

## Enhance Omnichannel Support with the WhatsApp Channel

2024-01-29 - Lara Proud - Comments (0) - Product (Admin)

We are excited to announce the addition of a new feature to our omnichannel support - our WhatsApp Channel!

With WhatsApp being one of the most widely used communication platforms globally, integrating it into our omnichannel offering helps you provide real-time, efficient, and convenient support.



WhatsApp will allow you to connect with and support your customers as and when they need it, providing an even more personalized and effective service.

To help you get started, check out our guide on how to integrate and [use the WhatsApp channel on Deskpro](#).

Note that you will get 1,000 free inbound messages, but need to pay for outbound which is managed via your WhatsApp Business Account.

For those already utilizing Deskpro's WhatsApp Channel via Twilio, you can choose to retain your existing settings. However, if you're interested in using Deskpro's direct WhatsApp integration, you can transition by following these [instructions](#).

If you have any questions or need further assistance with setup, you can contact our [support team](#).