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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.

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© Wh	'hatsApp 🛛 With: 🖓 Zack Prudent 🛛 And: 🚺 Mammoth Ltd.	
	Hi! My confirmation code hasn't come through, can you re-send it?	11 min
() 10 min	Can you confirm the last 3 digits of your account number?	
	Yeah, it's 372.	9 min
30 min	Thank you, the code will now be re-sent to your email.	
	Thanks, it worked this time!	9 min
⁄ Email	🖺 Note 🅐 Forward 📞 Call 🕟 WhatsApp	× Ø
To: Zac	Ack Prudent (+447682920187) X From: Mammoth Ltd	
That's g	great, is there anything else we can help you with Zack?	
		Q 23:1
Send a	as • Awaiting Agent • Agent Team • Macro	

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 <u>instructions</u>.

If you have any questions or need further assistance with setup, you can contact our support team.