

Interakt WorkFlow

This workflow Indicates, when the business owners want to use their own whatsapp business number to communicate with their customer.

Telosa Admin

Admin Side Workflow for Adding WhatsApp as a Personal Service

Adding WhatsApp as a Personal Service

1. New Checkbox: "Use own WhatsApp" under the generation tab
2. In the admin panel, under the "Business's edit plan → Generation" section, a new checkbox labeled "WhatsApp as a Personal Service, Use own WhatsApp" has been added.
3. This option allows businesses to utilize their personal WhatsApp accounts within the designated service plans.

Designating WhatsApp Premium Plans

1. While creating a new or editing an existing service plan, selecting "Whatsapp as a Personal Service" from the generation tab will designate the plan as a "Whatsapp Premium Plan."
2. Admin can create multiple "Whatsapp Premium Plans" from the create plan page.
3. WhatsApp Premium Plans are tailored specifically for integrating personal WhatsApp usage into business processes.

Businesses Experience with WhatsApp Premium Plans

My Profile → WhatsApp Business Tab.

1. Businesses who purchase or are assigned to a WhatsApp Premium Plan will see a "WhatsApp Embedded" button in their profiles.
2. Within "My Profile," businesses will find several tabs, such as General Information, WhatsApp Business, Set Email Preferences, Role and Permission, and My Plan.
3. In "WhatsApp Business," businesses will be able to view the "Sign up" button; there is a "Download" button. Clicking this will download a PDF containing instructions on how to sign up for a WABA account.
4. This button facilitates seamless integration and usage of WhatsApp within the platform.

When businesses switches from Normal Plan to WhatsApp Premium Plan (Interakt).

1. Here business owners need first need to create whatsapp business account (WABA).
 - a. Else if the business owners already has an existing WABA account they can link using embedded signup flow.
2. Once the signup flow is completed telosa admin will copy the WABA id from partner portal and insert into telosa database using telosa admin tool.
3. Also, Once the account is created on meta for whatsapp the business owners will share the webhook URLs to telosa admin.
4. Hence, the telosa admin will interact to his/her admin tools and map the whatsapp webhook url to that locations.
5. Once the webhooks URL mapped with the account, business owners will get an interface on the

telosa application where they can review the comments received on whatsapp and do the need full.

6. Therefore, the developer team will integrate the interakt APIs to telosa application for creating, editing and deleting the whatsapp template.
7. When the business upgrades from the Normal Plan to the WhatsApp Premium Plan (Interakt).
 - a. The previous approved and pre-approved templates of previous normal plan for whatsapp will not be visible to the businesses.
 - b. Templates need to be re-created; Create new templates as WA premium templates.
 - c. In the template list, a column name "Reason" will be added to the table.
 - d. Review Reminders
 - i. Businesses will not be able to view the previous pre-approved template after opting for the WA Premium Plan.
 - ii. Businesses first need to create the template from the "Template Creation" tab for whatsapp.
 - iii. Then, the business needs to update the template for the review reminder by selecting the template from the drop-down for WhatsApp, and for each reminder,
 - iv. Then click on the "Update Template" button on the Review Reminder page.
 - e. Service Reminders
 - i. Businesses will not be able to view the previous approved template after opting for the WA Premium Plan.
 - ii. Businesses first need to create the template from the "Template Creation" tab for service reminder.
 - iii. Then, the business needs to update the template for the review reminder by selecting the template from the drop-down, then clicking on the "Update Template" button on the Service Reminder page.
 - iv. The "Update Template" button will appear only when the service reminder is set; otherwise, it will not be visible.
 - f. Follow-up templates
 - i. Businesses need to create the follow-up via feedback engine and follow-up direct engine templates separately.
 - ii. The businesses need to make sure that they select the same engine template as per the feedback rule is set.
 1. If the feedback rule is set as Direct Engine, then businesses need to select the Follow-up Direct template.
 2. If the feedback rule is set as via Feedback Engine, then businesses need to select the Follow-up via Feedback Engine.
8. In case if the organization has a multiple location then,
 - a. They can use one WABA number to all their locations.
 - b. Or, they can create different account for each location to use different WABA numbers for each locations.

Retention of Templates When Switching Plans from WhatsApp Premium Plan to Normal Plan.

1. If a user switches from WhatsApp Premium Plan to another, they will retain access to the templates created under the previous normal plan.
2. When the businesses downgrade the plan from WA Premium Plan to Normal Plan, businesses will no longer be able to use there own WhatsApp account, the account will be shift to telosa WhatsApp account.
3. When the businesses downgrade the plan from WA Premium Plan to Normal Plan, changes include

- a. All templates created before buying the WA Premium plan will be visible to the businesses, and they can use the previous templates.
- b. Review Reminder:
 - i. The businesses will be able to view the previous pre-approved templates.
 - ii. But the businesses will need to update the template for review reminder by selecting the pre-approved template from the dropdown for WhatsApp and for each reminder.
 - iii. After selecting, businesses need to hit the "Update Template" button to update the templates on the review reminder page.
- c. Service Reminder:
 - i. The businesses will be able to view the previous approved templates.
 - ii. But the businesses will need to update the template for service reminders by selecting the approved template from the drop-down for WhatsApp.
 - iii. After selecting, businesses need to hit the "Update Template" button to update the templates on the service reminder page.
- d. Follow-up templates
 - i. The businesses will be able to view the previous approved templates.
 - ii. But the businesses will need to update the template for WhatsApp by selecting the approved template from the dropdown.

No purchase made for "WhatsApp Premium Plan"

1. If the business owners didn't buy a plan which included WhatsApp Premium Plan feature, then the system will work as per the current state. There will no change in any process.