

More Custom WhatsApp Follow Ups with Templates

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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



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