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WhatsApp Reply Trigger for New Tickets

2024-07-24 - Lara Proud - Comments (0) - Product (Admin)

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.

Then	the followir	ng actions will run:
•		atsApp Message he agent assigned to ticket If ticket is unassigned, then Image: Anthony Martin Thank you for your enquiry, we are afraid the the Sale 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.