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Send a Automatic WhatsApp Replies using Triggers

Lara Proud - 2024-07-24 - Komentarze (0) - Triggers

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.

9	Deskpro ~	≅ v Sangasita cha. X v +	Edit: Aut	o reply out	side of office hours		id: 34	
	OVERVIEW	🕱 Ticket Triggers	Edit: Auto reply outside of office hours (1) Properties				101 34	
	CONFIGURATION	Triggers automatically perform actions in response to ticket events. You can also define extra criteria the ticket must meet for the trigge	Title*					
	CHANNELS			outside of office it	hours out the admin interface to refer to this Trigger.			
	AGENTS		C Enabled					
	HELP CENTER	Q. Search Tilter	② Event Event					
G	TICKET STRUCTURE	0 selected # Action	New reply		٣			
0	FEATURES	New Ticket Triggers Ticket Update Triggers	By User Help Ca	anter	API	Email		
	BUSINESS RULES ^	Send agent notifications	Phone Twitter		SHS Trust Pilot	WhatsApp Facebook		
	a Queues	Send auto-reply confirmation to user	Instage		Indet Palot	- Facebook		
	Ticket Lists Triggers SLAs Escalations Round Robin	Send user new reply from agent	I by Agent					
		Controls Controls						
	Agent Shifts	SC145707	Check business hours					
	Interface Defaults	0 0 SC-154194	Or when the following conditions are met:					
	Recurring Tickets	Auto reply outside of office hours		Select	• Select			
	CRM		(4) Actions					
	APPS & INTEGRATIONS							
	DATA			Then the following actions will run				
				Send WhatsApp Message 👻				
					signed agent 1f ticket is unassigned, then the author selected be	low will be used.		
				Author:	🚳 Jessica Walter			
				Message:	Thank you for your enquiry, we are afraid the the Salon is Friday. We'll be in touch soon!	i closed. Are Business hours are 09:00 to 17:00 Monday to		
	James Godwin O Deskpro - Co		Save			Discard Changes	Delete	

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.