

Channels

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Channels

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 \(Planned\)](#)