

Set up WhatsApp on your helpdesk

James Godwin - 2022-08-25 - Comments (0) - Using Deskpro

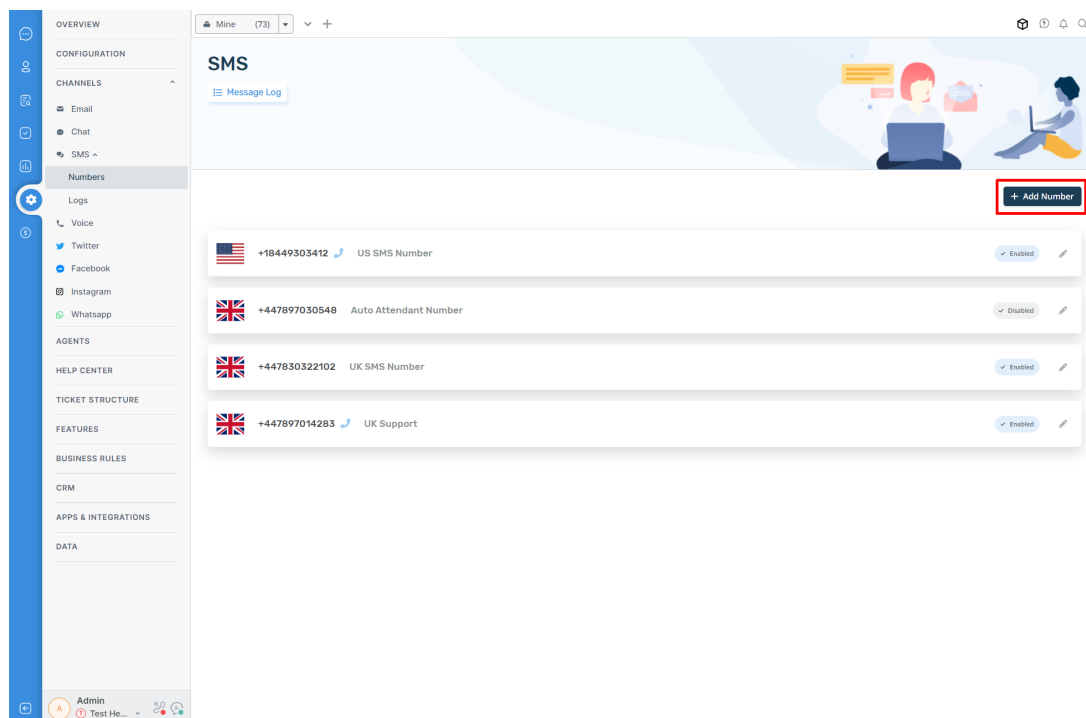
Setting up WhatsApp

Setting up WhatsApp is a two-part process. The first step is to purchase an SMS number. Once purchased, you will need to submit a request to enable WhatsApp messaging for that number. It can take between 1 to 3 weeks for requests to be processed by our provider, Twilio.

Purchasing an SMS number

To purchase an SMS number, you need to be an Admin and follow these steps:

1. Go to Billing and click on the dollar icon in the Navigation Bar.
2. Purchase Service credit for your account.
3. Go to the SMS numbers page in the Channels section of Admin.
4. Click on the “New” button and purchase a number.



Submitting Request

You need to submit the [“WhatsApp Request”](#) form on our helpdesk. To complete this form

you will need your Meta Business Manager ID number, formerly known as a “Facebook Business Manager ID”.

- If you don't have a Meta Business Manager account, please [read this guide](#).
- If you don't know your Meta Business Manager ID, please [read this guide](#).