

WhatsApp for Microsoft Teams

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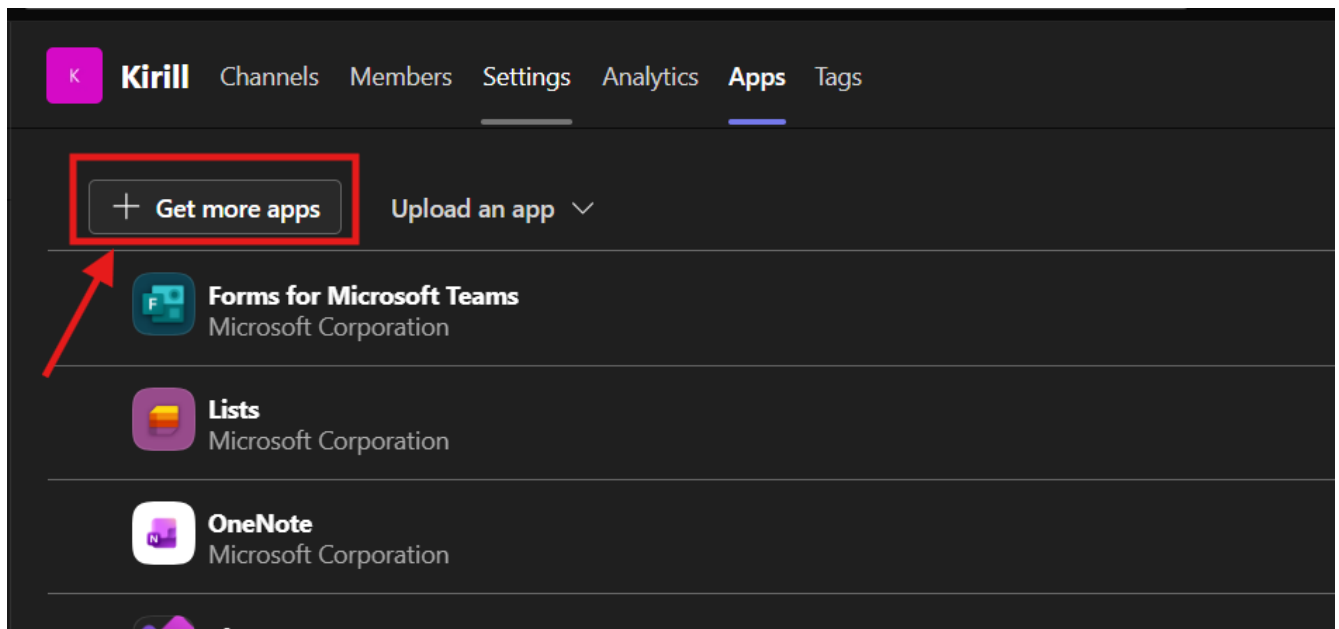
WhatsApp Business API for Microsoft Teams: Installation and sending the first message.

Installation guide

1. First of all you need to choose a team where do you want to use our app, press "**more options**" and after that "**manage team**"

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2. Go to the "**apps**" => "**Get more apps**"



3. Write "**ChatArchitect.com for WhatsApp**" and choose our app to add to the channel

Apps and Agents



ChatArchitect.com for WhatsApp
Connect WhatsApp Business to Microsoft Teams

Press to view all results

4. Select a channel and press "**Go**"

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5. After this you will be redirected to the channel that you choose and you will see "**install**" button. Press on it

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6. You need to fill in **app id** and **app secret** and press "install"

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7. Now you need to check incoming and outgoing messages:

You need to write from your personal number on WhatsApp Business API number using this link wa.me/number

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How to create a template for WhatsApp Business API

Step-by-step instructions how to create a template in our app

1. First of all, you need to open wtargeted.com/ and click on the "Facebook Login" button or "Google Login" button

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2. After you have logged in to your google \ facebook account, you must enter your PERSONAL phone number on which there is a WhatsApp application, a verification code will be sent to it (not to be confused with the number that you connected with us)

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3. Put your App key and Secret and press "Yes, continue".

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4. After this, an app menu will be opened. Click on the "Submit template" button.

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5. Select the desired language and template type.

Write your message with variables in the first column. For example, "Hello, our employee will answer you as soon as possible. Ticket {{1}} has been created." Variables should be in braces {{}}.

Write a sample message replacing the variables with meaningful information in the second column. For example, "Hello, our employee will answer you as soon as possible. Ticket [999TTT] has been created.". The placeholder is square brackets [].

Then click "Submit Template".

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6. After review, your template will appear in "Approved templates".

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Don't forget to click on the "refresh" button.

How to improve your mailing

How to improve your Template

When preparing a mailing campaign, one of the most common questions is: *How can I create an effective newsletter without risking being blocked?* In this article, we'll share practical recommendations to help you achieve that.

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Text Length

Meta recommends keeping marketing templates under 500 characters to maximize customer engagement. The optimal range is 300–500 characters. In practice, this means keeping your message concise and focused: present the essence of your offer in just a few sentences instead of overwhelming readers with a wall of text.

Personalization with Variables

Personalization significantly improves the effectiveness of your campaigns. Using variables such as the customer's name is a simple but powerful way to make your messages feel more personal. After all, everyone appreciates being addressed directly.

Use of Media

Adding visuals such as bright images or short videos is a proven way to increase click-through rates. High-quality media design not only attracts attention but also serves as an important driver of conversions.

Action Buttons

Quick-reply buttons are an excellent tool for faster customer interaction. A single click is always easier than typing a response.

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In addition, action buttons can redirect users directly to your website or phone number, making the communication process seamless and convenient.

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Unsubscribe Button

Meta recommends including an “Unsubscribe” button in mass-mailing templates, and we strongly support this practice. It’s much better to give customers an easy, native way to opt out than to risk complaints or negative feedback.

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Conclusion

If you want your newsletter to deliver high engagement and strong conversion rates, make sure your template includes all of the elements listed above: concise copy, personalization, engaging visuals, action buttons, and an unsubscribe option.

Important Note: Templates containing images or call-to-action buttons (such as a website link or phone number) can only be approved via chat with our support team: wa.me/421233221242
wa.me/17377101702

How to initiate dialogue in Microsoft Teams



How to initiate a dialogue via Teams if a conversation with the client already exists.

1. First of all, you need to open your personal account <https://wtargeted.com/settings> and copy a template by using "copy" button

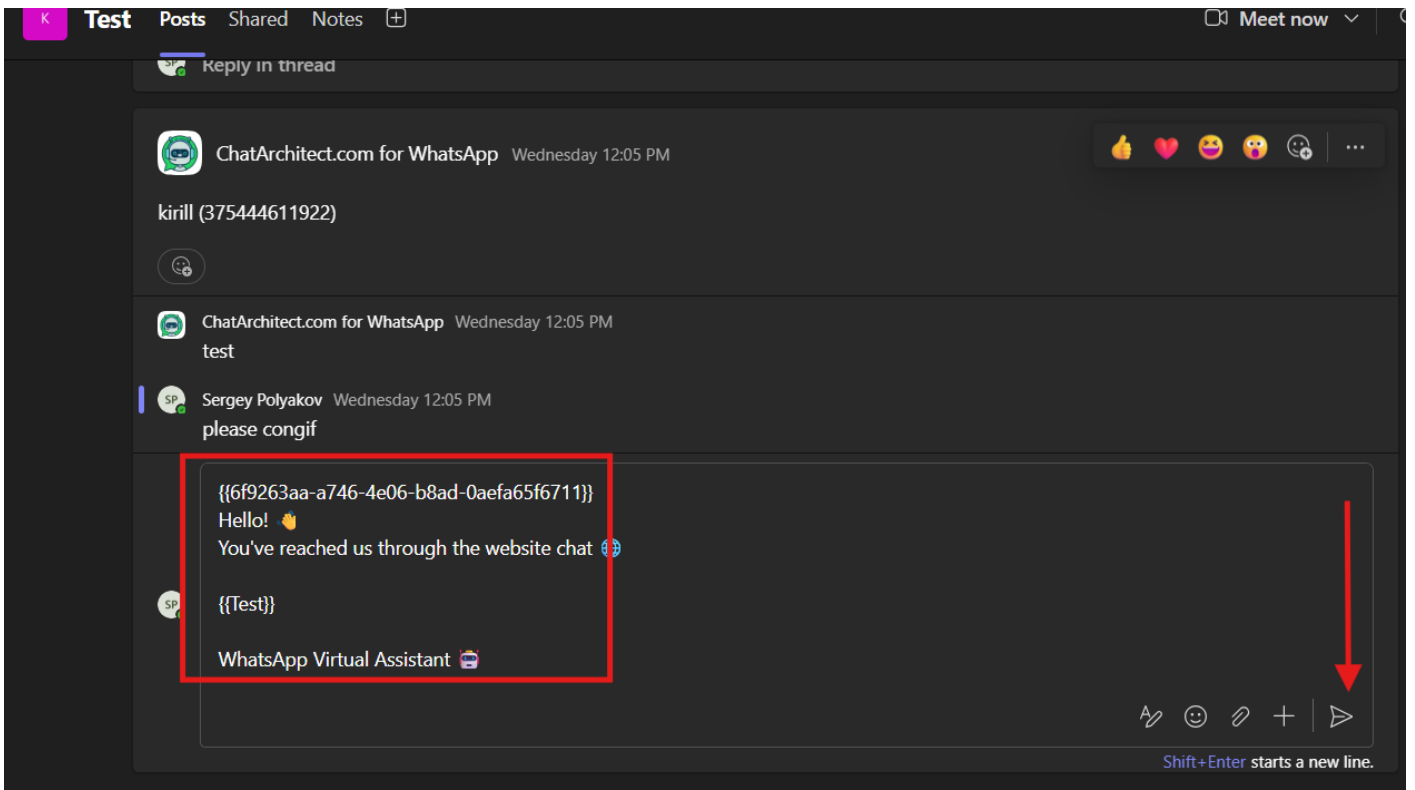
447418610794 ▾ Add Remove Show ↻

Current Plan:	100	Sender
Active clients:	2	Reports
Balance:	0.4€	Add balance
Paid till:	2030-12-31	Change tariff
Free entry point:	0	Your ideas
User-initiated:	3	
Marketing:	0	
Authentication:	0	
Utility:	2	
Conversations cost:	0.0242€	
Plan price:	15€	

Approved templates ▾ Submit template Show Failed

  Category: UTILITY dfq966ggzgyubgfxjtaze
{{ee891ffc-aa3c-46b1-8b03-4a956f727c2d}}
Welcome {{[1]}} to Clix Technology Support WhatsApp. If you need support for any systems please simply request here and one of our engineers will be able to help you.

2. After that, go to Teams, select the conversation you need to initiate, open it, and paste the template text into the chat thread (including the ID — it is only visible to you; the client will not see it).



How to initiate a dialogue with a client if no prior dialogue exists

1. First of all, you need to open your personal account <https://wtargeted.com/settings> and press "Sender" button

447

Add **Remove** **Show**

Current Plan: 100
Active clients: 2
Balance:
Paid till:
Free entry point:
User-initiated:
Marketing:
Authentication:
Utility:
Conversations cost:
Plan price:

Sender
Reports
Add balance
Change tariff
[Your ideas](#)

Approved templates **Submit template** **Show Failed**

Category: UTILITY dfq966ggzgtyubgfxjtaze
{{ee891ffc-aa3c-46b1-8b03-4a956f727c2d}}

Welcome {{1}} to Clix Technology Support WhatsApp. If you need support for any systems please simply request here and one of our engineers will be able to help you.

- In the top field, select the template you want to send.
In the bottom field, enter the client's number you want to send it to.
Also, check the **"Copy text to CRM"** option.

WhatsApp Sender



{{ee891ffc-aa3c-46b1-8b03-4a956f727c2d}} Welcome {{[1]}} to Clix

{{ee891ffc-aa3c-46b1-8b03-4a956f727c2d}}
Welcome {{[1]}} to Clix Technology Support WhatsApp. If you need support for any systems please simply request here and one of our engineers will be able to help you.



List of phone numbers (delimiters - new line, tab, "," ";" " "):

42121281671



text image video file

Media URL https://

Send

Copy text to CRM