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Send a Automatic WhatsApp Replies using Triggers

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This article will cover how you can create triggers to send automatic WhatsApp replies. This will enable you to send automated and personalized messages to users to provide a better experience when contacting your company.

To create a Trigger to automatically respond to customers who send you a WhatsApp message outside of your business hours.

- 1. Go to Admin > Business Rules > Triggers
- 2. Click Create New Trigger
- 3. Under Event, select New Reply Trigger
- 4. To ensure the trigger only runs when a WhatsApp message is received from a user:
 - 1. Enable the "By User" toggle & make sure only the "WhatsApp" checkbox is enabled
 - 2. Disable the "By Agent" toggle,
- Under Criteria, select the "Check business hours" option. You can choose to either use your Help desk's default business hours (set on the Admin > Configuration > Business Hours page) or set custom business hours.
- 6. Under Actions, select the "Send WhatsApp Message" action.
 - 1. Select which agent you want to use as the author
 - 2. Enter the message you want to send to your customers
- 7. Finally, click "Create", you should now have a trigger that looks like this.

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Now when a user sends an inbound WhatsApp message outside of business hours, they will automatically be sent the response you define in your trigger.

Note

If the Trigger runs on a ticket where the message could not be sent this is either because the

(a) Trigger ran outside of the 24-hour contact window

(b) because the number is not registered on WhatsApp.

In this case, a note will be added to the ticket indicating that the action was attempted but could not successfully run.