

## WhatsApp Reply Trigger for New Tickets

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Admins can now create a Trigger to automatically send a personalized WhatsApp message to a user whenever a new ticket is created from an incoming WhatsApp message.



- **Automated Communication:** Streamlines the process of acknowledging new tickets - giving end users immediate feedback.
- **Personalization:** Enables customized messages, enhancing the overall user experience.
- **Transparency:** Allows agents to see when automated messages have been sent, ensuring consistent and informed customer support.

To learn more about creating a new WhatsApp Trigger, you can read [this article](#).