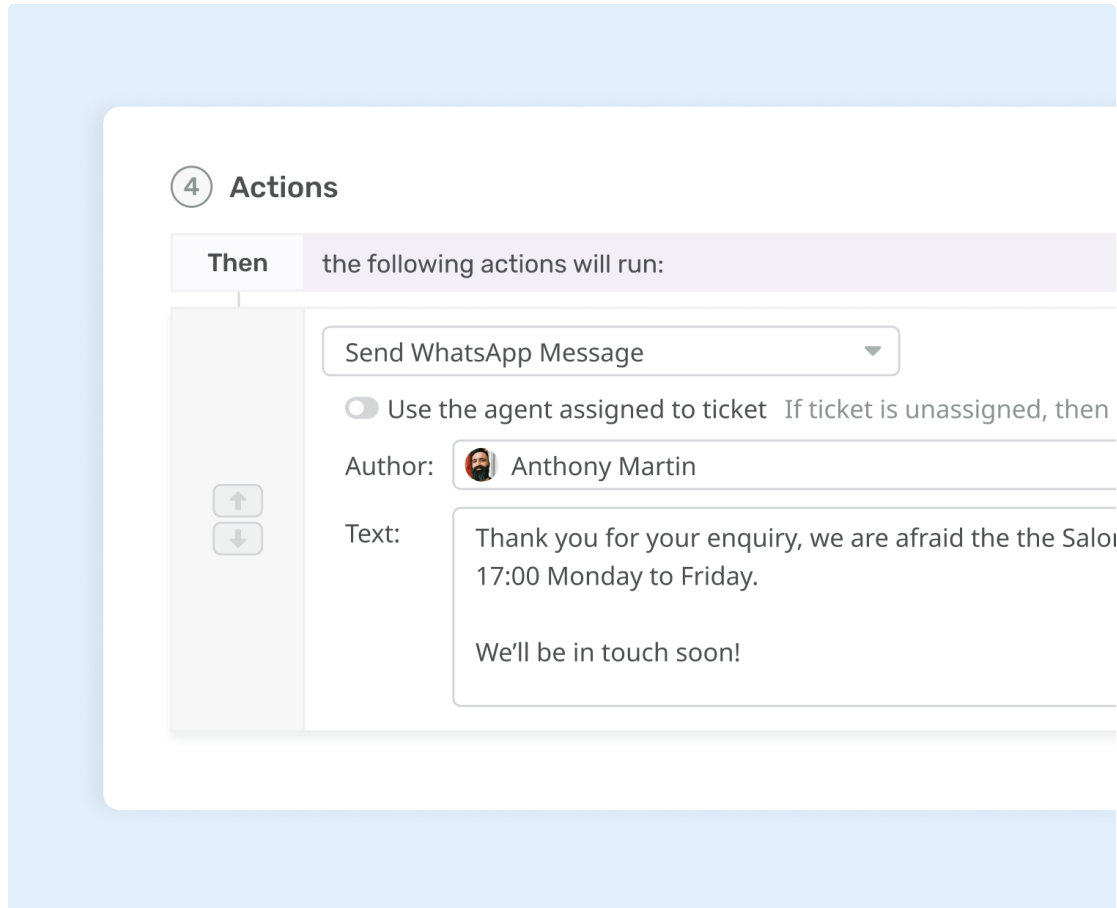


WhatsApp Reply Trigger for New Tickets

([Product \(Admin\)](#) - [تعليقات \(.\)](#)) - Lara Proud - 2024-07-24

Admins can now create a Trigger to automatically send a personalized WhatsApp message to a user whenever a new ticket is created from an incoming WhatsApp message




4 Actions

Then the following actions will run:

Send WhatsApp Message

☐ Use the agent assigned to ticket If ticket is unassigned, then

Author:  Anthony Martin

Text:

Thank you for your enquiry, we are afraid the the Salo
17:00 Monday to Friday.

We'll be in touch soon!

Automated Communication: Streamlines the process of acknowledging new tickets - giving end users •
.immediate feedback

Personalization: Enables customized messages, enhancing the overall user experience •

Transparency: Allows agents to see when automated messages have been sent, ensuring consistent and •
.informed customer support

.To learn more about creating a new WhatsApp Trigger, you can read [this article](#)