

Switching from WhatsApp Twilio to WhatsApp Direct

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Note

The following information is relevant **only to Customers using WhatsApp via Twilio**.
Note that WhatsApp Twilio will remain available for use, you only need to follow the steps
.below if you wish to switch to Deskpro's direct WhatsApp integration

If you use **Deskpro Cloud**, contact [Deskpro Support](#). We will need to submit a request for
.your WhatsApp account to be deregistered on your behalf

:If you use **Deskpro On-Premise**, please follow the steps below

Contact Twilio Support: <https://help.twilio.com/submit> .1

Request that Twilio deregister the number linked to your WhatsApp Business .2
.Account

Once complete, you can connect WhatsApp to your Deskpro instance using the steps in our
[.WhatsApp Setup Guide](#)