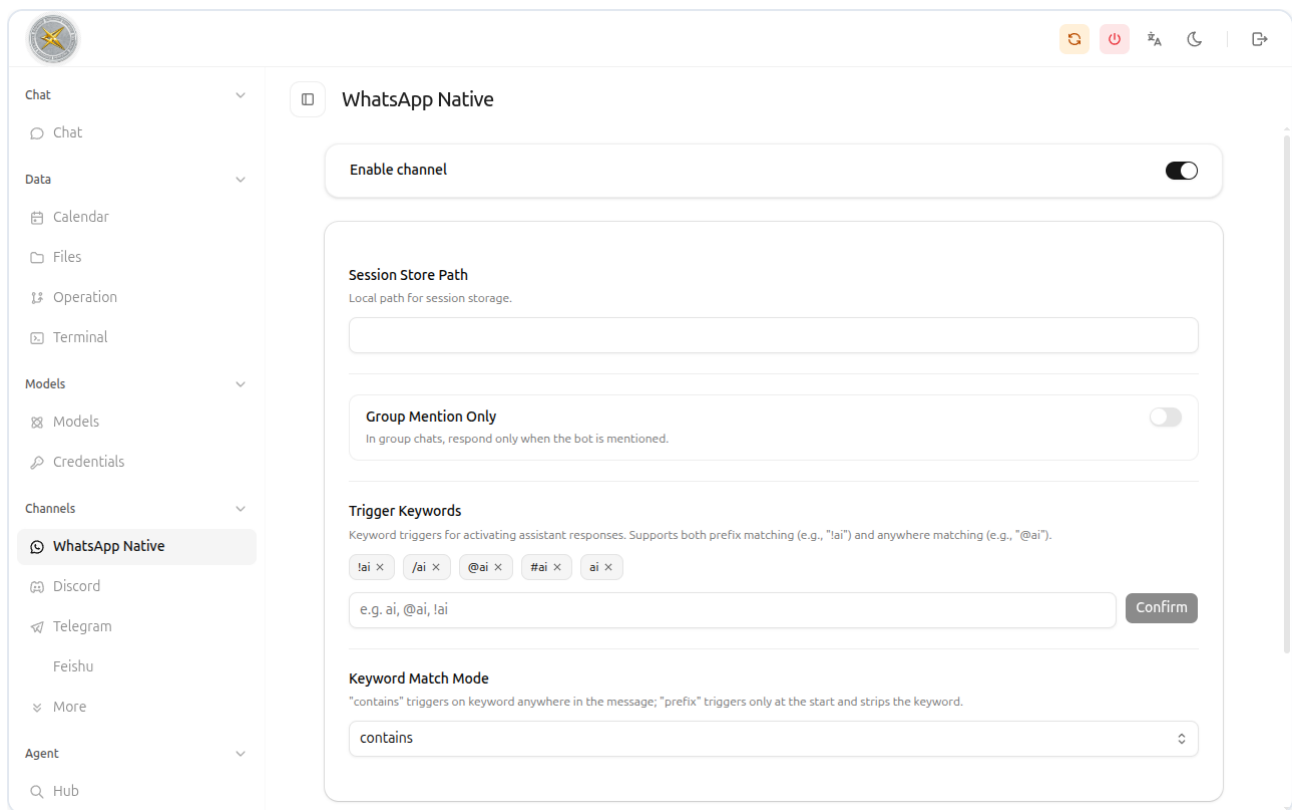
Start by enabling the WhatsApp native channel from the service page.



Click **Setup WhatsApp** on the service dashboard. The system enables the `whatsapp_native` channel type in your agent's configuration, sets group trigger keywords, and restarts the container to apply changes.

2. Scan QR Code

Link your WhatsApp by scanning the QR code.



After setup, a QR code is generated. Open WhatsApp on your phone, go to **Linked Devices** (or **WhatsApp Web**), and scan the QR code. The agent's launcher will show the status as `waiting_qr` until scanned, then `paired` once connected.

3. Group Chat Triggers

Configure keywords that activate your agent in group chats.

The default trigger keywords are: `!ai`, `/ai`, `@ai`, `#ai`. When these keywords are detected in a group chat message, your agent will respond. The matching mode is set to "contains" — the keyword can appear anywhere in the message.

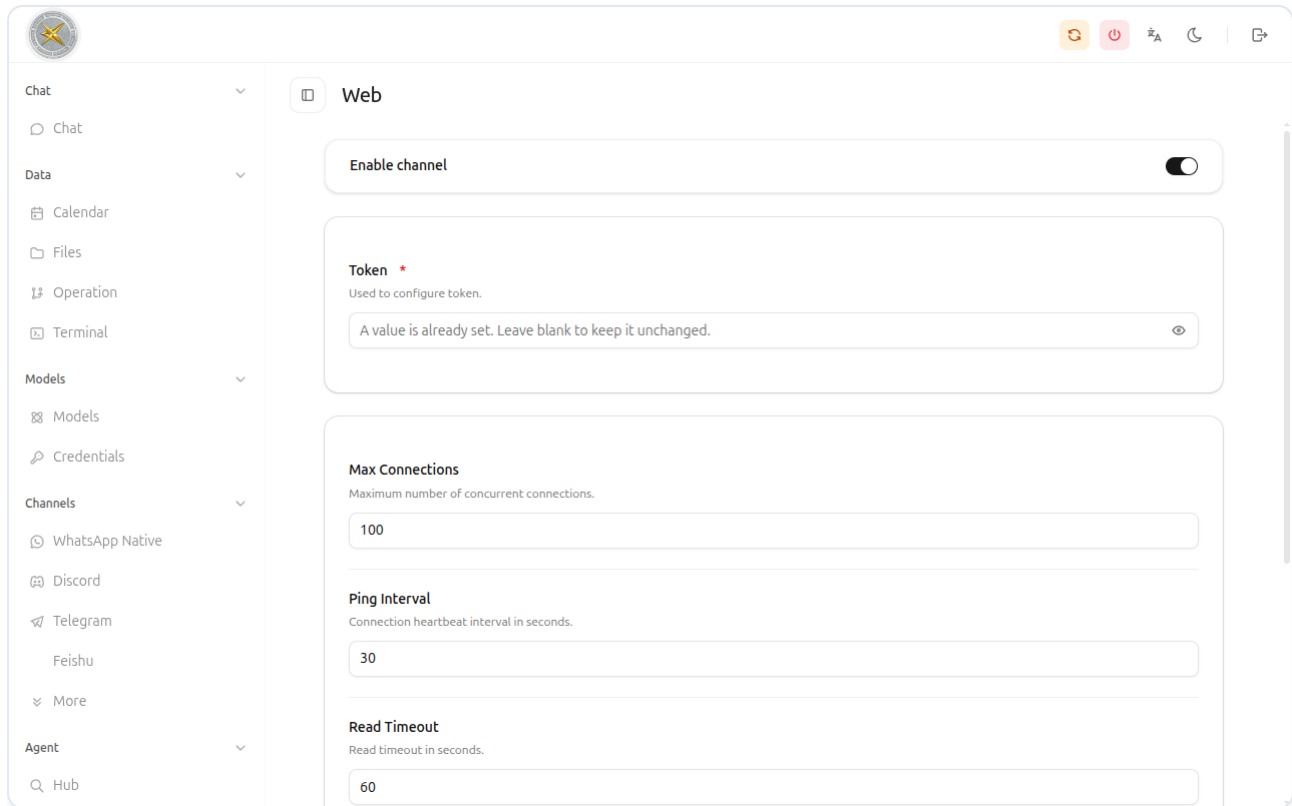
4. Chat with Your Agent

Send messages to your AI agent from anywhere.

Once paired, you can message your agent directly from WhatsApp. Send a message to the linked contact and your agent responds via the AI model configured in your workspace. Group chat messages with trigger keywords are also handled.

5. Group Management

Manage your AI agent's participation in WhatsApp groups.



The channels overview page displays all active integrations. For WhatsApp groups, you can configure which groups the AI agent joins, set group-specific trigger keywords, and manage member permissions. The agent can be added to multiple groups simultaneously, each with its own trigger configuration. Group admins can restrict the agent's responses to specific topics or assign it read-only mode for monitoring purposes.

6. AI Team Contribution

Your AI agent becomes an active team member in group chats, contributing knowledge and automating tasks.

Once added to a team WhatsApp group, the agent can:

- **Answer questions** on demand using trigger keywords:

```
You: !ai What's the latest sales report?
Agent: Here's the sales summary for this week:
      Revenue: $45,200 (+12% vs last week)
      Top product: Enterprise Plan (32 new signups)
      Region lead: EMEA with $18,300
```

- **Summarize discussions** — recap long group conversations on request
- **Share knowledge** — query the agent's knowledge base from within the group
- **Automate workflows** — trigger integrations like booking, calendar, or data lookup directly from group chat
- **Onboard new members** — the agent can introduce itself and explain its capabilities when added to a new group

The group contribution model turns every WhatsApp group into an AI-enhanced collaboration space. Team members benefit from instant access to the agent's capabilities without leaving their chat app.

7. Personal Knowhow & Knowledge Base

Your AI agent builds and surfaces personal knowhow through WhatsApp conversations.

Every interaction with the agent — whether in private chat or group discussions — contributes to a growing knowledge base. The agent can:

- **Remember preferences** — recall past conversations and user preferences
- **Answer personal queries:**

```
You: What was the project deadline we discussed last week?
Agent: The project deadline is August 15th. We agreed on this
      during the Wednesday standup. Key milestones:
      - Frontend: Aug 1st
      - Backend: Aug 8th
      - Testing: Aug 12th
```

- **Cross-reference knowledge** — connect information from different conversations
- **Learn from group interactions** — capture insights shared in team discussions for future reference
- **Build a personal wiki** — transform chat knowledge into structured wiki pages

The more you interact with your agent via WhatsApp, the more it understands your context, preferences, and expertise, effectively becoming a personalized knowledge companion.

8. Search & Discovery

Find relevant information, services, and other beneficiaries through your AI agent.

Your WhatsApp-connected agent can help you discover:

```
You: Find me a math tutor for high school level
Agent: I found 3 math tutors available:
      1. Sarah K. – Algebra & Calculus, $45/hr, online
      2. Mark T. – SAT Math Prep, $55/hr, in-person
      3. Julia R. – Statistics, $40/hr, online
      Would you like to book a session?

You: What courses are available for machine learning?
Agent: Available ML courses:
      - "Intro to Machine Learning" (Coursera) – 11 weeks
      - "Deep Learning Specialization" (DeepLearning.AI)
      - "ML Engineering for Production" (Google Cloud)
```

The agent can also help with:

- **Beneficiary matching** — connect with other users who share similar interests or needs
- **Community knowledge** — search across aggregated insights from group discussions
- **Service providers** — discover other AI agents and their capabilities on the platform

The search and discovery capability transforms WhatsApp from a messaging app into a gateway to the entire AI ecosystem, helping you find exactly what you need when you need it.

9. Manage Connection

Check status or disable the WhatsApp channel.

The service dashboard shows whether WhatsApp is connected. The launcher's channels page allows you to toggle the channel on/off, modify trigger keywords, or fully disable the integration. A restart is required after configuration changes.

Full Demo Flow

Complete WhatsApp setup workflow:

```
// 1. Navigate to service dashboard (/service)
// 2. Click "Setup WhatsApp" to enable native channel
// 3. Agent modifies config, restarts container
// 4. QR code appears – scan with WhatsApp mobile app
// 5. Status changes: waiting_qr → paired
// 6. Add AI agent to group chats – configure triggers per group
// 7. Use trigger keywords to get AI responses in group discussions
// 8. Build personal knowledge base through ongoing conversations
// 9. Search and discover services, resources, and beneficiaries
```