Channels

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docs/channels/overview.md

Channels overview

Omnichannel **Channels Engine** lets each tenant connect inbound sources. Connections are per-company; webhooks are per-connection UUID.

Status matrix

Provider key	Label	Adapter registered	Notes
`generic_webhook`	Generic Webhook	**Yes**	Best for local E2E tests
`facebook_lead_ads`	Facebook Lead Ads	**Yes**	Meta leadgen + Graph fetch
`whatsapp_cloud`	WhatsApp Cloud API	**Yes**	Inbound + Inbox reply
`website_form`	Website Forms	**No** (UI listed)	Use dedicated website webhook today; builder **Planned**
`facebook_messenger`	Facebook Messenger	**No**	**Planned**
`instagram_lead_forms`	Instagram Lead Forms	**No**	**Planned**
`instagram_dm`	Instagram DM	**No**	**Planned**
`public_api`	Public API	**No**	**Planned**

Catalog: `config/channels.php`.

Registration: `app/Providers/ChannelServiceProvider.php`.

Multi-tenant model

[Diagram omitted in PDF — open this page in the online docs to view it.]

Each connection stores (as applicable): encrypted access token, webhook secret, verify token, external page/phone id, status/health.

Pipeline

[Diagram omitted in PDF — open this page in the online docs to view it.]

Permissions

Permission	Who
`view.channels`	List/show connections

Permission	Who
`manage.channels`	Create, test, sync, disconnect, secrets, delete
`view.inbox` / `reply.inbox` / `assign.inbox`	Messaging UI

UI entry

Administration → Channels

Actions on a connection: Test, Sync, Retry (on error), Disconnect, Regenerate webhook secret, Delete.

Environment

```
CHANNELS_WEBHOOK_QUEUE=channels
CHANNELS_WEBHOOK_RATE_LIMIT=60
META_APP_SECRET=
META_GRAPH_VERSION=v21.0
```

Workers must listen to `channels` (see Queues).

Local Meta testing

Meta cannot call `127.0.0.1`. Use ngrok (or deploy) and set the Callback URL to:

`https://{ngrok-host}/webhooks/channels/{uuid}`

Setup guides

- Generic Webhook
- Facebook Lead Ads
- WhatsApp Cloud API
- Website Forms
- Facebook Messenger (Planned)
- Instagram Lead Forms (Planned)
- Instagram DM (Planned)
- Public API (Planned)