WAM ENTERPRISE V1.0 — CLEAN LIGHT EDITION

User Guide: Workspace Registration & WhatsApp QR Pairing

Step-by-step operator manual for onboarding a workspace, linking a WhatsApp device, and broadcasting to Audience Lists on **https://wam.gknit.co.in**

1	2	3	4	5	6
Open Portal Clean Light	**Register Org** Admin Account	**Auto-Seed** 86 Lists + 4 Nos	**Start Session** WAMGW Socket	**Scan QR** Linked Devices	**Broadcast** Multi-List Live

PART 1 Selecting Clean Light Theme & Registering Your Workspace

1. **Open the WAM Enterprise Portal:** Navigate to `https://wam.gknit.co.in` in your browser. Select **Clean Light** from the theme selector dropdown in the top navigation bar.
2. **Open the Self-Service Registration Modal:** Click **Register Workspace** (or **Start Free Workspace**) on the landing page.
3. **Complete Your Workspace Details:**
   - **Full Name:** Enter your operator display name (e.g., `Karthik Krishnan`).
   - **Work Email:** Enter your login email address (e.g., `karthik@gknit.co.in`).
   - **Organization / Workspace Name:** Enter your workspace name (e.g., `GKNIT Clean Light Hub`).
   - **Password:** Enter a secure password (minimum 8 characters).
4. **Create Workspace:** Click **Create Workspace & Launch Control Plane**.

Automatic Provisioning on Registration: Creating a workspace automatically provisions your isolated tenant, assigns you as **Admin**, creates all **86 context-based Contact Lists** across **9 Occasion Collections**, and seeds every list with your 4 core WhatsApp numbers (`919876500001` , `919876500002` , `919876500003` , `919876500004`).

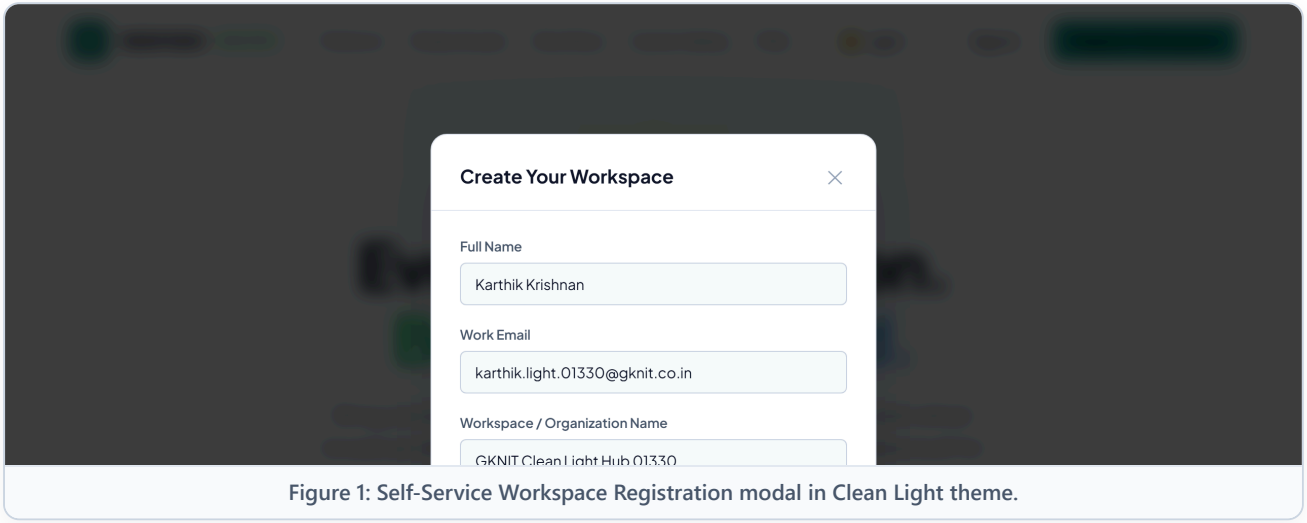


Figure 1: Self-Service Workspace Registration modal in Clean Light theme.

PART 2 Starting a WhatsApp Gateway Session (Two Options)

Once redirected to the Control Plane (`/app`), you can start your WhatsApp pairing session either from the **Dashboard Onboarding Banner** (Option A) or from the **WhatsApp Sessions** tab (Option B).

⚡ Option A: 1-Click Dashboard Banner (Fastest)

1. On the **Dashboard**, locate the 📱 **Activate Your Workspace — Link WhatsApp** card at the top.
2. Click ⚡ **Link WhatsApp Device & Verify Mobile**.
3. WAM automatically creates your primary session, starts the socket, and opens the QR code scanner modal.

📱 Option B: Via "WhatsApp Sessions" Menu

1. Click **WhatsApp Sessions** in the left sidebar.
2. Click **+ New Session**, enter a **Session Display Name** (e.g., `Primary Broadcast Gateway`), and click **Create Session**.
3. Click ⚡ **Start / Connect** (or 📱 **Scan QR**) on the session card.

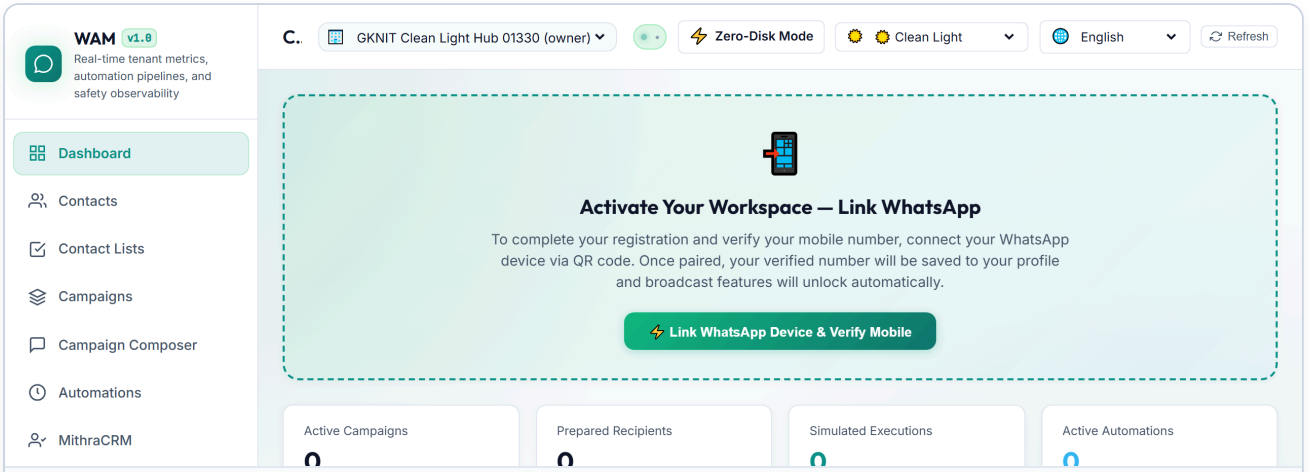


Figure 2: Control Plane Dashboard in Clean Light theme showing the 1-Click "Activate Your Workspace — Link WhatsApp" banner.

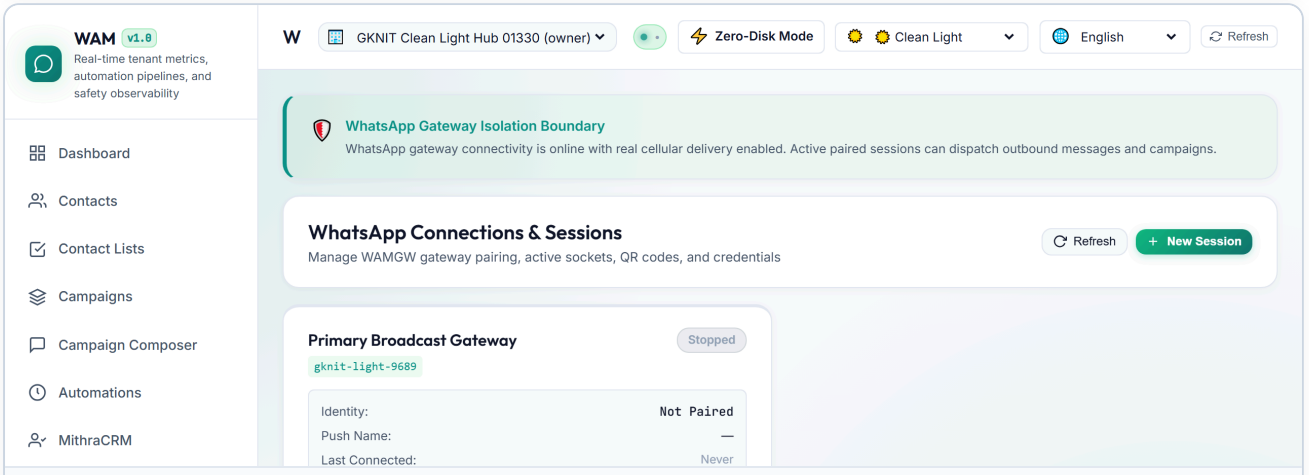


Figure 3: WhatsApp Connections & Sessions view in Clean Light theme showing the session card ready to Start / Connect.

PART 3 Scanning the QR Code from Your Mobile Phone

1. **Verify QR Modal is Open:** When you click ⚡ **Link WhatsApp Device & Verify Mobile** or ⚡ **Start / Connect**, the **Scan QR Code with WhatsApp** modal opens.
2. **Open Linked Devices on Your Phone:**
   - **Android:** Open WhatsApp → tap the **three-dot menu (** ⋮ **)** in the top-right → tap **Linked devices**.
   - **iPhone (iOS):** Open WhatsApp → tap **Settings (** ⚙ **)** in the bottom-right → tap **Linked Devices**.
3. **Scan the QR Code:** Tap **Link a Device** on your phone, unlock with biometric/PIN if prompted, and point your camera at the QR code on screen.
4. **Automatic Verification:** The modal polls the gateway every **3 seconds**. Once scanned, the badge turns green (`✓ Device Connected Successfully!`), your verified phone number badge (`📱 +91... ✓ Verified`) appears in the top bar, and the modal closes automatically.

> 💡 **Tip — Refreshing Expired QR Codes:** WhatsApp rotates QR codes periodically. If your QR code expires before you scan it, click the 🔄 **Refresh QR** button at the bottom-left of the modal to fetch a fresh code immediately.

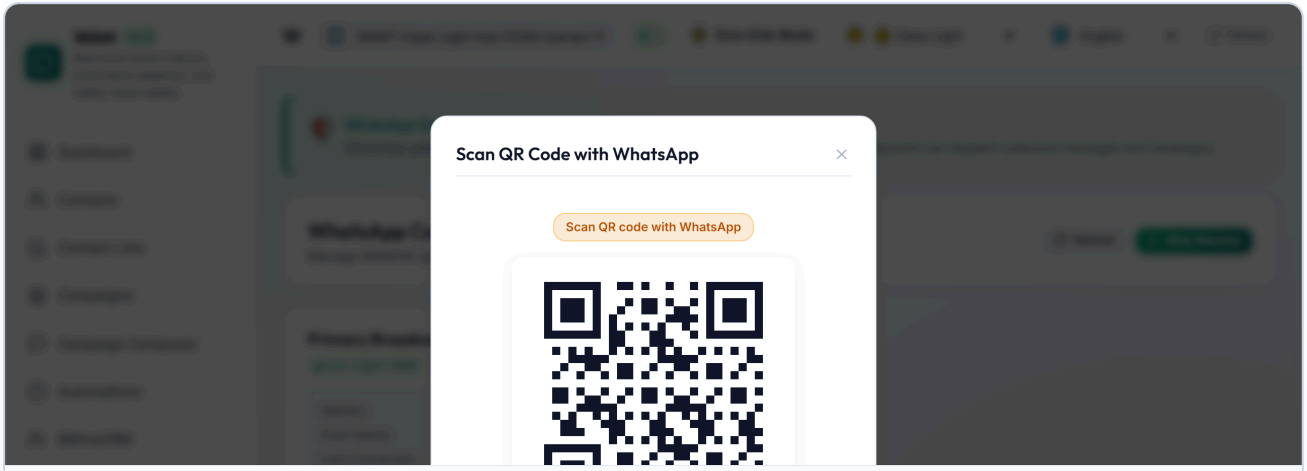


Figure 4: The "Scan QR Code with WhatsApp" pairing modal in Clean Light theme with live 3-second gateway status polling.

PART 4 Browsing Your 86 Audience Lists & Shooting Multi-List Campaigns

1. **Browse by Occasion in Contact Lists:** Click **Contact Lists** in the left sidebar to explore **My WhatsApp Audience Library — Browse by Occasion** (`86 lists` across `Family Circus` , `Friends Zone` , `Business Hub` , `Events & Festivals` , `Community Connect` , `Quick Blast` , `Funny & Unusual` , `Education World` , and `Veterans Circle`).
2. **Target Multiple Lists + Manual Numbers in Campaign Composer:**
    - Click **Campaign Composer** in the left sidebar.
    - Filter lists by occasion pill or search box and check any combination of **Target Contact Lists**.
    - Optionally enter additional mobile numbers in the **Manual Numbers** box.
    - Keep 🛡️ **Prevent duplicate messages across selected lists & manual numbers** checked to guarantee each unique number receives only 1 message.
    - Click **Dispatch Campaign** to broadcast live and view real-time delivery status in the **Execution & Telemetry Console**.

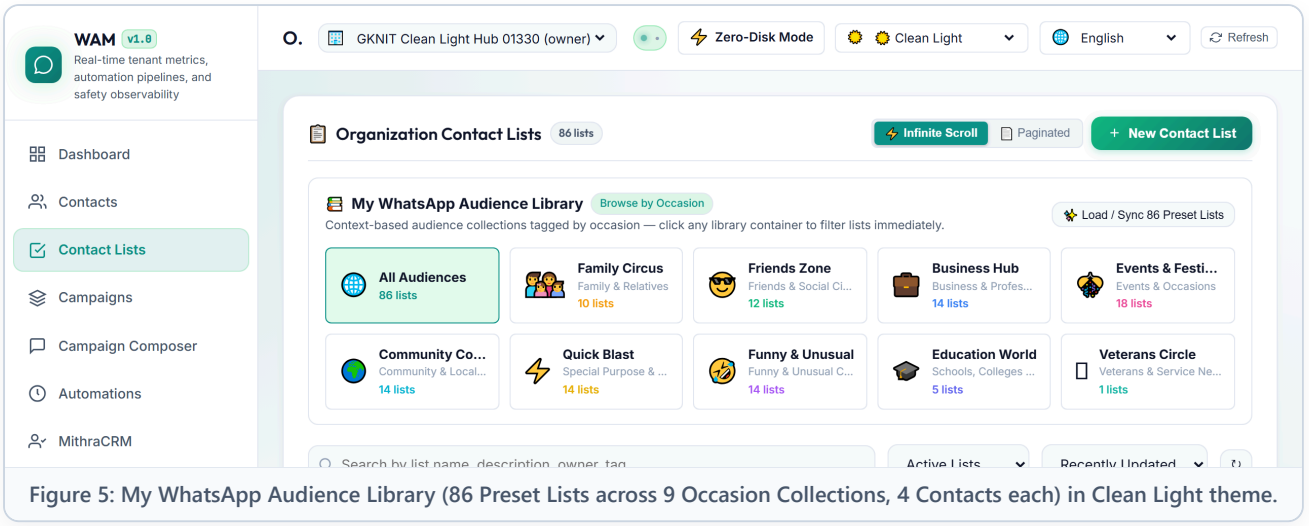


Figure 5: My WhatsApp Audience Library (86 Preset Lists across 9 Occasion Collections, 4 Contacts each) in Clean Light theme.

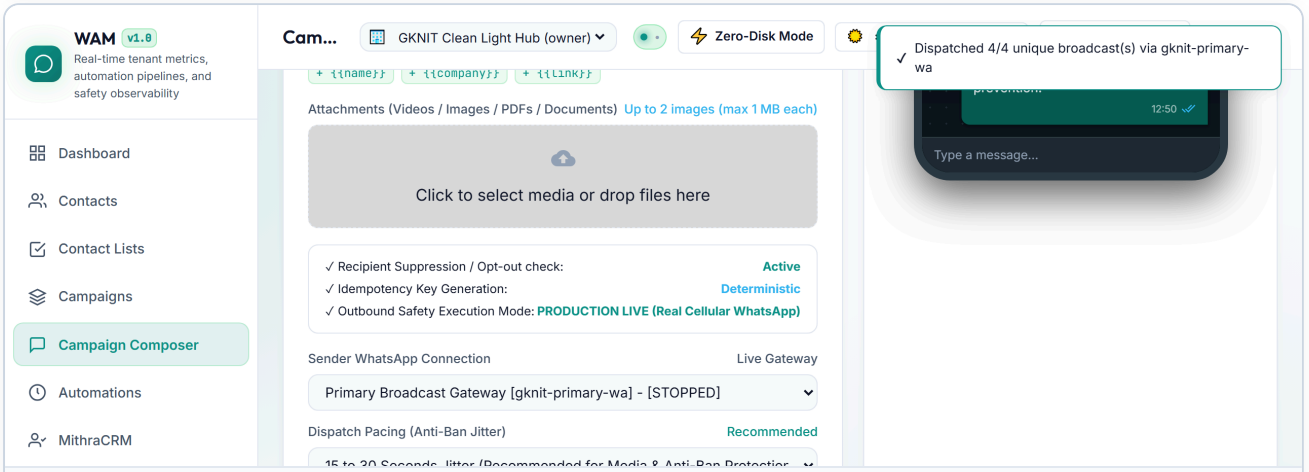


Figure 6: Shooting a live broadcast across multiple Contact Lists + Manual Numbers with automatic duplicate prevention in Clean Light theme.

PART 5 Quick Reference: Session States & Controls

Status Badge	Description	Available Controls
● **Connected**	WhatsApp device is paired and active on WAMGW. Ready for live outbound campaigns.	`Stop`, `Restart`, `Logout`, `Delete`
QR Required	Session socket is open and waiting for you to scan the QR code from WhatsApp on your phone.	📱 `Scan QR`, `Stop`, `Delete`
Stopped	Socket is paused, but saved authentication credentials remain intact for fast reconnection.	⚡ `Start / Connect`, `Delete`
Disconnected	Socket connection dropped temporarily; click Reconnect to resume using stored credentials.	⚡ `Reconnect`, `Logout`, `Delete`
Logged Out	Credentials were wiped or unpaired from the mobile device. Requires scanning a new QR code.	⚡ `Pair Again`, `Delete`