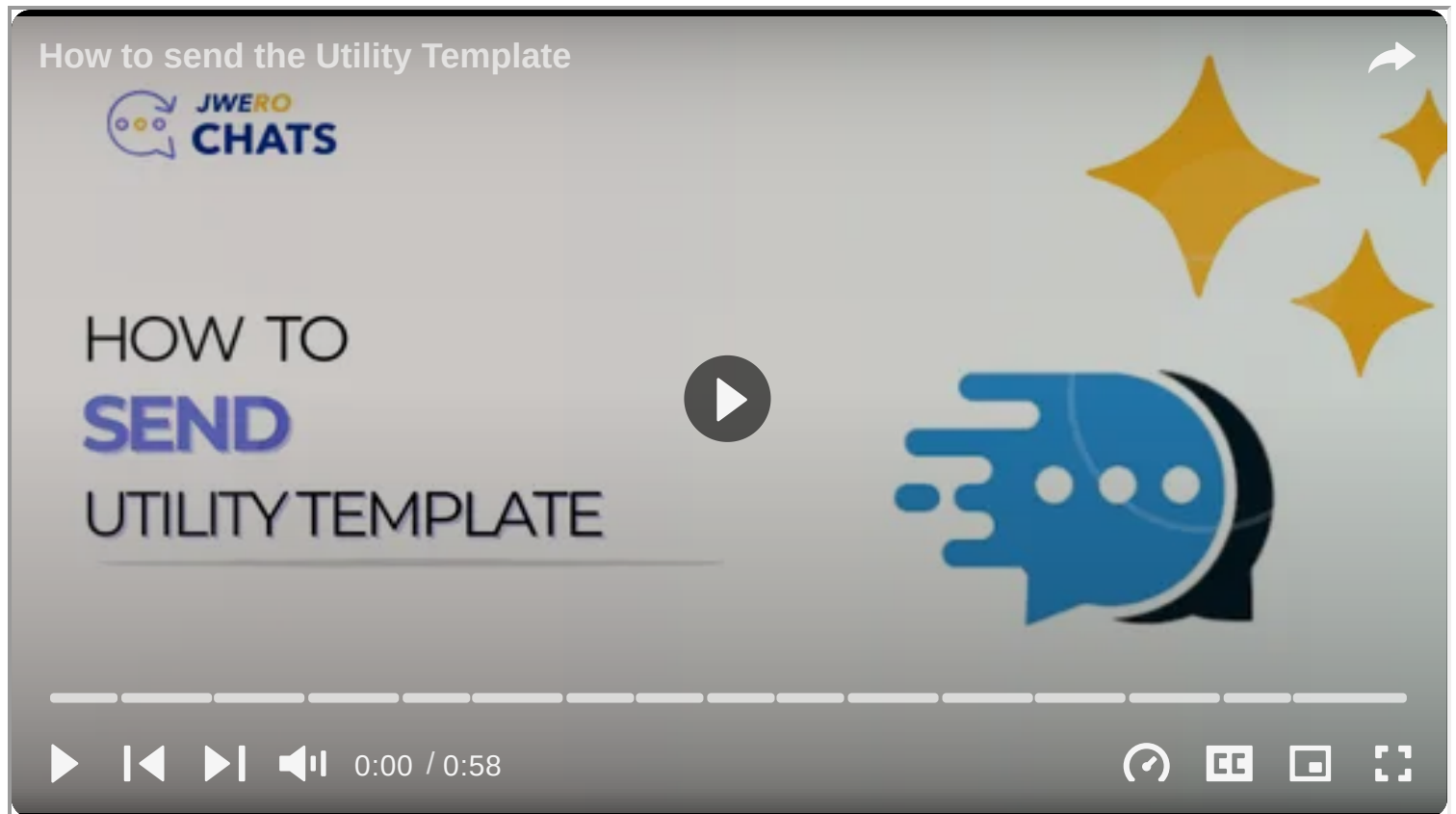
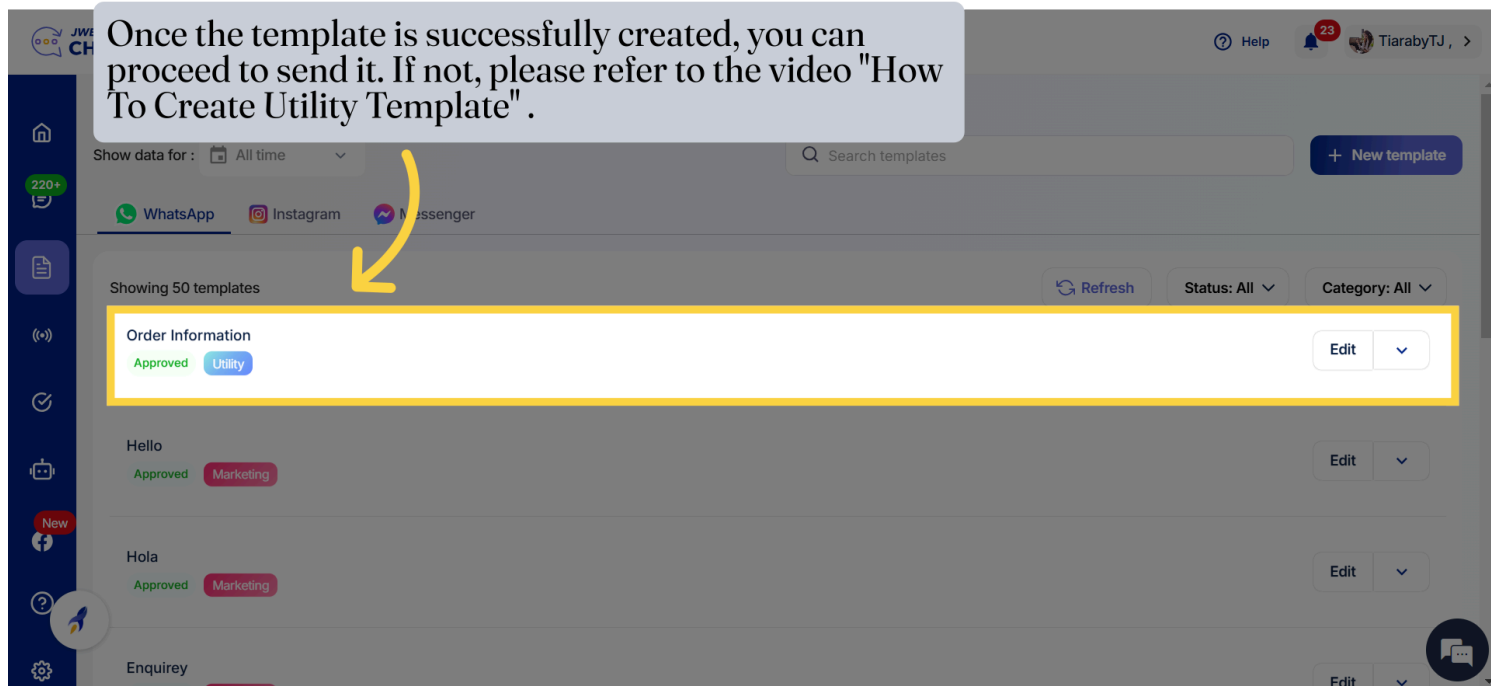


How to send the Utility Template

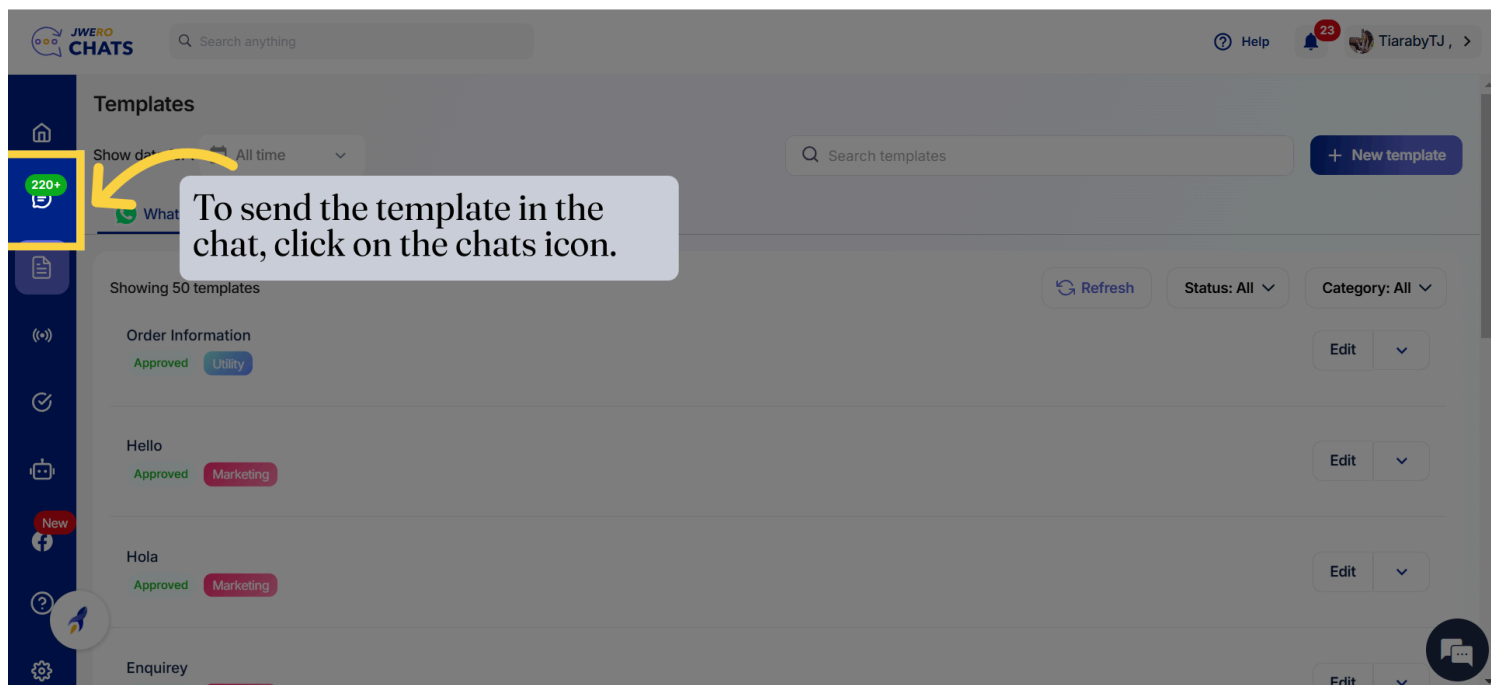


Go to chats.jwero.ai

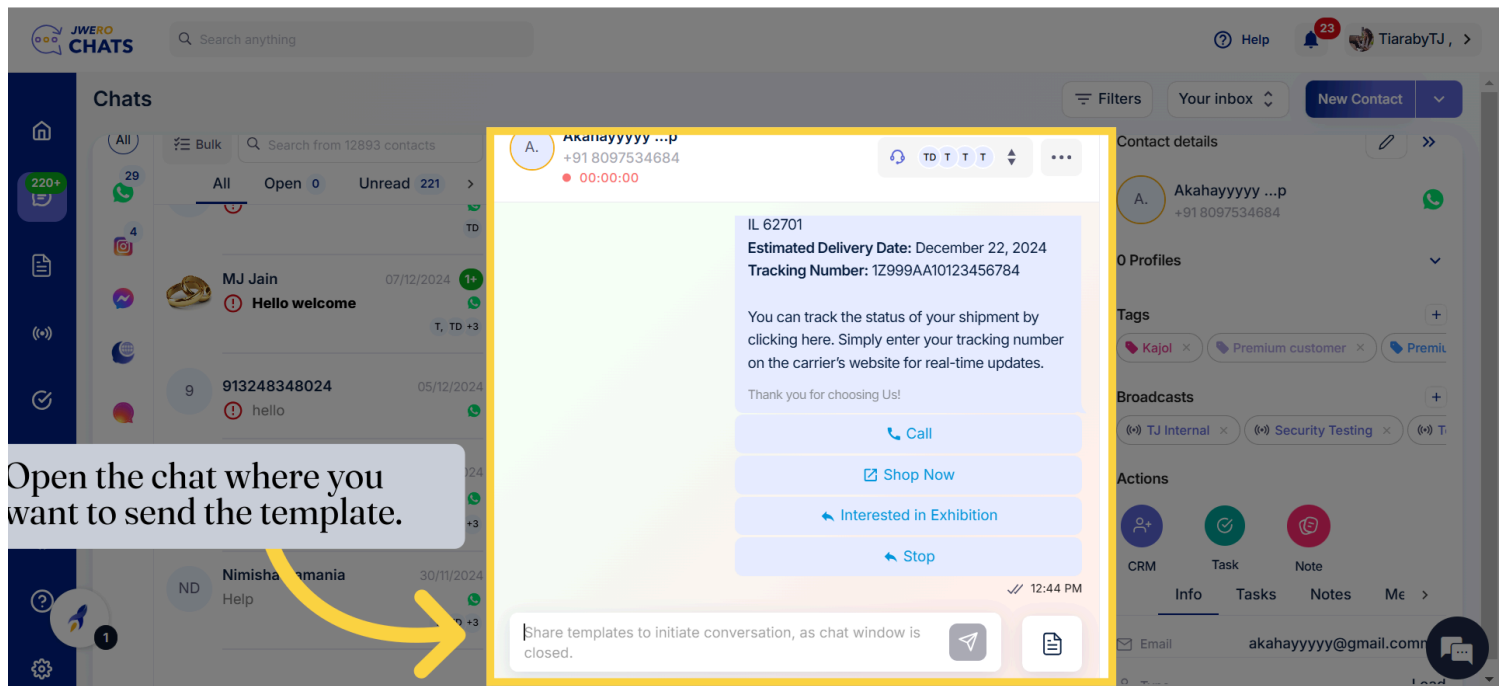
1. First we need to create the template.



2. Click on Chats icon.



3. Open the chat where you want to send the template.



4. Note



Note

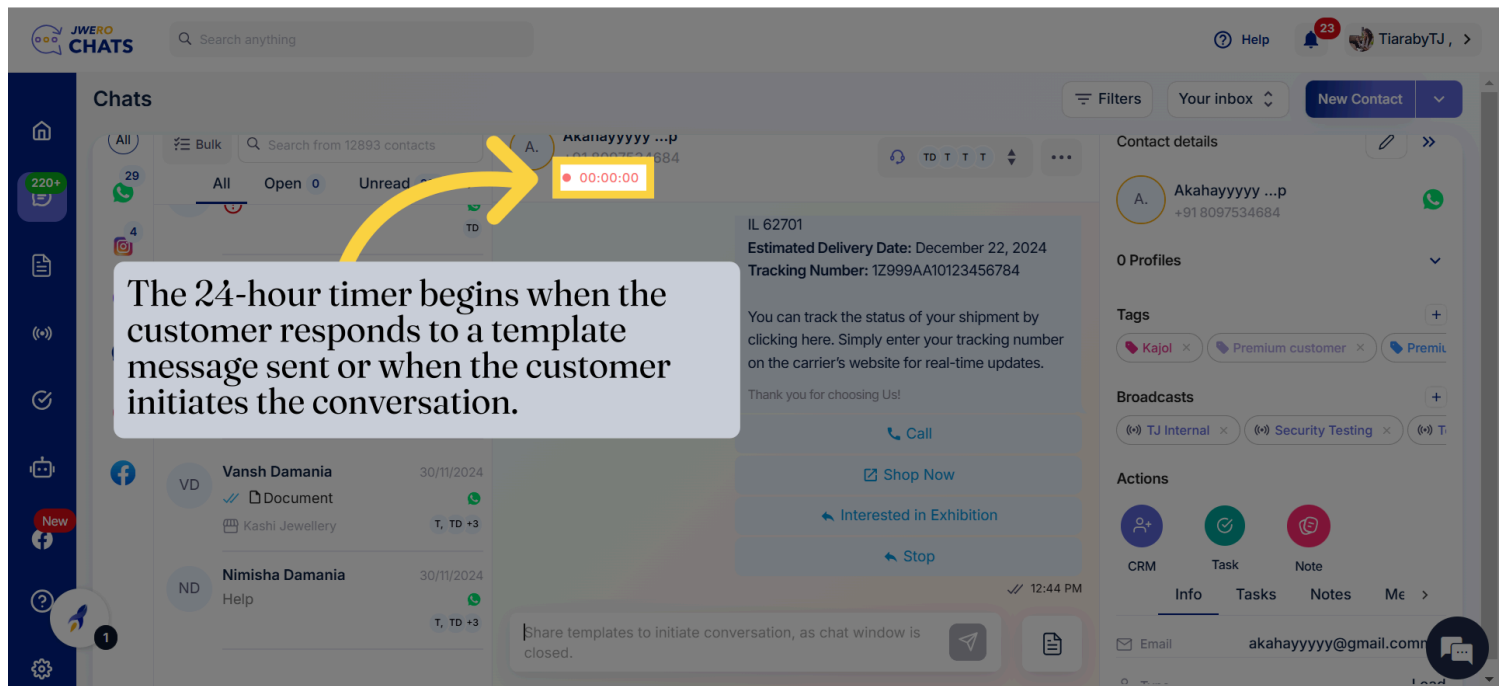
To initiate communication with a customer, a business must use Message Templates, which are pre-approved by Meta. Once the customer responds, all messages exchanged within the subsequent 24-hour window are considered a single conversation.

All business-initiated conversations are chargeable.

- If a customer does not respond, the business can retry with another message template after 24 hours, and this second message will also be chargeable.
- Meta applies a per-conversation fee for each business-initiated interaction.
- However, customer-initiated conversations include up to 1,000 free conversations per month.

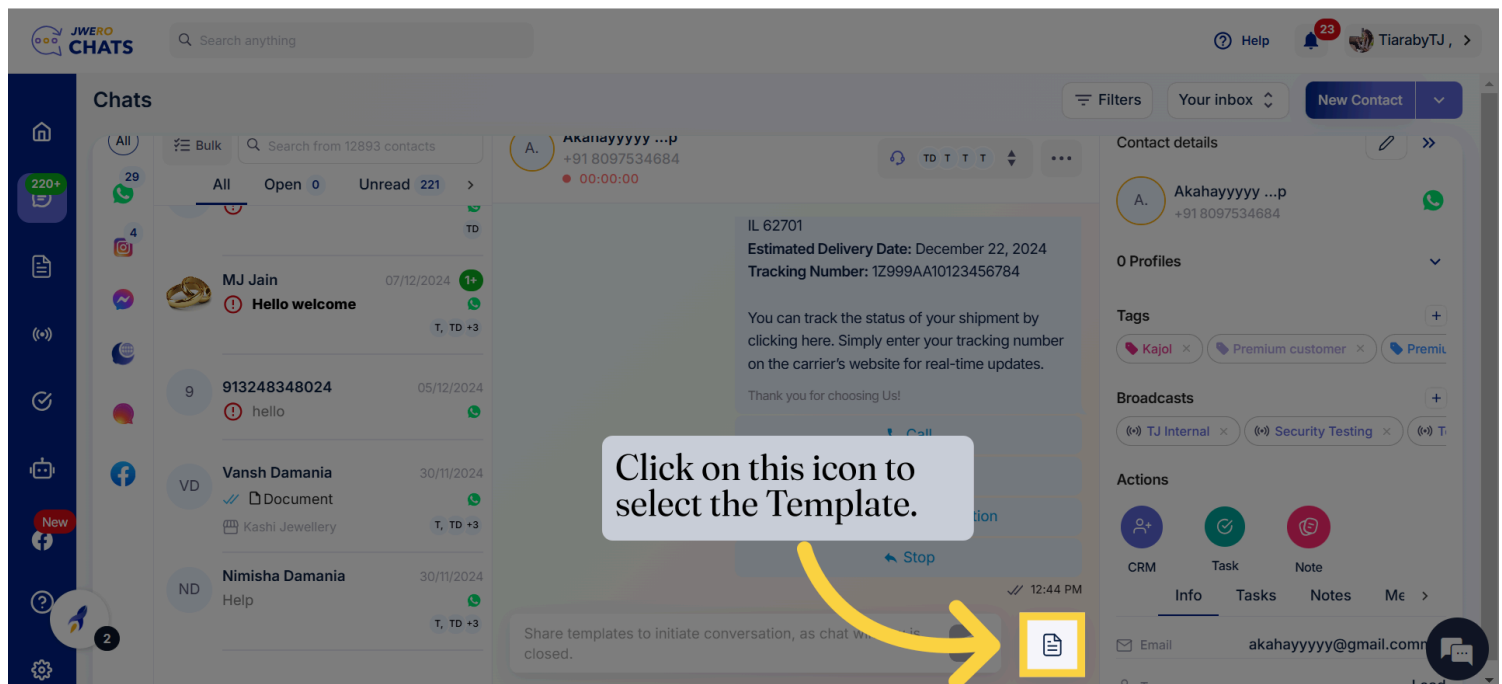


5. The 24-hour timer begins when the customer responds to a template message sent or when the customer initiates the conversation.



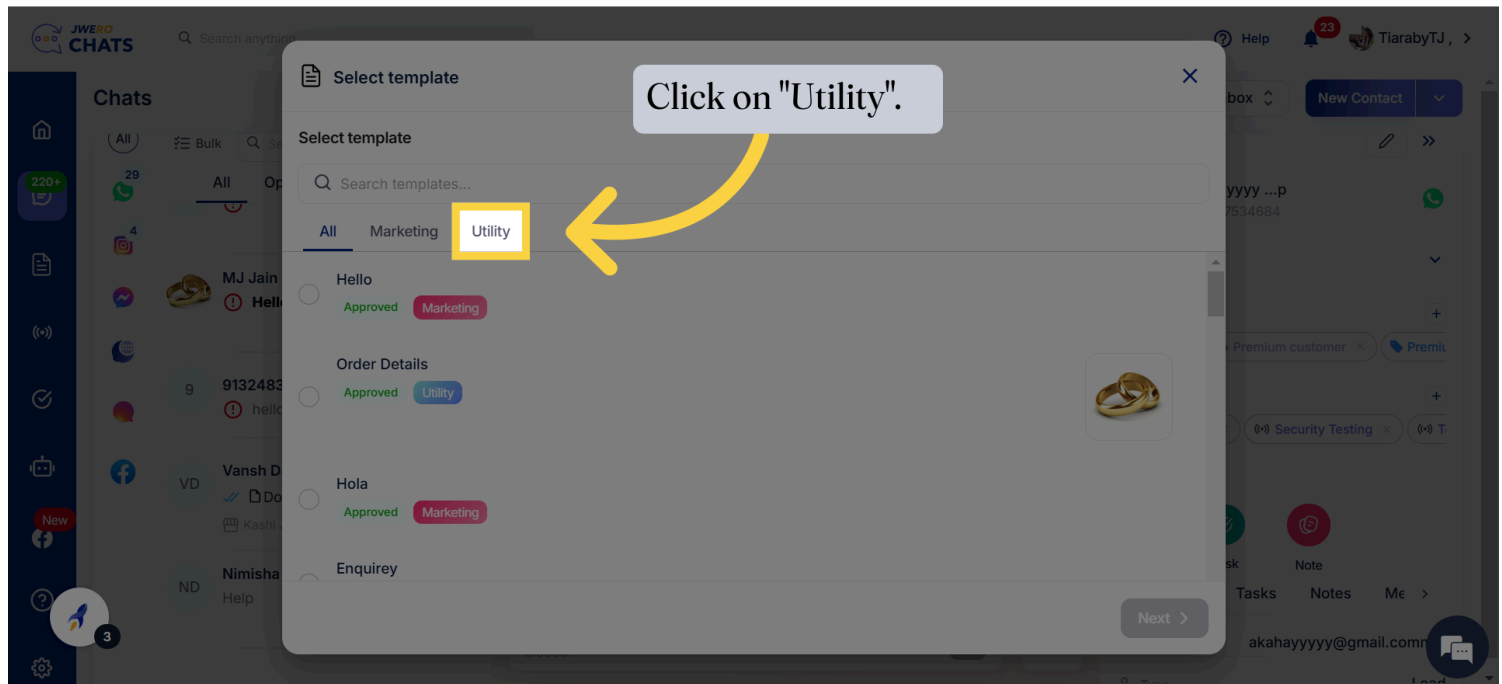
6. Click on this icon to select the Template.

Proceed to the next step



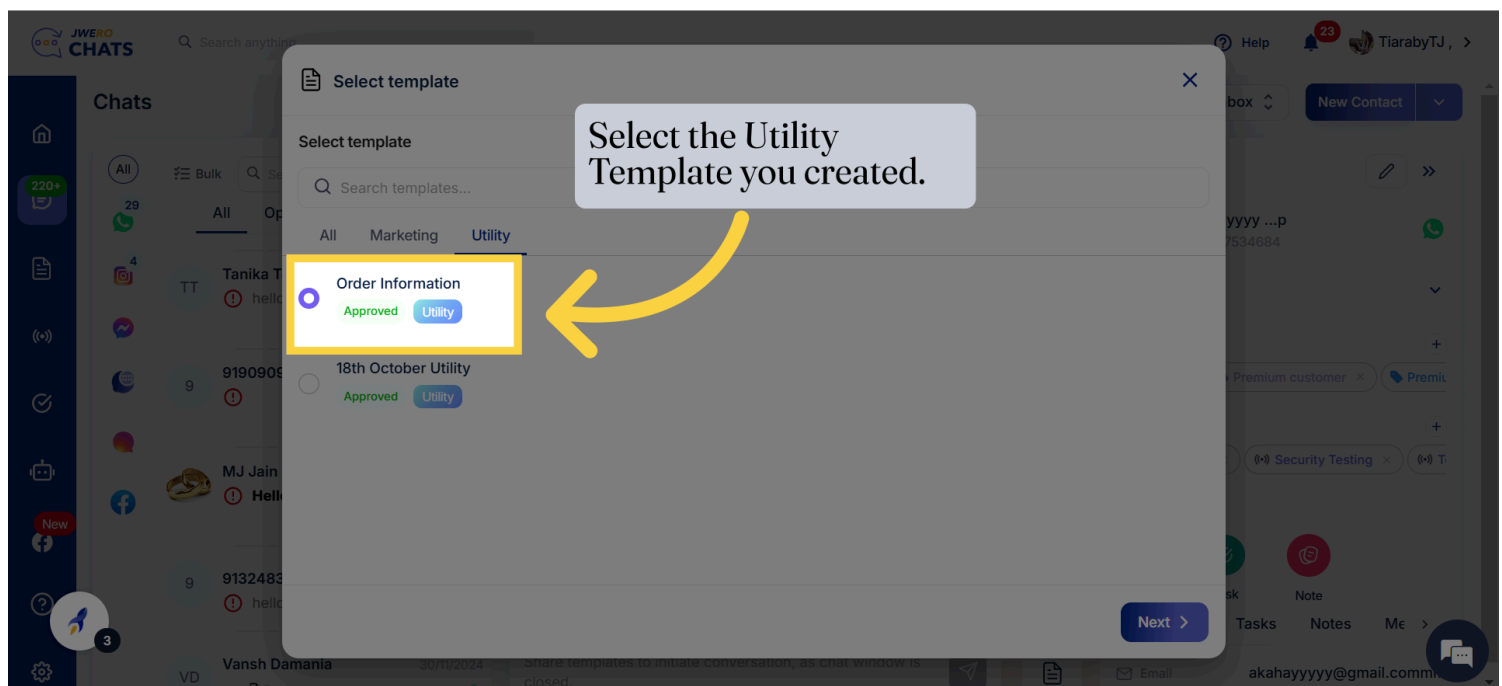
7. Click on "Utility".

Select the Utility option



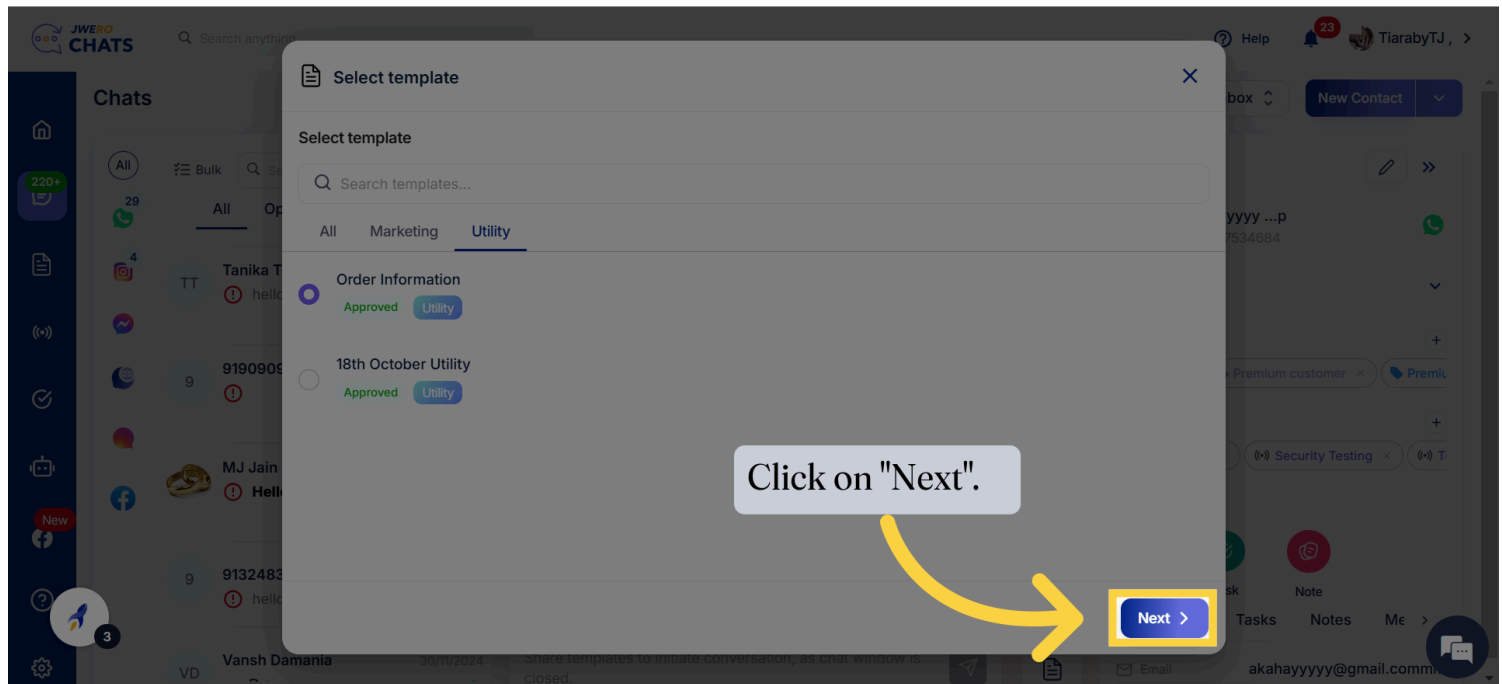
8. Select the Utility Template you created.

Input information in the designated field.



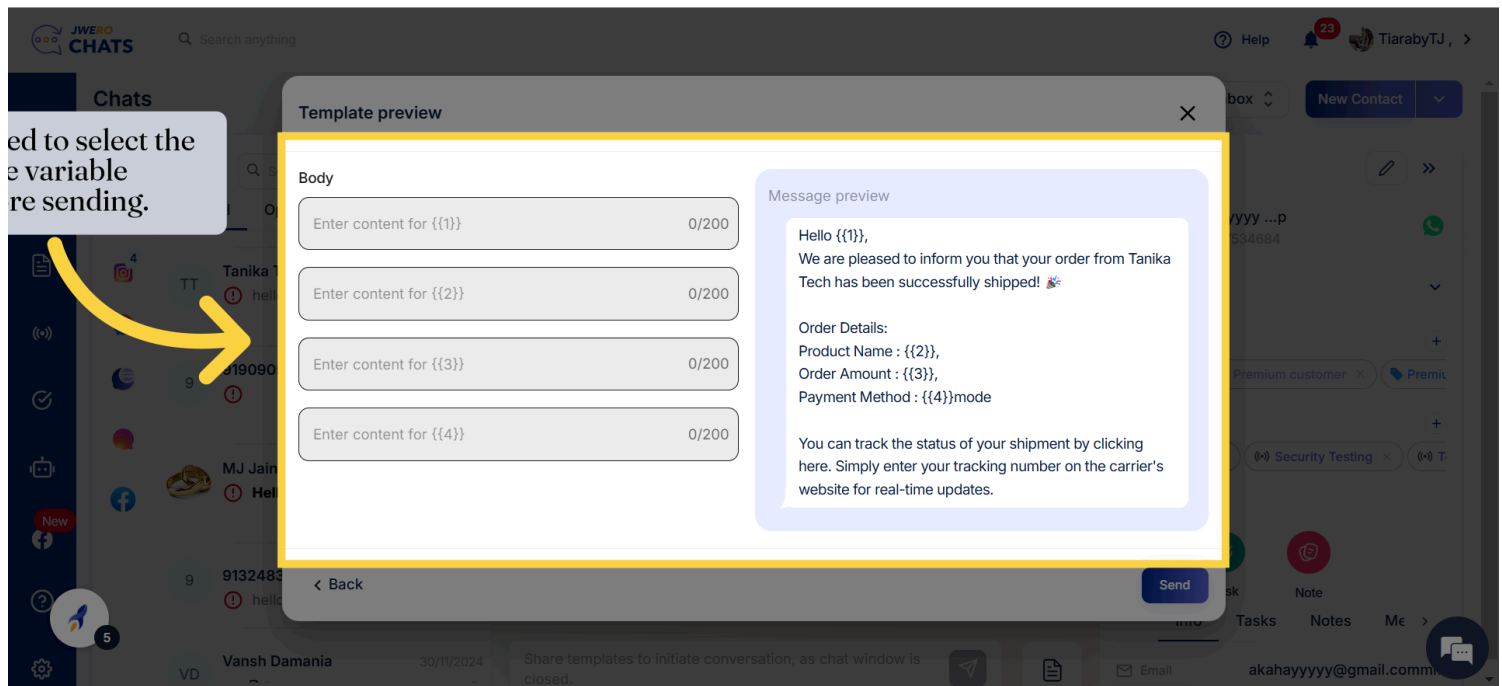
9. Click on "Next".

Proceed to the next step of the process.



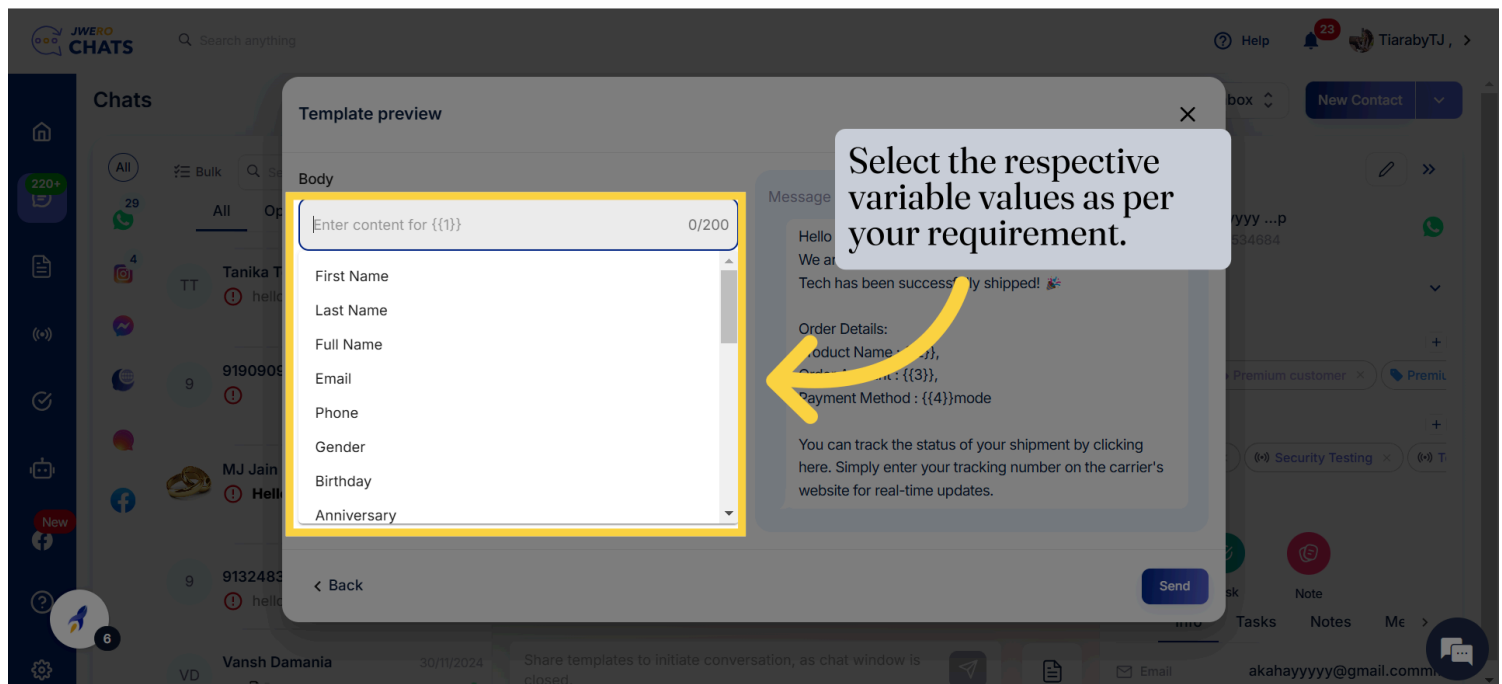
10. You will need to select the appropriate variable values before sending.

Access the message preview template for order shipment.



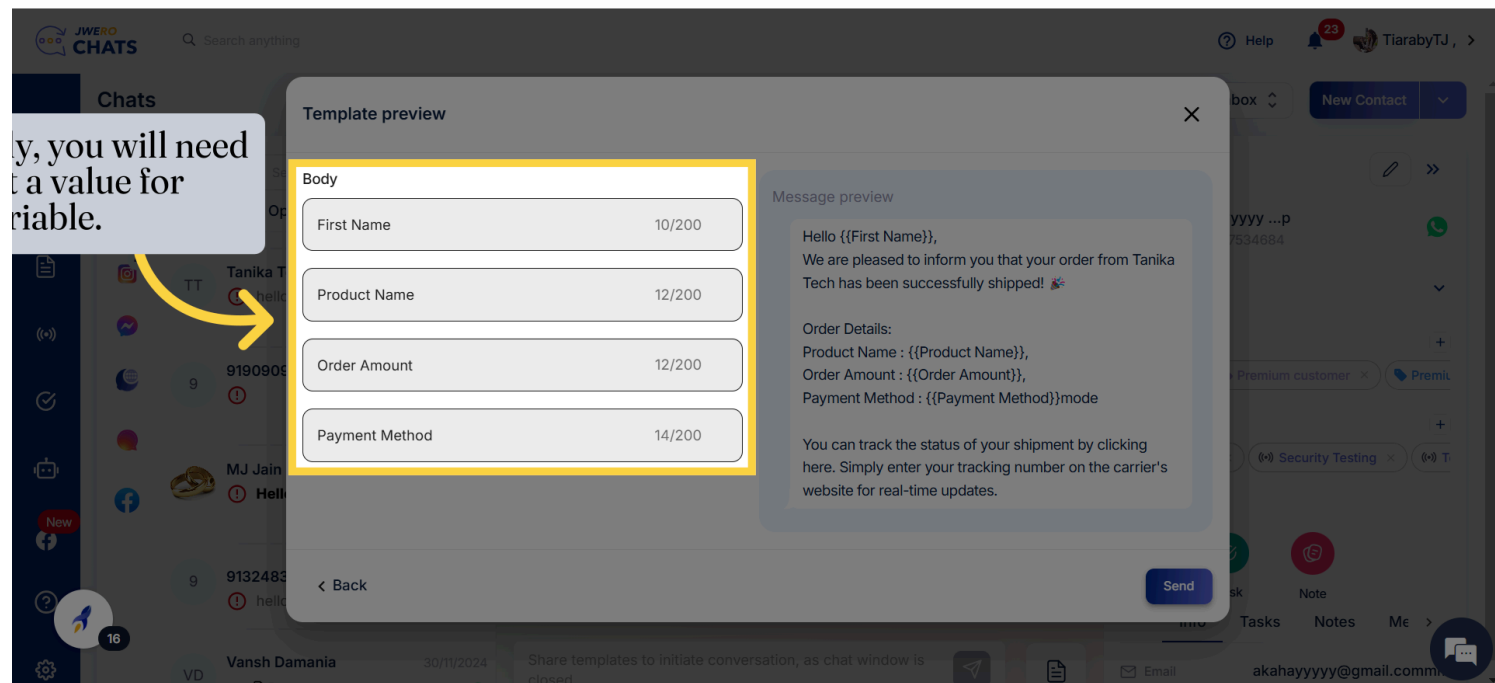
11. Select the respective variable values as per your requirement.

Insert content for the specified field.



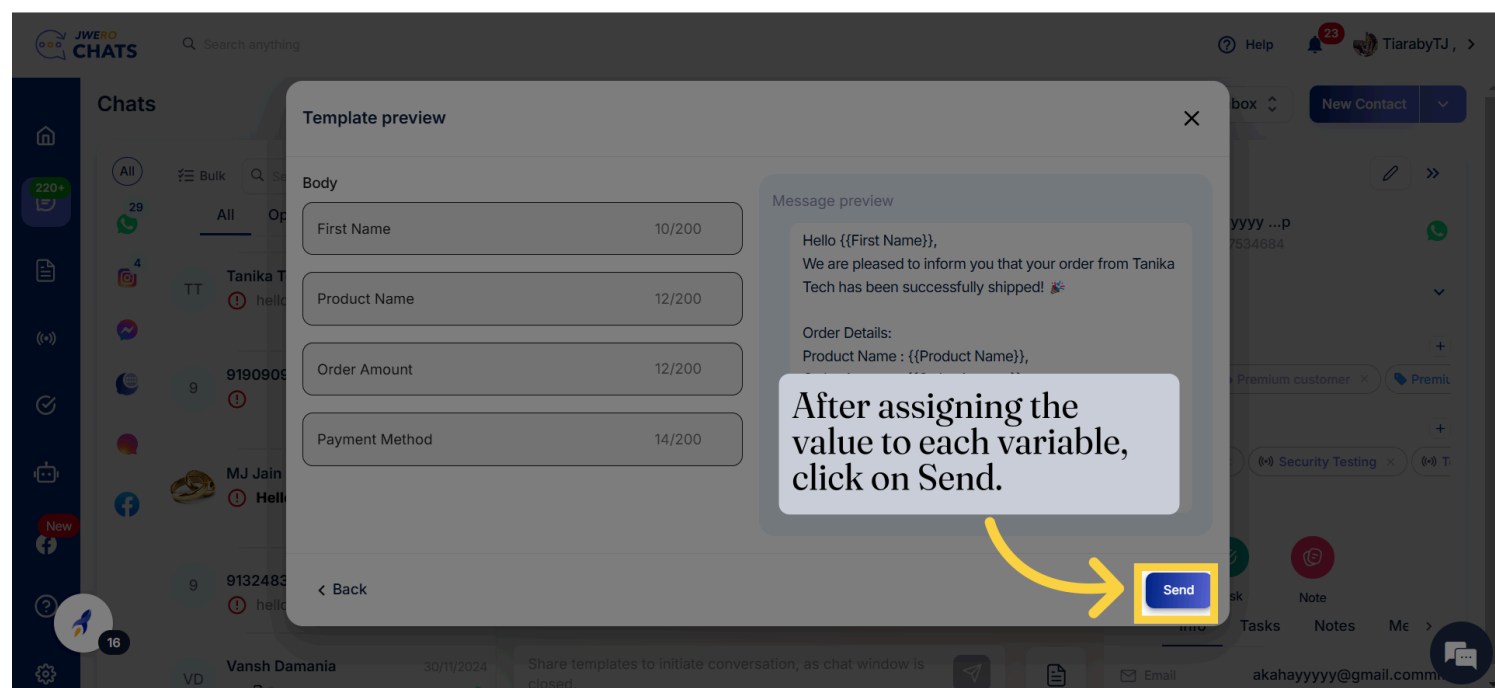
12. Similarly, you will need to select a value for each variable.

Send the notification or message.



13. After assigning the value to each variable, click on Send.

Send the notification or message.



14. The template has been sent. This is how it will appear.

View the notification regarding the shipped order with detailed information.

The screenshot displays the Jwero Chats application interface. On the left, a sidebar shows navigation icons. The main area shows a chat conversation with a contact named 'Akahayyyyy ...p'. A message from 'TiarabyTJ' is highlighted with a yellow border. The message content is as follows:

TiarabyTJ ,
Hello Akahayyyyy,
We are pleased to inform you that your order from Tanika Tech has been successfully shipped! 🎉

Order Details:
Product Name : Product Name,
Order Amount : Order Amount,
Payment Method : Payment Methodmode

You can track the status of your shipment by clicking here. Simply enter your tracking number on the carrier's website for real-time updates.

On the right side of the chat window, there is a 'Contact details' panel for 'Akahayyyyy ...p' with a phone number '+91 8097534684'. Below this, there are sections for '0 Profiles', 'Tags' (Kajol, Premium customer, Premiu), 'Broadcasts' (TJ Internal, Security Testing, T), and 'Actions' (CRM, Task, Note). At the bottom, there are tabs for 'Info', 'Tasks', 'Notes', and 'Me'.

Note: Variables will fetch their values from the system only if they are stored.

Example: FirstName "Akahayyyyy" was stored in the system, therefore it was fetched and displayed.

- If a variable is not stored, it will display the variable name itself, such as "Product Name," "Order Amount," or "Payment Method."

This guide covered the process of sending the Utility Template in Jwero