Jwero Chats Prerequisites -Must Read

Before Getting started Guide 💪

In this Guide we will understand what all is required to be prepared with Before Getting Started with Jwero Chats.
This will help you prepare and stay organized to take the right actions and plan accordingly.

Expected process to Get Started :

The Below points will highlight what steps you will be taking for set up and growth.

1. Download Jwero Chats App + Register Your Account + Settings Set Up
2. Add You Team Members + Import Individual Contacts within Each Team Member Mobile Phone
3. Complete Channel Integrations (Check for Requirements Below)
4. Bulk Contact Upload + Tagging
5. Template Creation in Advance
6. Bulk Messaging + Broadcast
7. Whatsapp Bot Set up
8. Web Chat Set Up
9. Analytics

We will Understand by Channel and Other factors the requirements to get started:

1.Whatsapp

Core Requirements :

- ## Whatsapp Number

Migrating From Existing API Process:

- When migrating from Existing Whatsapp API to Official Cloud Whatsapp API with Jwero, Disabling 2 Step Verification is a crucial step.
- Once the 2 Step Verification is Disabled you are ready to integrate the same number.
- Please note: During the migration process the chat history cannot be migrated , however the Templates which were pre-created will be accessible in jwero
- Admin has to be disable 2 step Verification of the same number which you are planning to integrate.

Integrating Existing WhatsApp Number :

- When Planning to Integrating existing Whatsapp Personal/Business number, it is mandatory step to delete the whatsapp account.
- Before Whatsapp Account deletion process you can Backup the chats to ensure that you have entire chat history is available which you can refer again.
- Once Backup process is completed you can opt for Whatsapp Account Deletion process and you are ready to Integrate.

• Whatsapp Number Deletion

If Admin is opting for Integrating Existing/New Whatsapp Number for API set Up, as per Whatsapp Business API set up Policy it will be required to Delete your Whatsapp Business/Normal Whatsapp Account Completely.
As this

• Backup Discussion

- Regardless of the Integration method, Whatsapp Business API currently does not have any feature that helps in the Chat Backup/Restore option.
- When the New Number is integrated you can Export Chat History in either manual format or as a iCloud/Google Backup.
- Admin Can also Export each and every Chat history if required.
- Another Safer way if you wish to save your previous chat history is you can opt for the number Change option.
- By Changing the Number you can easily move chat history from One (old) number to a New number.
- You can keep the New Number as a Backup and integrate the Old (actual brand number) With Jwero.

Resources:

• Verified Facebook Business Manager

- To fully utilize Whatsapp Business API it is mandatory for Businesses to have a Verified Facebook Business manager.
- The Process for Verification is simple and can take up to 4-5 days.
- For the verification process, there are certain requirements of the official documents that helps in verification.
- It is also required for you to have a website to apply for verification.
- For Green tick verification only facebook verified businesses are eligible.
- Learn How to **complete Facebook Verification process.**

- # Visa/Mastercard Verified Credit Card

As Jwero is the **official cloud Partner for Whatsapp API Integration**, there are no additional third-party charges involved.

How does pricing work?

1. Any conversations initiated from Whatsapp API as a Business or by Customers is chargeable.
2. The charges are paid directly by Jeweller to Facebook(Meta) officially.
3. This reduces the Third party Extra Add on charges.
4. Currently Any Business Initiated messages are chargeable which is on average 0.70p approximately.
5. Any Customer Initiated Conversation for the first 1000 conversation each month is free after that the charges are 0.30p approximately.
6. These charges are directly deducted from Facebook after you add a credit/debit card in Whatsapp Business manager payment method.

- # Messages Pre-Prep

Post integration Template Messsages will be sent out from your end.
It is a best practice that such messages are created prior which enables you to save time and simply copy-pasting content to create templates.
You can prepare such templates in advance such as :

1. Thankyou for Visiting the Showroom.
2. Birthday, Anniversary Shipping Update etc.
3. Our Team will connect with you shortly
4. Your Order has been shipped,etc

2. Facebook + Instagram

-It is Mandatory for your Facebook Business page + Instagram Business Page is connected before Integration.

-Double-check that you're signed into Facebook and Instagram as the **page admin.**

- Your Facebook and Instagram pages should be linked. Not linked yet? Here's a handy guide to connect them.
[Follow This Guide]

3. Web Chat (Coming Soon)

4. Team Member + Mindset

1. Based on The Plan You can add up to:

- 3 Users for Jwero Chats Pro Plan

-5 Users for Jwero Chats Plus Plan

Users are inclusive of Admin.

2. Admin Can Add these Team members directly from Settings.

Requirements to Add them:

1. Team Member Name/ Common Account Name

2. Email Address

3. Contact Number

3. Once Team Member is Added Admin Can Assign the Contacts manually or in Bulk.

4. Auto Assign Chats Directly to Team Member, Enable Auto Assign Feature from Settings

5. Access/Manage Control Accesses for Each Team Member

6. Inform the team to Download and chat regularly using a Mobile App.

7. Guide the Team to Assign Chats to other team Members if required.

At the same time Create/Manage Tasks regularly directly from within App.

Being prepared with the above mentioned points will help you keep prepared for future steps.