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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:

1. Contact Twilio Support: <https://help.twilio.com/submit>
2. Request that Twilio deregister the number linked to your WhatsApp Business Account.

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