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The SMS webhook: how your system learns that each notice was sent or failed

WhatsApp & APIs

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The SMS webhook: how your system learns that each notice was sent or failed

WhatsApp & APIs Created on **November 13, 2026** 2 min read



The short answer: save an HTTPS address of yours with `PUT /v1/sms/webhook` and, from then on, whenever a message is **sent** or **fails**, we post a **signed** notice to that address. Your system marks the notice as sent, or tries another channel, without anyone opening the history.

How it works

1. **Your system asks for the send** through the API, with the number, the text and, if you like, a scheduled time.
2. **The message joins the queue**: it is scheduled or queued and goes out in its turn.
3. **It goes out or fails.** When it becomes sent or failed, we POST to your address.
4. **Your system reacts**: it updates the notice status, or switches to e-mail if it failed.

Saving the address

Field	What it is
url	Your **HTTPS** address, on port 443. Internal or private addresses are refused.
events	The events you want: **sms.sent**, **sms.failed** or both (both by default).
rotate_secret	Set to true to create a new secret.

The signing **secret** is only shown when the webhook is created, or when you ask for a new one with rotate_secret: store it straight away. Saving needs a key with **sms:write**; `GET /v1/sms/webhook` with **sms:read** shows the address, the events and the last delivery, never the secret.

What reaches your address

```
POST https://your-system/webhook
X-Webhook-Signature: t=1763625600,v1=...

{"event": "sms.sent",
"created_at": "...",
"data": {"id": "412", "status": "sent", ...}}
```

The **data** field has the same fields as looking up a message. Before trusting the notice, check the signature in the **X-Webhook-Signature** header: see **receiving a webhook in PHP and checking its signature** and, if something does not arrive, **SMS webhook not arriving**.

It only counts from now on.
The webhook reports on messages created **after** it was saved. Earlier ones are looked up with `GET /v1/sms/messages/{id}`.

Testing and switching off

`POST /v1/sms/webhook/test` sends a signed **webhook.test** notice right away and returns what your server answered. `DELETE /v1/sms/webhook` switches the webhook off and cancels any deliveries still pending.

"Sent" means it left for the mobile operator
, not that it was read. For your system, sms.sent means "the notice is on its way" and sms.failed means "I need to do something else". Why being told beats asking is explained in **webhook or polling**.

RECOMMENDED

Want your system to know on its own what happened to each notice? See the API page.

See the API page →

SEE ALSO

- **Receiving a webhook in PHP and checking its signature** →
- **SMS webhook not arriving or rejected: HTTPS, signature, the 5-second answer and retries** →

When an SMS notice fails: retries, returned credits and falling back to e-mail from your system →

Webhook or polling: how one system learns that something changed in another →

SMS API errors and message statuses: what each one means and what to do →

Synchronous or asynchronous: why a payment or SMS confirmation arrives later →

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