

WhatsApp as a native channel on Copilot Studio

Interested in Connecting Your Custom Copilot to WhatsApp?

We're excited to announce that we're adding WhatsApp as a native channel on Copilot Studio in collaboration with Azure Communication Services (ACS). This means you'll soon be able to connect your custom copilots to your WhatsApp Business phone number with just a few clicks.

What You'll Need:

1. **WhatsApp Business Account:** you need to have a WhatsApp Business account.
More details: <https://business.whatsapp.com/products/business-platform>
2. **Azure Communication Services integrated with WhatsApp Business:** your WhatsApp Business account must be connected to an ACS resource.
More details: <https://learn.microsoft.com/azure/communication-services/quickstarts/advanced-messaging/whatsapp/connect-whatsapp-business-account>

No worries if you don't have these set up—we're happy to help you get started!

If you're interested in deploying your custom copilot to your WhatsApp Business phone number, please fill out this form. We'll reach out to you for the Private Preview.

* Required

1. Your full name *

Enter your answer

2. Your email address *

Enter your answer

3. Your company *

Enter your answer

4. Do you already have a WhatsApp for business account linked to your company? *

☐ Yes

☐ No

☐ Don't Know

5. What is the use case that you want to solve by using WhatsApp channel for your agent? *

☐ Improving your employees productivity

☐ Improving communication with your sales team

☐ Improving communication with your customers

6. Which of the following best describes your industry

☐ Technology

☐ Finance

☐ Healthcare

☐ Retail

☐ Other

7. Your job title

Enter your answer

8. Please tell us more on your use case(s) *

Enter your answer

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