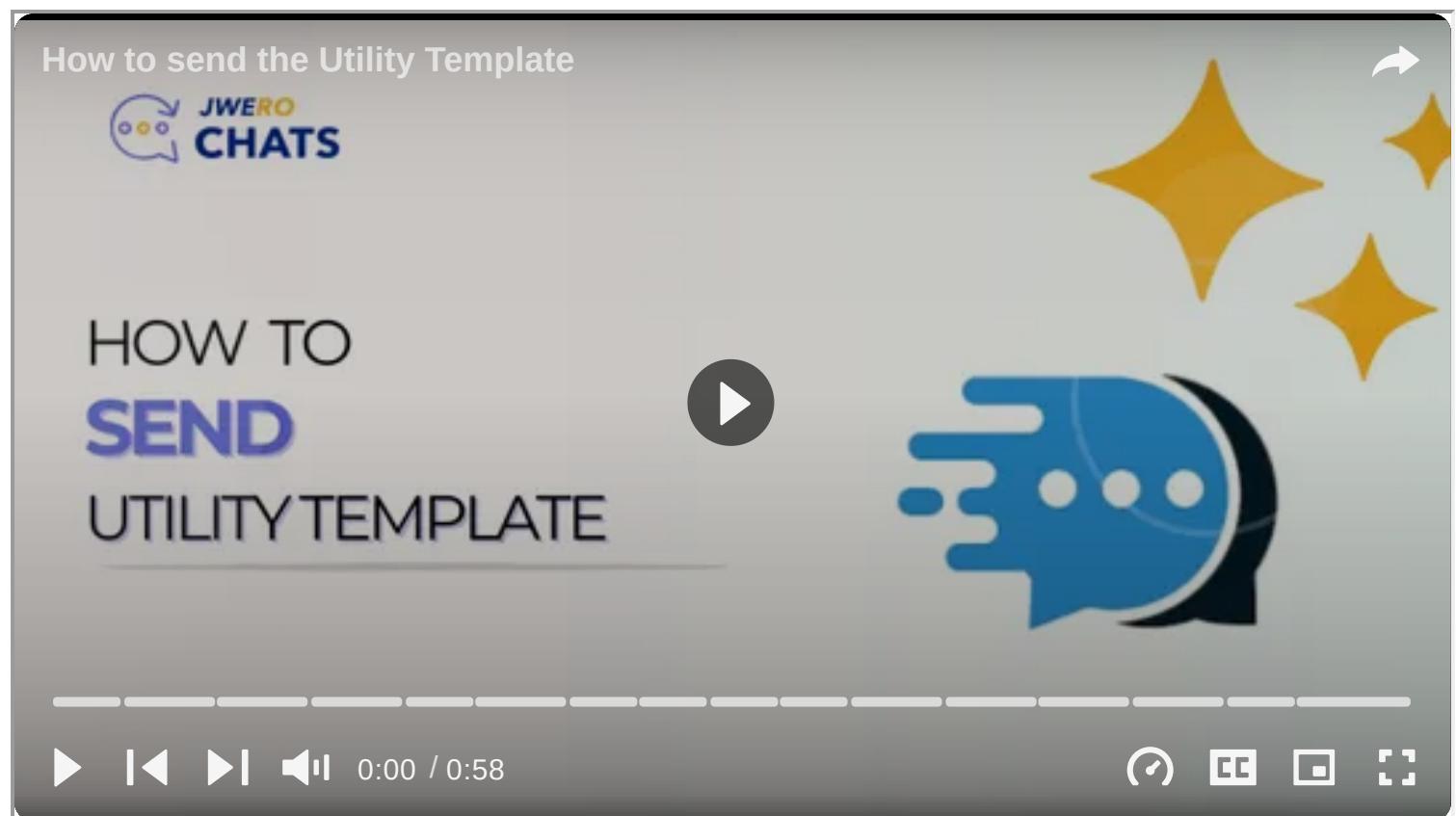


How to send the Utility Template



Go to chats.jwero.ai

1. First we need to create the template.

Once the template is successfully created, you can proceed to send it. If not, please refer to the video "How To Create Utility Template".

Show data for : All time Search templates + New template

WhatsApp Instagram Messenger

Showing 50 templates Refresh Status: All Category: All

Order Information Approved Utility Edit

Hello Approved Marketing Edit

Hola Approved Marketing Edit

Enquiry Edit

2. Click on Chats icon.

JWERO CHATS Search anything Help 23 TiarabyTJ, >

Templates Show date All time Search templates + New template

WhatsApp Hello Hola Enquiry

WhatsApp What's app Instagram Messenger

To send the template in the chat, click on the chats icon.

Showing 50 templates Refresh Status: All Category: All

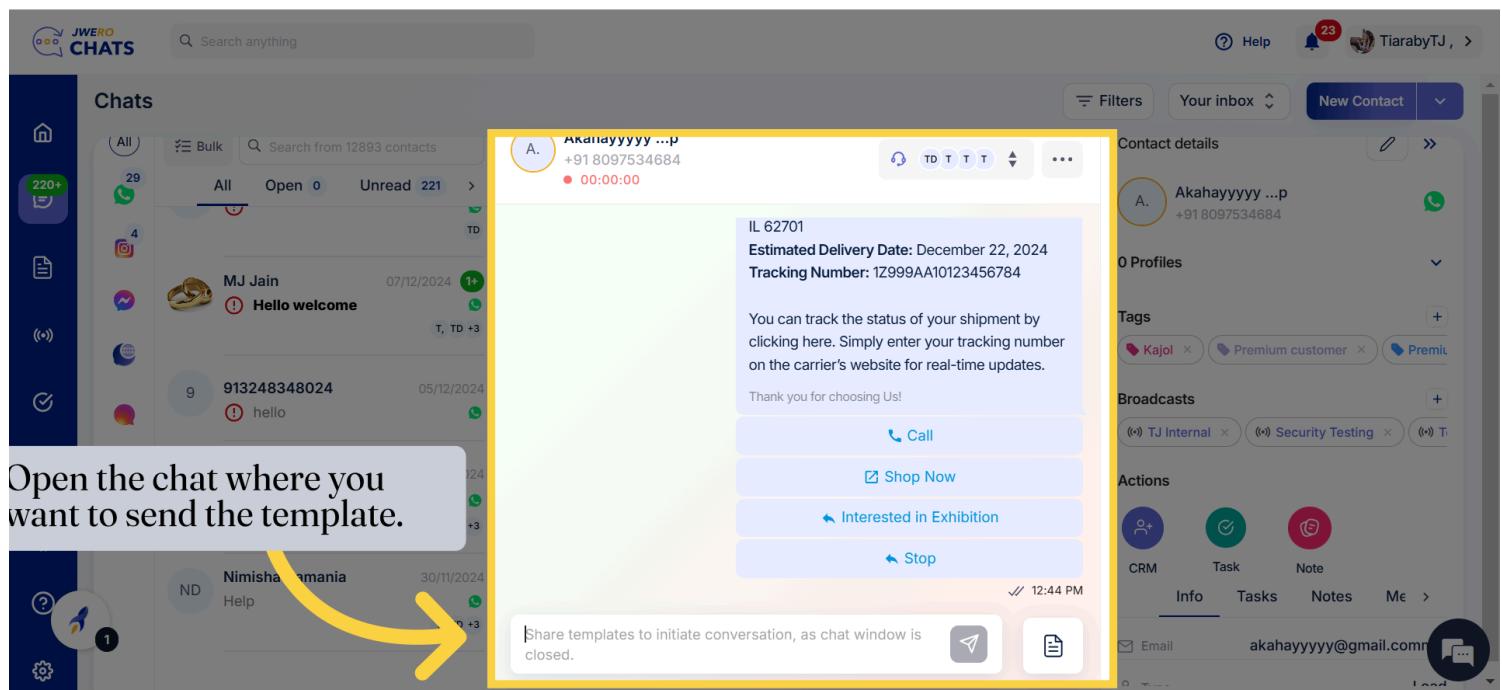
Order Information Approved Utility Edit

Hello Approved Marketing Edit

Hola Approved Marketing Edit

Enquiry Edit

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



4. Note

JWERO CHATS

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.

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

A yellow arrow points to a red digital timer in the top right corner of the chat window, which displays "00:00:00".

Contact details for "Akahayyyyy ...p" are shown, including a tracking number and estimated delivery date.

6. Click on this icon to select the Template.

Proceed to the next step

Click on this icon to select the Template.

A yellow arrow points to a small icon of a document with a pencil inside a square, located at the bottom right of the message input field.

The contact details for "Akahayyyyy ...p" are visible on the right side of the screen.

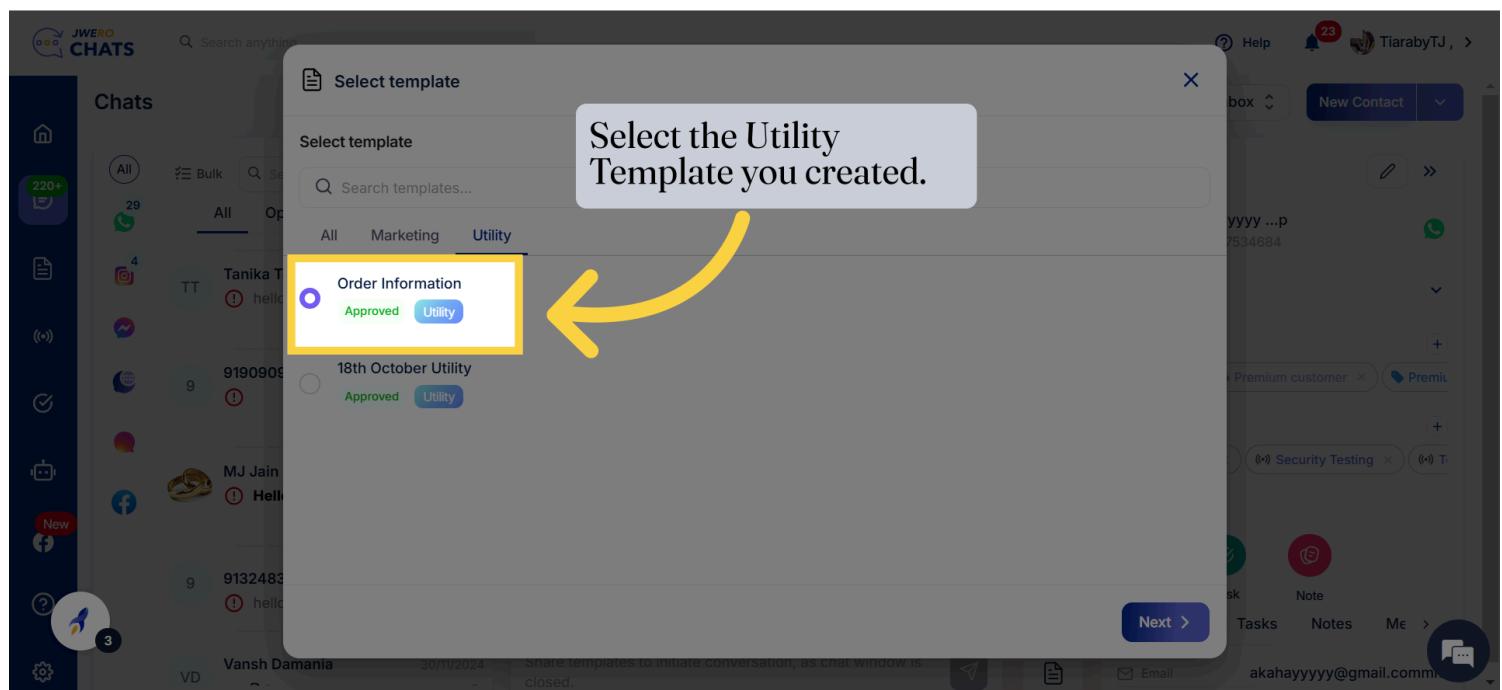
7. Click on "Utility".

Select the Utility option



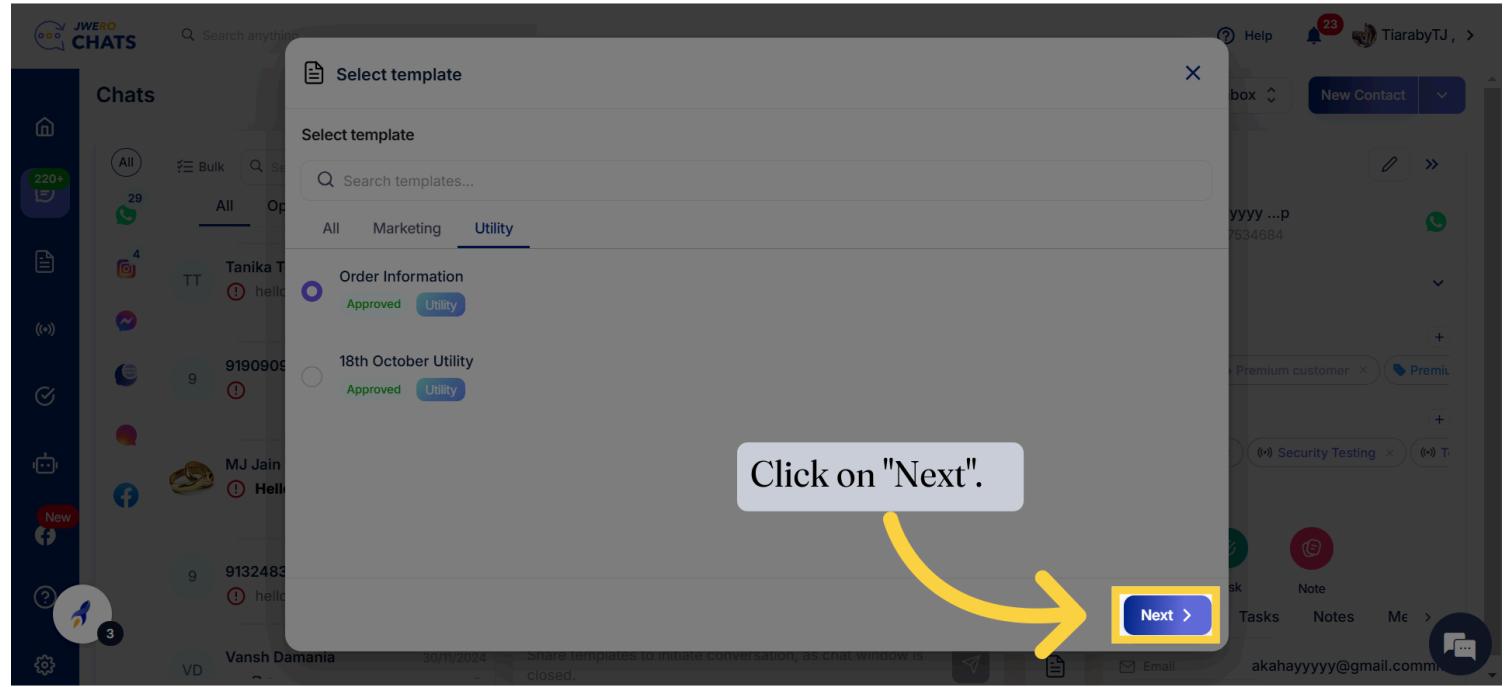
8. Select the Utility Template you created.

Input information in the designated field.



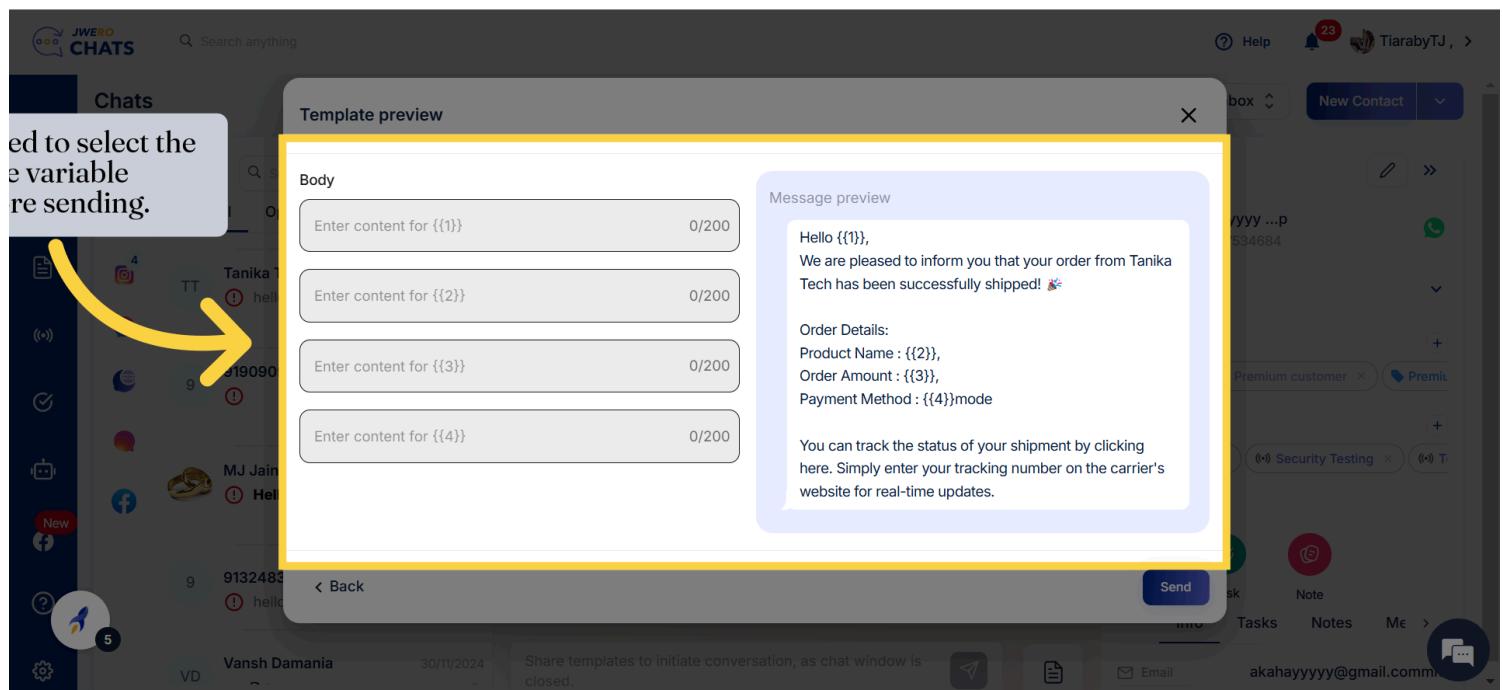
9. Click on "Next".

Proceed to the next step of the process.



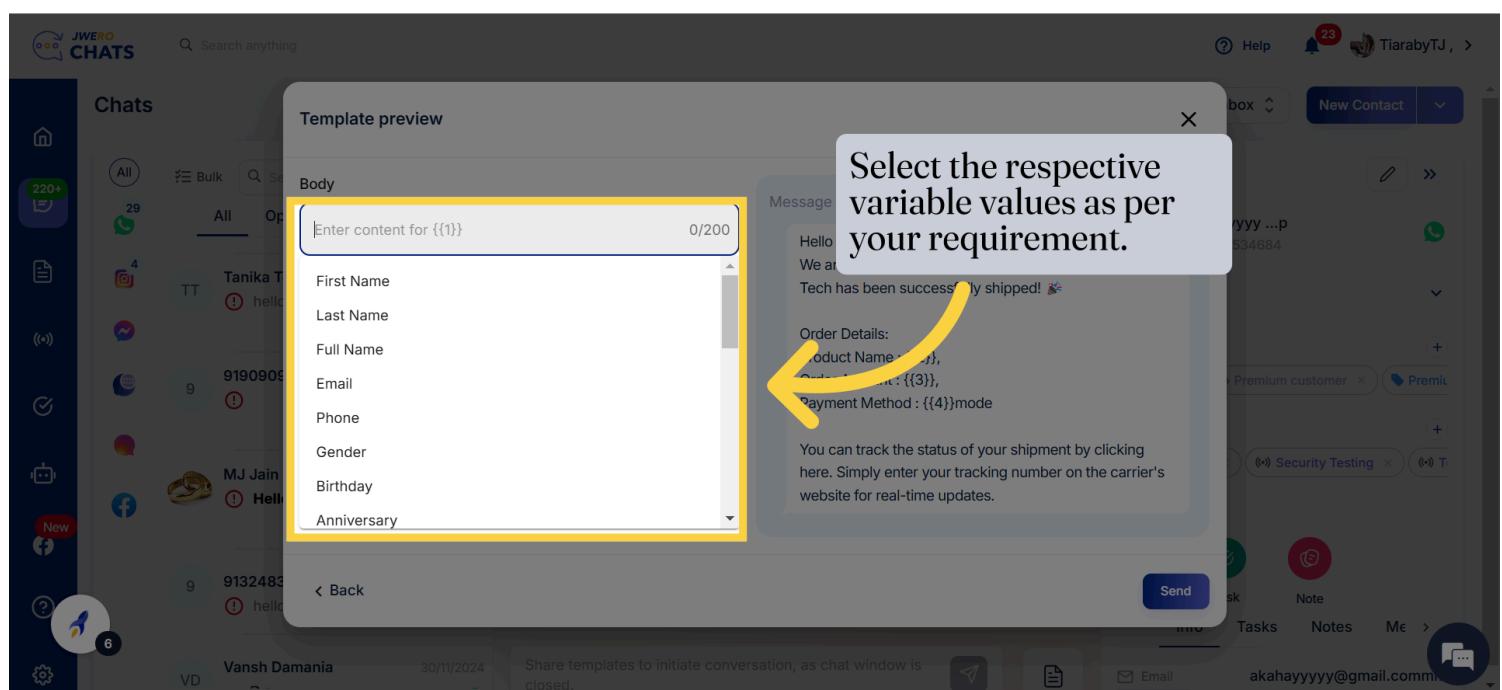
10. You will need to select the appropriate variable values before sending.

Access the message preview template for order shipment.



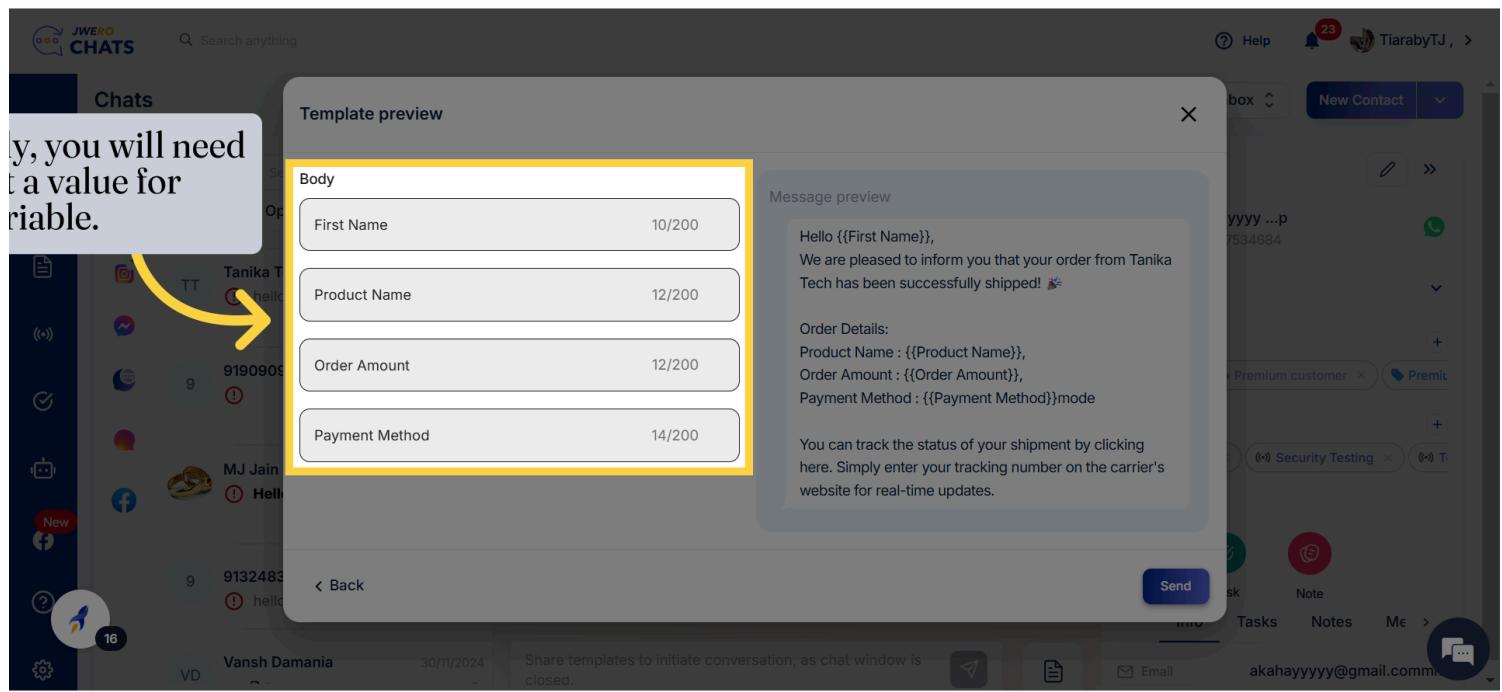
11. Select the respective variable values as per your requirement.

Insert content for the specified field.



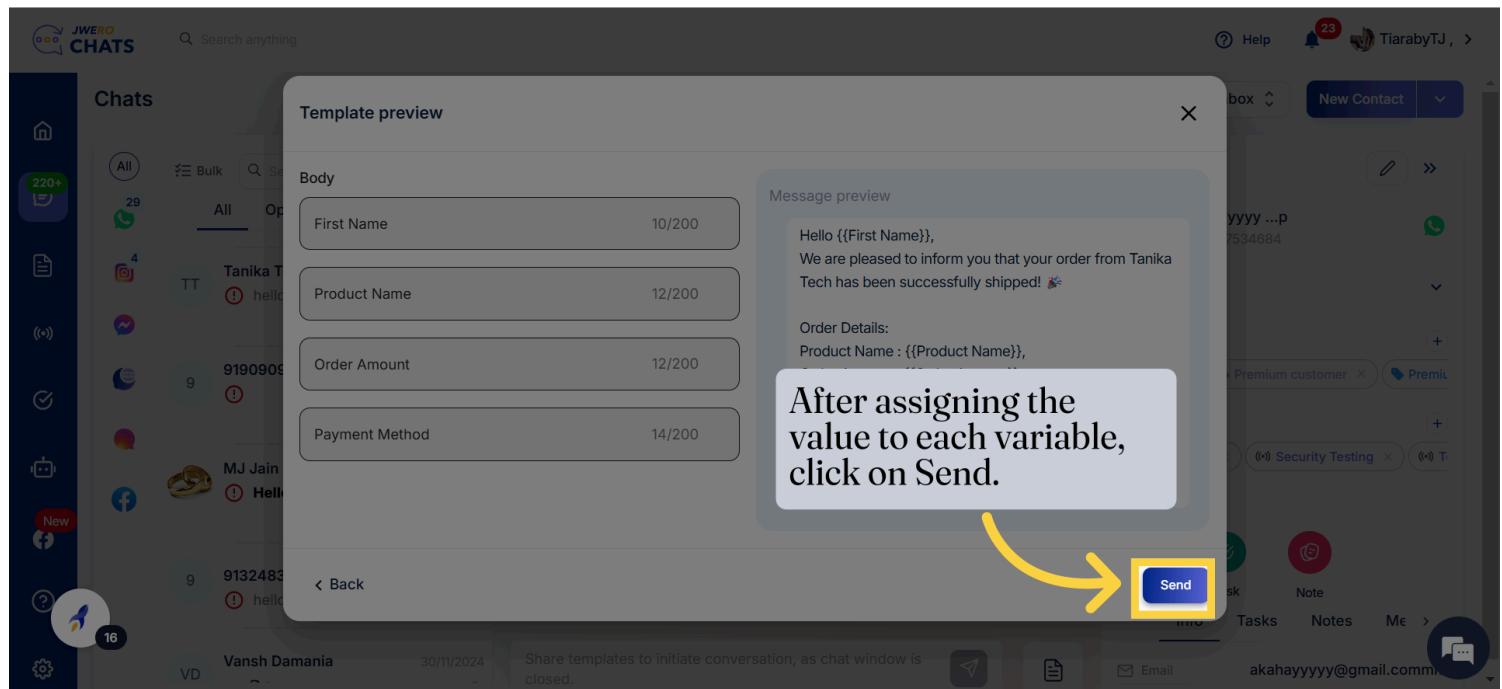
12. Similarly, you will need to select a value for each variable.

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 shows the Jwero CHATS application interface. On the left, there's a sidebar with various icons and a search bar. The main area is titled "Chats" and shows a list of conversations. One conversation is highlighted with a yellow arrow pointing from a callout box to the message content. The callout box contains the text: "The template has been sent. This is how it will appear." The message in the conversation window reads:

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.

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."

The right side of the screen shows "Contact details" for the recipient, including tags like "Kajol", "Premium customer", and "Premi". It also shows broadcast lists and actions like CRM, Task, Note, Info, Tasks, Notes, and Me.

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