For Merchants that take the Pro plan (RM188/month):

It is suggested that you use a secondary WhatsApp phone number instead of your main customer hotline number.

The biggest reason would be because the message inbox for this number will likely be full of sent messages, and you will easily forget to reply / overlook messages from this inbox. If customer indeed replied, there is also option to receive notification at your main number (more to be guided by sales agent)

However, there is a necessity to "warm" your WhatsApp account first to avoid unnecessary trouble from WhatsApp. Here are some tips:

1. If you are getting a brand new WhatsApp number, DO NOT use too old devices to bind (suggested to use iPhone, or newer versions of android). This is because WhatsApp will immediately flag this number as suspicious, if the android or phone model is too old.
2. Once registered, DO NOT immediately scan any QR code to link your device, need to have 5 days of activity (send few messages each day + keep wifi online + phone no dead)
3. After 5 days of activity, connect to official whatsapp web (using WhatsApp desktop or web.whatsapp.com) and maintain activity for 2 more days.
4. (IMPORTANT) For "whatsapp activity", send up to 30 to-and-fro messages with other old WhatsApp numbers (preferably more than one). This is to "warm" your WhatsApp account, and to prevent getting marked as "Spam" by WhatsApp when you send marketing messages in the future.
5. After completing the steps above, connect your WhatsApp to JOMRewards.
6. Upon connection successful, do not immediately blast message. Wait up to 1 day before starting blasting campaign.
7. Even if binded successful, please make sure that the WhatsApp have constant activity with phone (send few messages each day + reply to customers + keep wifi online + phone no dead)

Other tips:

8. Try to create more JOMCampaigns that can trigger customer interaction, which is beneficial in maintaining a two-way chat instead of one-way.
9. 10-15min for interval sending msg
10. Increase slowly each day, dont jump to a big number on the first day, especially if you are importing a large list of numbers
11. SPINTAX