



WhatsApp Reply Trigger for New Tickets

(Product (Admin - (.) تعلیقات - 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

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Text: Thank you for your enquiry, we are afraid the the Saloi 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](#)