



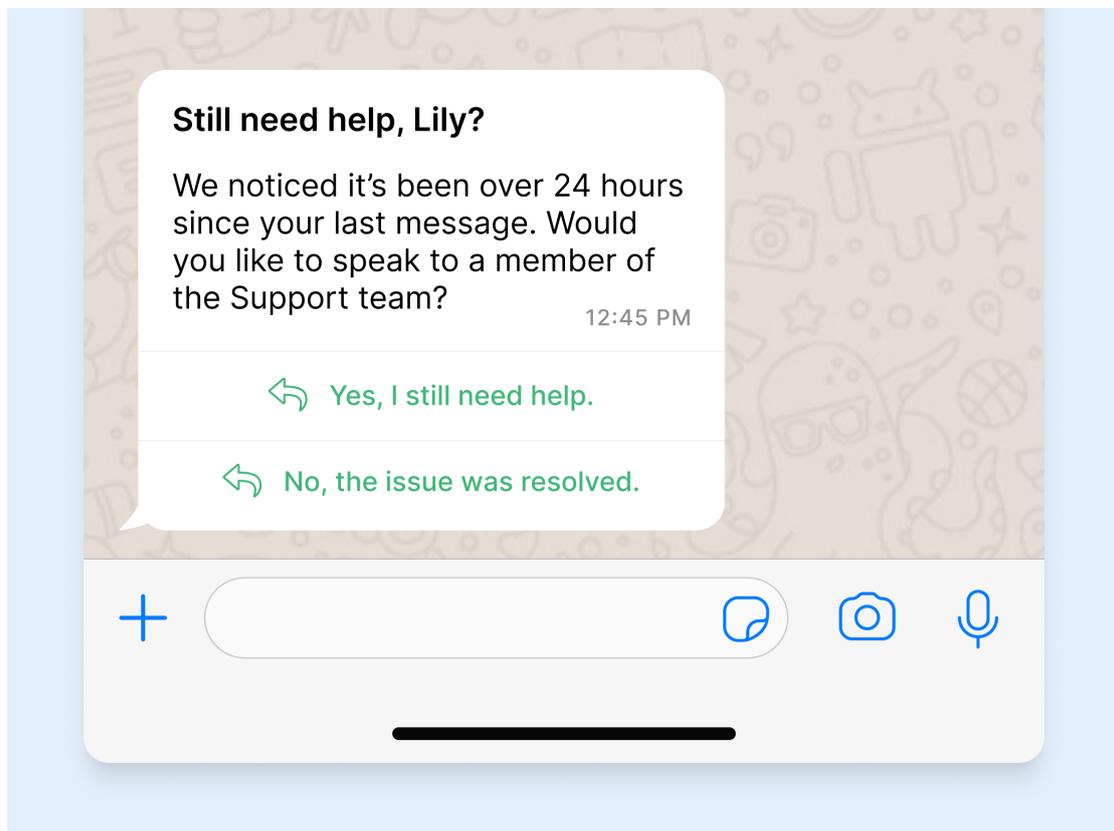
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More Custom WhatsApp Follow Ups with Templates

2024-08-21 - Lily Shafiani - [Comments \(0\)](#) - [Product \(Admin\)](#)

We are excited to announce the launch of WhatsApp message templates! WhatsApp message templates can be sent via Deskpro to initiate and follow up on conversations with customers.

WhatsApp Business accounts can only send freeform messages within 24 hours of a user's last message, so message templates provide a way to follow up with customers and ensure an attentive customer experience without hitting those limits.



Once you have connected your WhatsApp Business account to Deskpro, you can create message templates in WhatsApp Business Manager and manage them in Deskpro.

For a personalized customer experience, you can include variables in your message template, which agents can populate for each customer.

Edit: Check for Additional Support id: 2837103428 ✕

Properties Usage History

Friendly Name*

Status
Active Quality Pending

Enable

Permissions

Property	Value
WABA	<input type="text" value="Mammoth Inc"/>
Category	<input type="text" value="Support"/>
Name	<input type="text" value="still_need_help"/>
Header	<input type="text" value="Still need help, {{1}}?"/>
Body	<input type="text" value="We noticed it's been over 24 hours since your last message. Would you like to speak to a member of our {{1}} team?"/>
Buttons (Quick Reply)	<input type="text" value="Yes, I still need help."/>
	<input type="text" value="No, the issue was fixed."/>

SaveDiscard Changes

Note: You must connect a payment method to your WhatsApp Business account to use message templates.

Pricing begins at \$0.004 per message template sent.