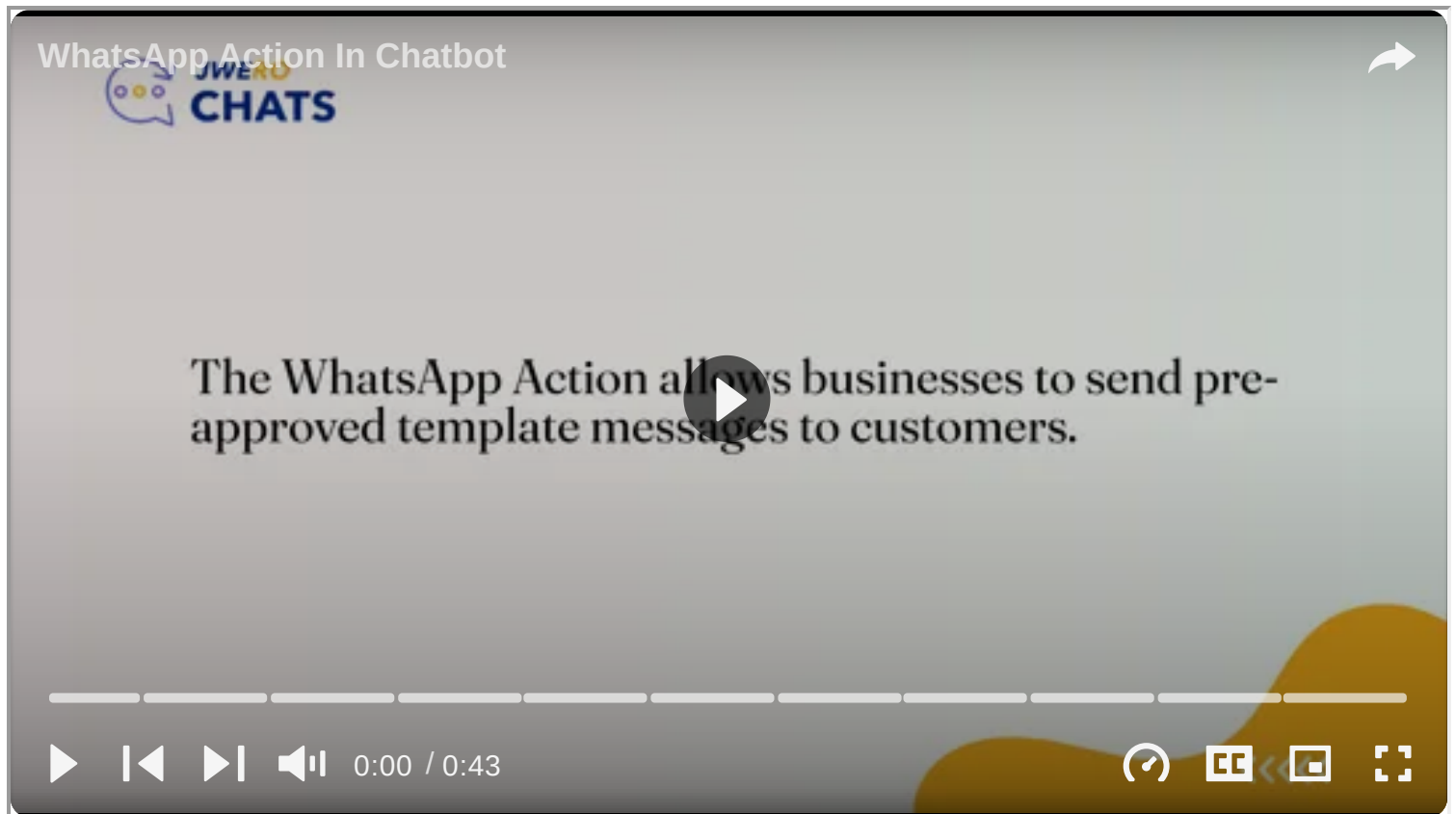


WhatsApp Action In Chatbot

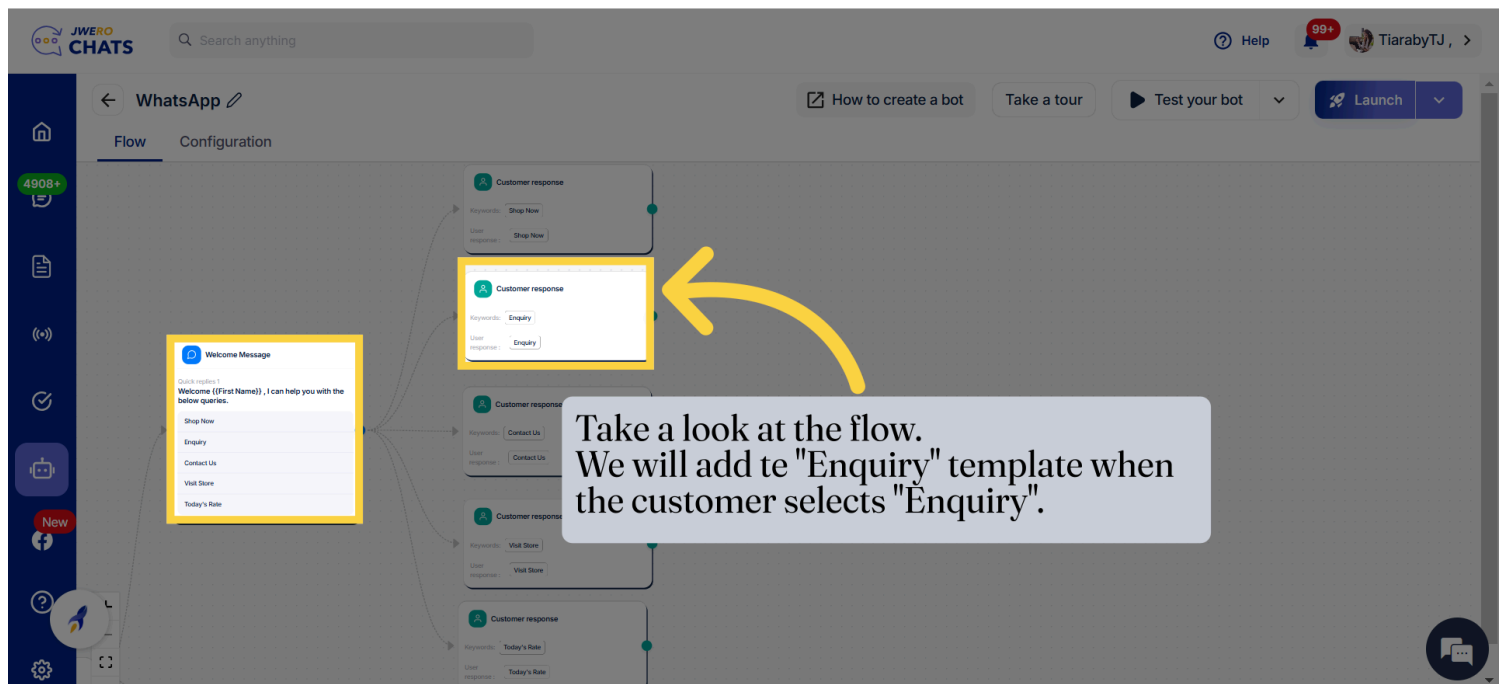


1. WhatsApp Action

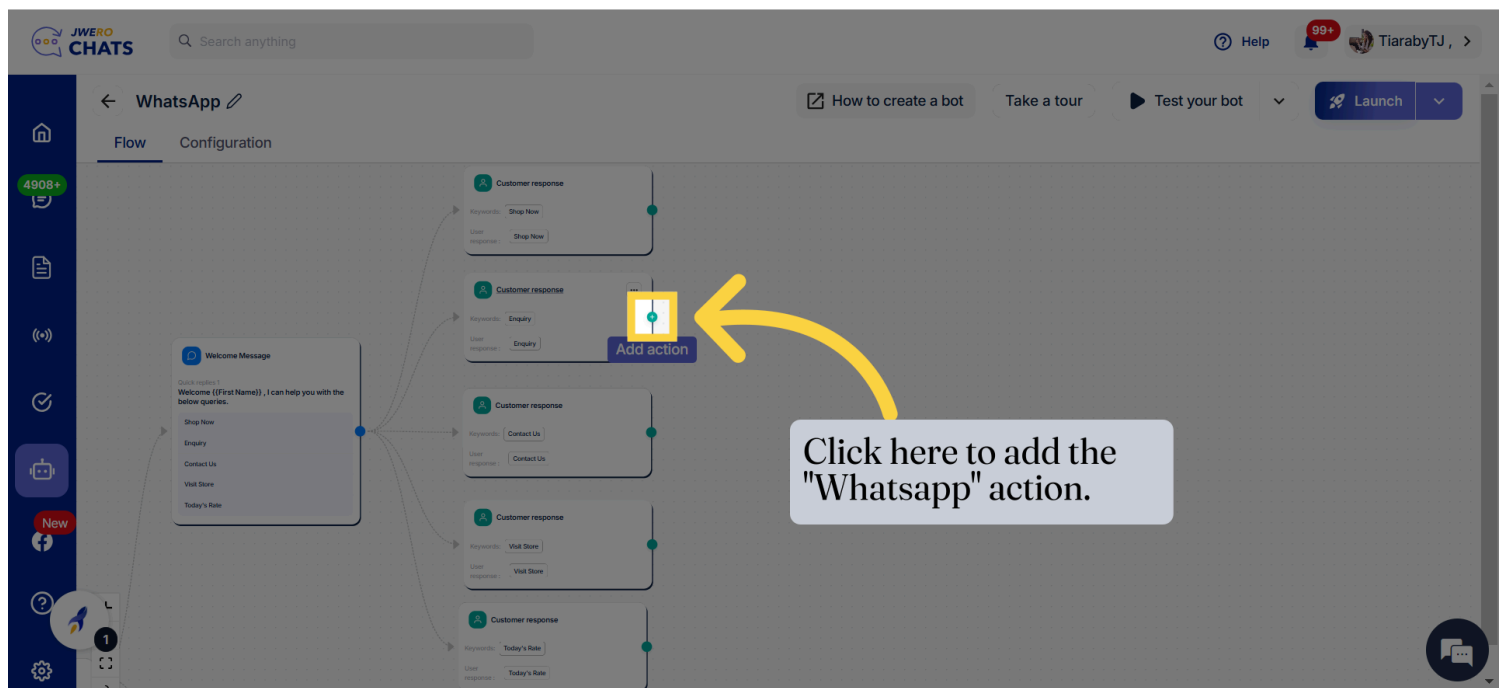
The WhatsApp Action allows businesses to send pre-approved template messages to customers.

2. Take a look at the flow. We will add to "Enquiry" template when the customer selects "Enquiry".

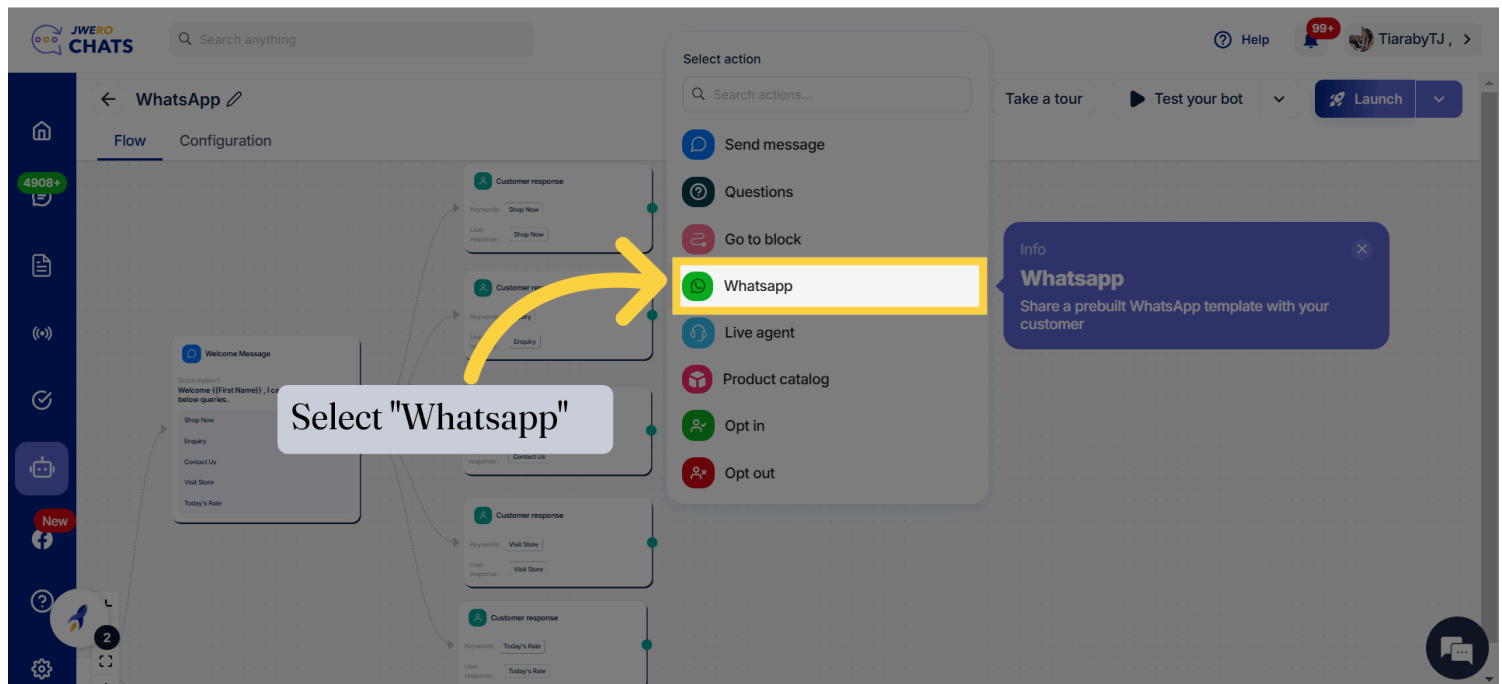
Initiate the chatbot and welcome the user with a personalized message and quick reply options



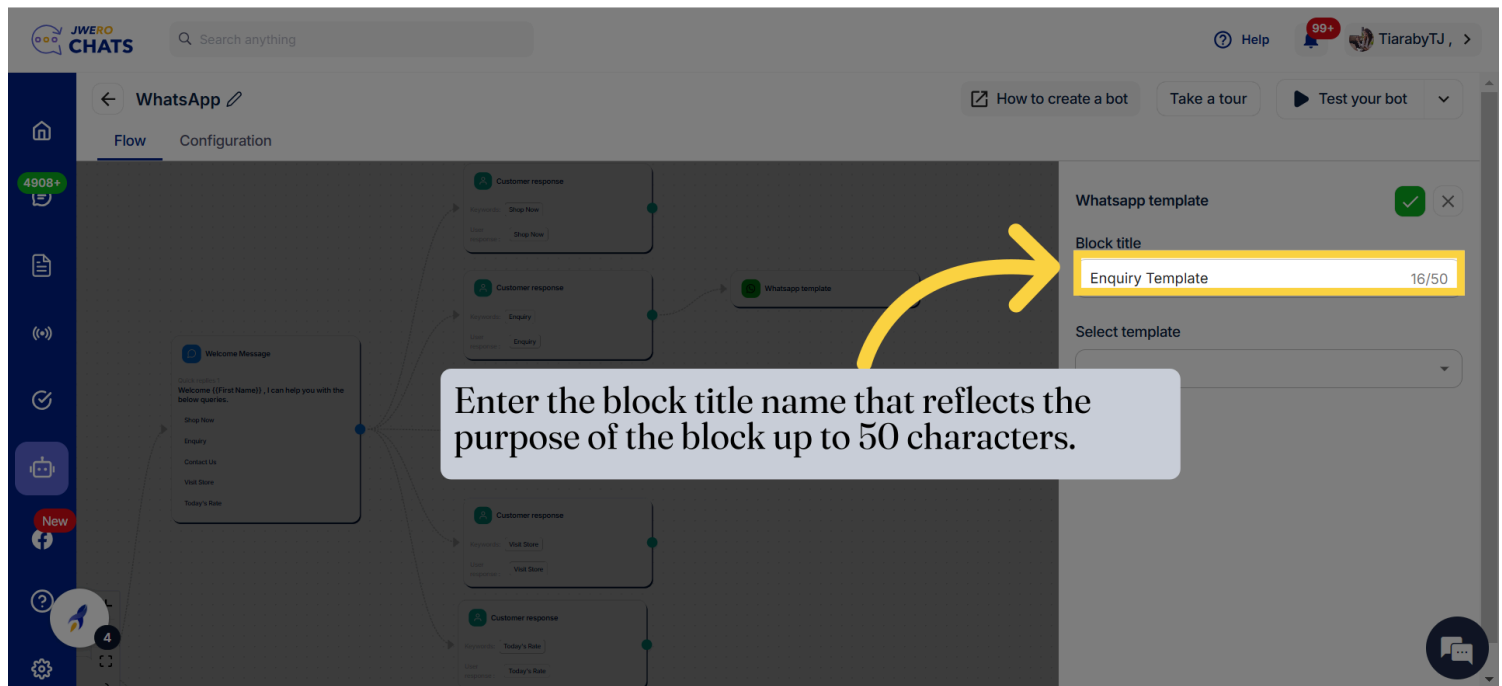
3. Click here to add the "Whatsapp" action.



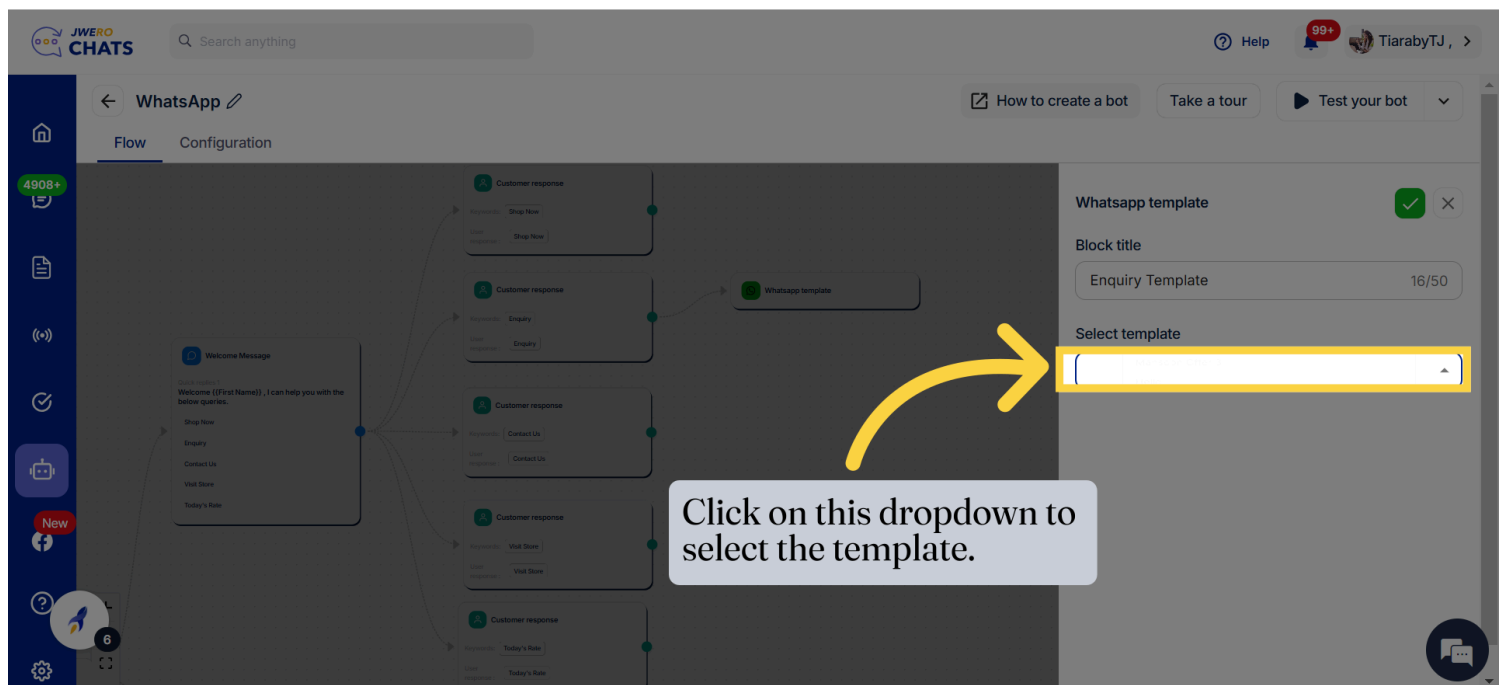
4. Select "Whatsapp"



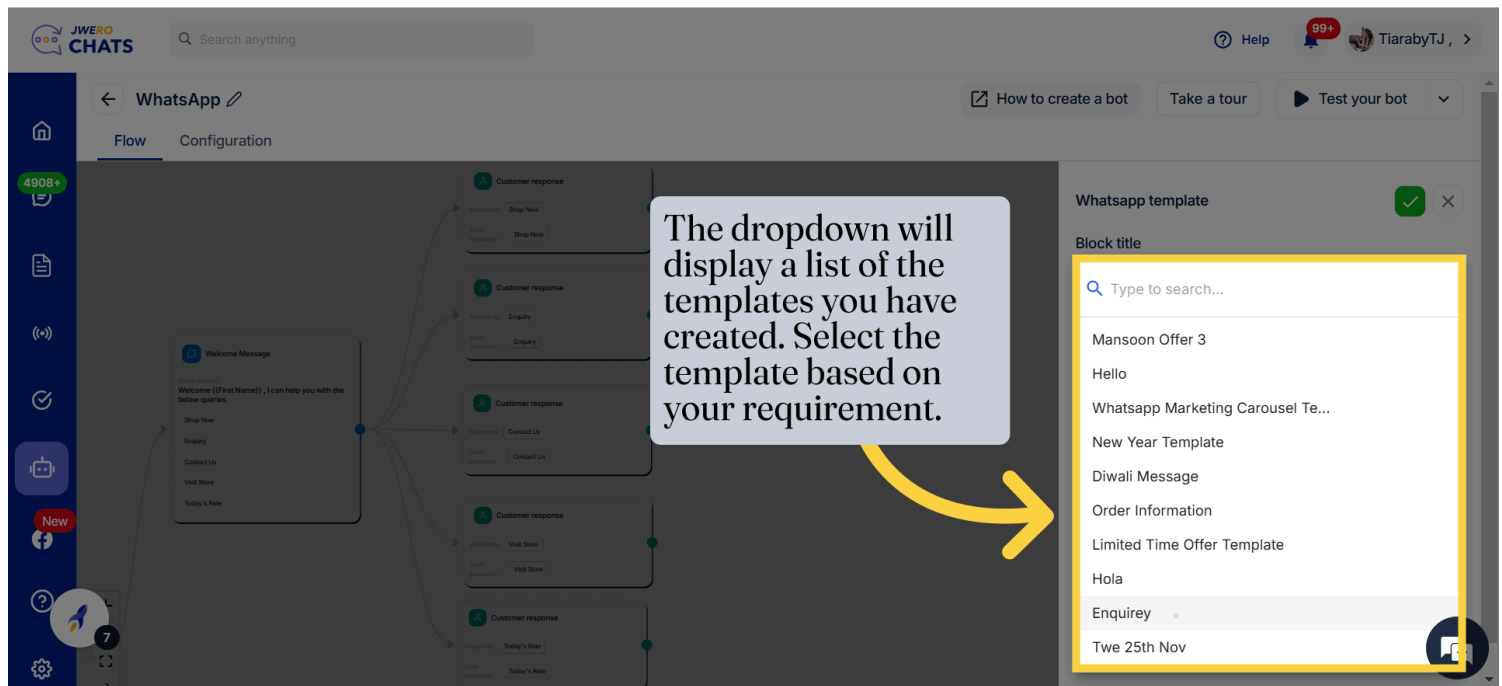
5. Enter the block title name that reflects the purpose of the block up to 50 characters.



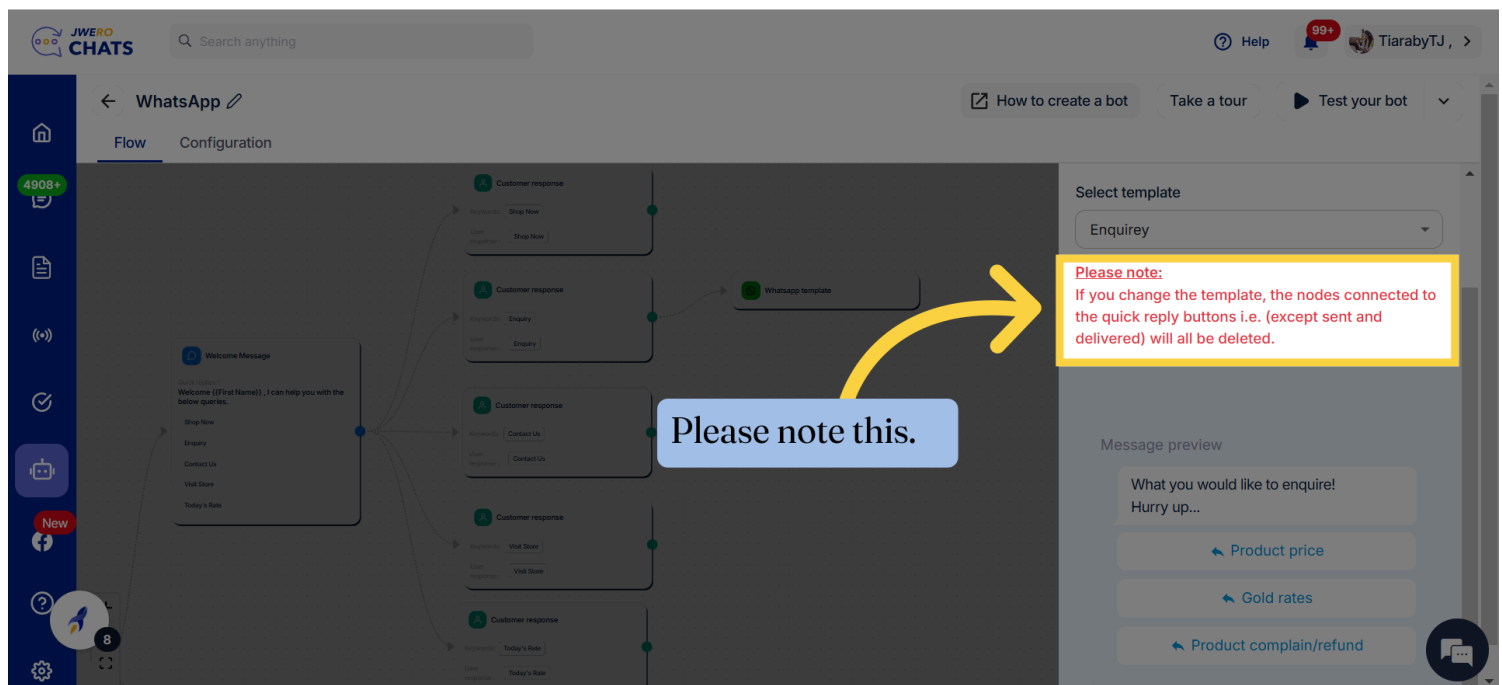
6. Click on this dropdown to select the template.



7. The dropdown will display a list of the templates you have created. Select the template based on your requirement.



8. Please note this.



9. You will get a preview of the template.

You will get a preview of the template.

Select template
Enquiry

Please note:
If you change the template, the nodes connected to the quick reply buttons i.e. (except sent and delivered) will all be deleted.

Message preview

What you would like to enquire!
Hurry up...

Product price
Gold rates
Product complain/refund

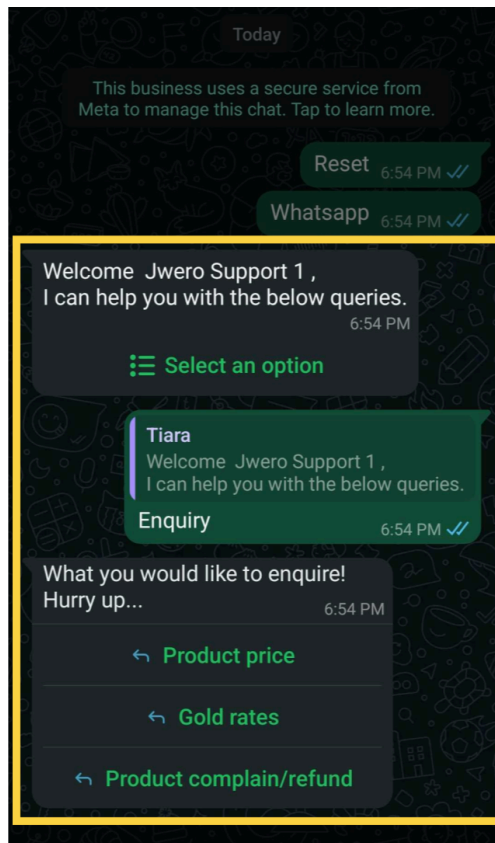
10. The WhatsApp action has been added, incorporating the selected template.

WhatsApp Template

Enquiry	Status
Enquiry	✓
Sent	✓
Delivered	✓
Read	✓
Failed	✓
Product price	✓
Gold rates	✓
Product complain/refund	✓

The WhatsApp action has been added, incorporating the selected template.

11. This is how the WhatsApp action flow works. Upon selecting "Enquiry," the corresponding template message is received.



This is how the WhatsApp action flow works.

Upon selecting "Enquiry," the corresponding template message is received.

