

Kunskapsbas > Using Deskpro > Admin > Channels > Switching from WhatsApp Twilio to WhatsApp Direct

Switching from WhatsApp Twilio to WhatsApp Direct

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The following information is relevant **only to Customers using WhatsApp via Twilio**. Note that WhatsApp Twilio will remain available for use, you only need to follow the steps below if you wish to switch to Deskpro's direct WhatsApp integration.

If you use **Deskpro Cloud**, contact <u>Deskpro Support</u>. We will need to submit a request for your WhatsApp account to be deregistered on your behalf.

If you use **Deskpro On-Premise**, please follow the steps below:

- 1. Contact Twilio Support: https://help.twilio.com/submit
- 2. Request that Twilio deregister the number linked to your WhatsApp Business Account.

Once complete, you can connect WhatsApp to your Deskpro instance using the steps in our WhatsApp Setup Guide.