

Switching from WhatsApp Twilio to WhatsApp Direct

Channels - (.) تعليقات - Lara Proud - 2024-02-01

Note

The following information is relevant **only to Customers using WhatsApp via Twilio**. Note that WhatsApp Twilio will remain available for use, you only need to follow the steps .below if you wish to switch to Deskpro's direct WhatsApp integration

If you use **Deskpro Cloud**, contact [Deskpro Support](#). We will need to submit a request for .your WhatsApp account to be deregistered on your behalf

:If you use **Deskpro On-Premise**, please follow the steps below

Contact Twilio Support: <https://help.twilio.com/submit> .1

Request that Twilio deregister the number linked to your WhatsApp Business .2 .Account

Once complete, you can connect WhatsApp to your Deskpro instance using the steps in our [WhatsApp Setup Guide](#)