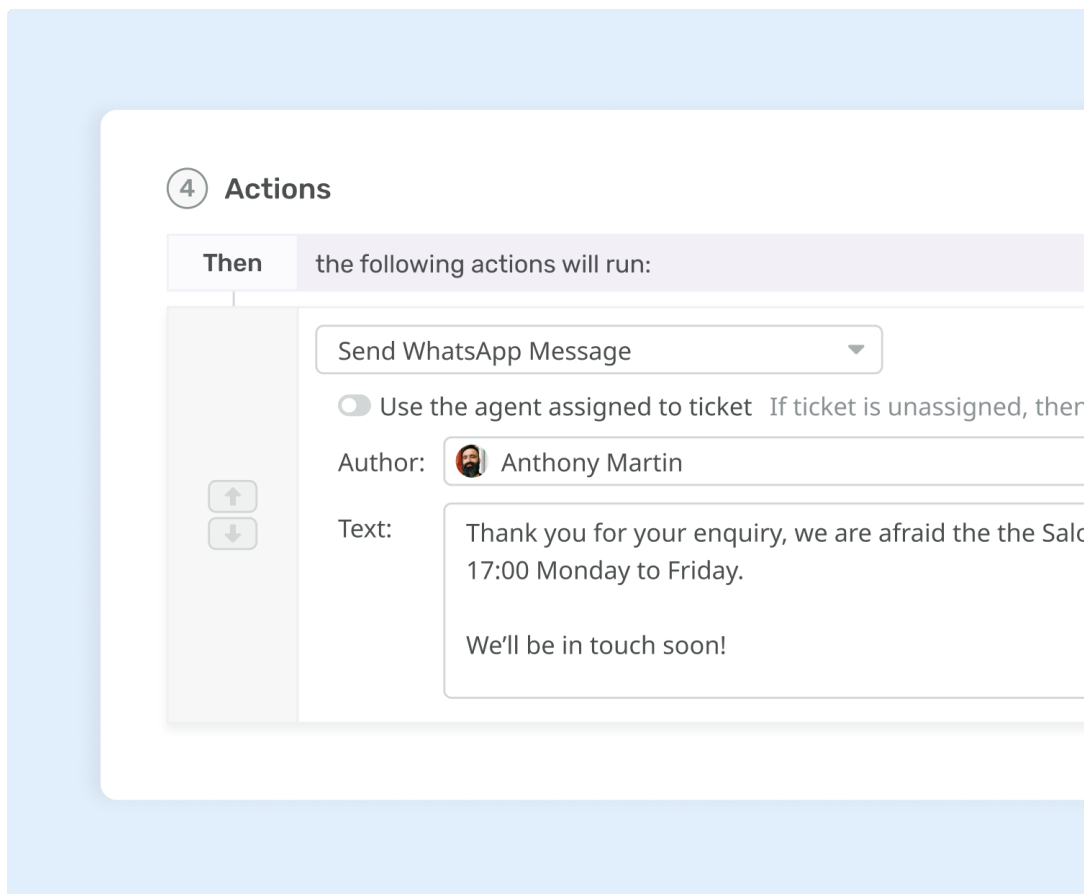


WhatsApp Reply Trigger for New Tickets


2024-07-24 - Lara Proud - Comentarios (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.



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 Salon 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](#).