

# WhatsApp for Help Desk

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# WhatsApp for Usedesk.com

# Usedesk

## WhatsApp Business Connecting

Once Facebook has verified you, then you can start setting up a channel in Usedesk.

1. Create a chat channel or use an existing one. Copy the chat id in the channel settings.

```
snPDAIKrRwBhuq7eUI3qHx58DZFNpZWHZRRvrS6y
```

2. Go to the "Channels" - "API" section, click "Add".

```
yo7y87LSWgpJRfucrKDPOBIZNjNz3sYi7emJbgj6
```

3. After adding a channel, four configuration blocks appear on the page, in which you need to fill in the required fields:

- Channel name - enter the name of the channel, which will be displayed in the general list of channels in the "Channels" section;
- Redirect URL - your webhook, which ChatArchitect employees will provide after connecting the WhatsApp Business API (verification passing)
- JSON request - check the box to convert the request to JSON format;
- Send in UTF-8 - check the box to send a ticket in this format;
- Track Channels - Move to the right column those Usedesk channels through which this API channel should track events. In this case, this is the chat channel from item 1;
- Block "Tracking chats" - check the "All messages chat" checkbox.

Click "Save". After saving the settings, copy the secret key. 4. Transfer the data to the ChatArchitect employee for configuration on their part:

- API channel secret key (item 3)
- Chat channel identifier (item 1)

After the ChatArchitect employee sets up on their part, you will receive confirmation, then you can safely check the work of the channel.

## Using WhatsApp Business

**1. Processing incoming requests** Customers can write to the phone number you connected. The message from the client goes to the "Chats" section and the "Tickets" section. Respond from any section to a customer message. Tickets:

Eav1jLY7OehGdX2MkONNnf3jitRn7MZQNZjgZPCj

Chats:

IVatzsNUW23IVib8MviCyWhev7FF2965PjX8U607

Please keep in mind the 24-hour window for standard correspondence when replying to a message. If 24 hours have passed since the client's last message, you will need to use a pre-agreed template with ChatArchitect to respond. Copy the template text and paste it into the field for sending a message. The template can contain variables that you can edit

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

1. First of all, you need to open [wtargeted.com/](http://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.

embedded-image-a3rguoxb.png

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

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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.

7441895cdfc1ce3e73dda9ab51969a43.png

## 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.

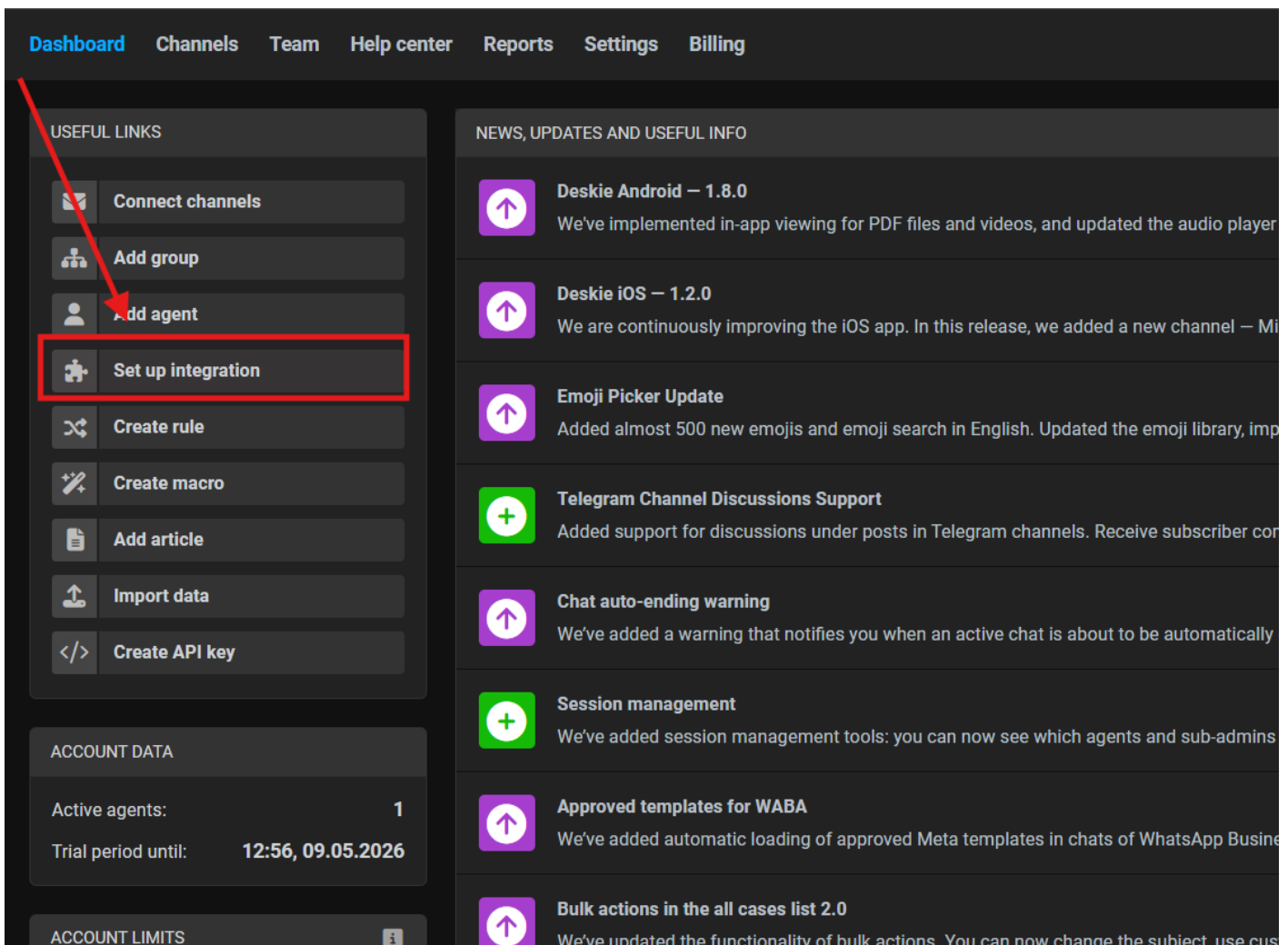
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# WhatsApp for Omnidesk

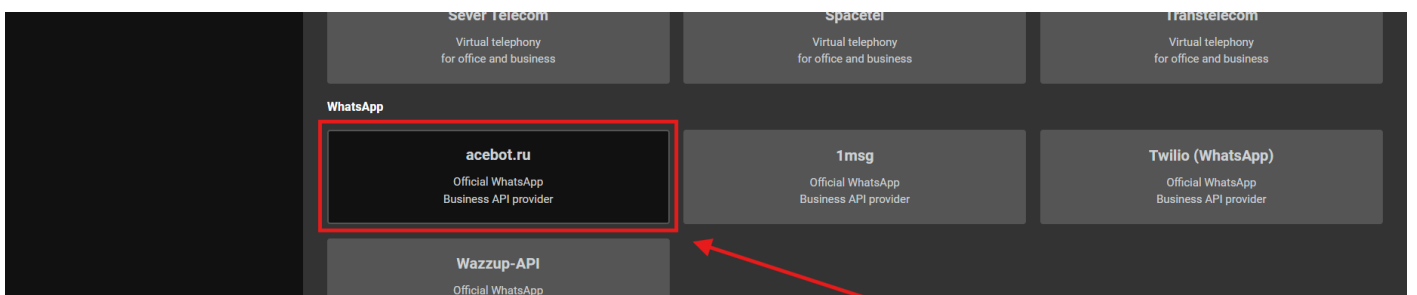
# WhatsApp Business API for Deskie\Omnidesk: Installation and sending the first message.

In this guide, you will learn how to install our integration in Deskie / Omnidesk and verify the functionality of incoming and outgoing messages.

1. Open the administrator account and select **"Set up integration"**



2. Go to the **"WhatsApp"** section and choose our integration **"AceBot.ru"**



3. Fill in your **APP ID** and **APP SECRET**;  
Press "**Connect**" button.

Connected integrations: 0 Add integration

Setting up integration with acebot.ru

Integration name:  Default group:

Key:  [how to get it?](#) Password:

Display WABA approved templates to agents at the [beginning](#) / [end](#) of the macros list cancel **Connect**

4. Send your first message from your personal WhatsApp to your WhatsApp Business API number

Dashboard Cases Knowledge base Users Companies

MY CHATS 1

WhatsApp kirill answer 33s

General questions - test

Today

test 13:11:45

answer 13:12:04

CTRL + ENTER to reply SEND

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# WhatsApp for Slack

WhatsApp for Slack

# WhatsApp initial configuration for Slack

1. INSTALL THE APP, use the button Add to Slack on the website

<https://www.chatarchitect.com/slack/>

Press "Allow"

74da0f4ce6cb37c4872a02945a69140f.png

2. ADD THE APP TO SLACK CHANNEL

Go to your channel settings

Integrations => Add an App

ac2c041b59f3371b03e5e356bba60179.png

3. Search our app ChatArchitect.com and press "Add"

0c0bbbc117e6dfc5e20fe059a624cc71.png

4. Press install and then enter your app ID and app secret

Now you should have our application in the chat window

5aa066acda59262c31d4e846b7f094fd.png

5. Write to the new WhatsApp number from your WhatsApp mobile app on your phone

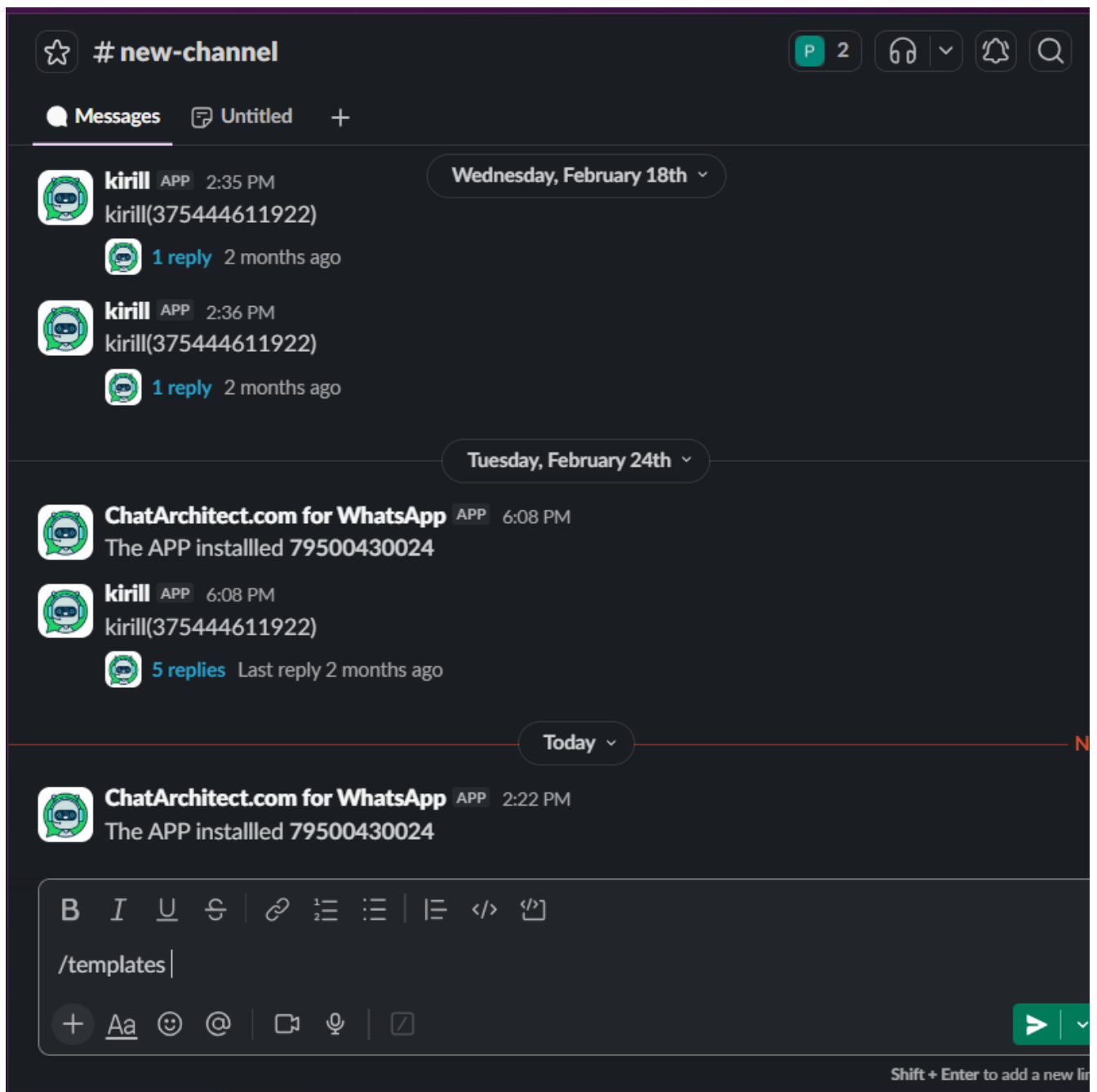
58a19e201dc50c9c41b334ee1dc7d4e2.png

# How to initiate dialogue in Slack

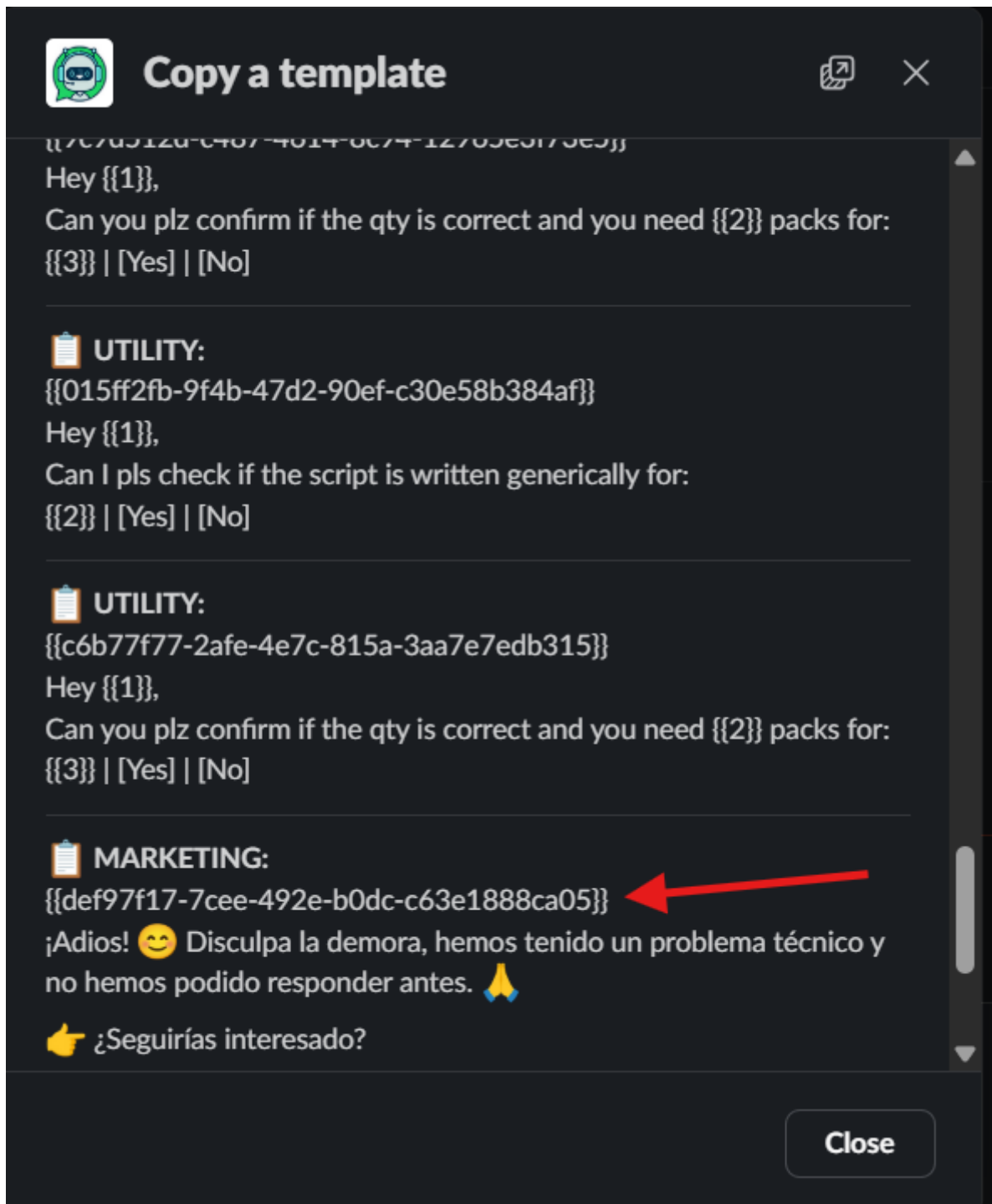
## How to initiate dialogue in Slack

**Video manual:** <https://www.youtube.com/watch?v=GqUpbqOvFoY>

1. In Slack use command **/templates** and press **"send"** button



2. Copy a template that you need with **template id**



The screenshot shows a dark-themed dialog box titled "Copy a template". At the top left is a WhatsApp logo icon, and at the top right are icons for a clipboard and a close button (X). The dialog lists three templates, each with a clipboard icon and a category label:

- UTILITY:** `{{015ff2fb-9f4b-47d2-90ef-c30e58b384af}}`  
Hey {{1}},  
Can you plz confirm if the qty is correct and you need {{2}} packs for: {{3}} | [Yes] | [No]
- UTILITY:** `{{c6b77f77-2afe-4e7c-815a-3aa7e7edb315}}`  
Hey {{1}},  
Can I pls check if the script is written generically for: {{2}} | [Yes] | [No]
- MARKETING:** `{{def97f17-7cee-492e-b0dc-c63e1888ca05}}` ← (Red arrow pointing to this ID)  
¡Adios! 😊 Disculpa la demora, hemos tenido un problema técnico y no hemos podido responder antes. 🙏  
👉 ¿Seguirías interesado?

At the bottom right of the dialog is a "Close" button.





3. Send a template to your client using this format:  
**(number) text of the template**

Today ▾



**ChatArchitect.com for WhatsApp** APP 2:22 PM

The APP installed 79500430024

B I U     </> 

(4212228182) {{def97f17-7cee-492e-b0dc-c63e1888ca05}}

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+ Aa 😊 @   



Shift + Enter to add a new li

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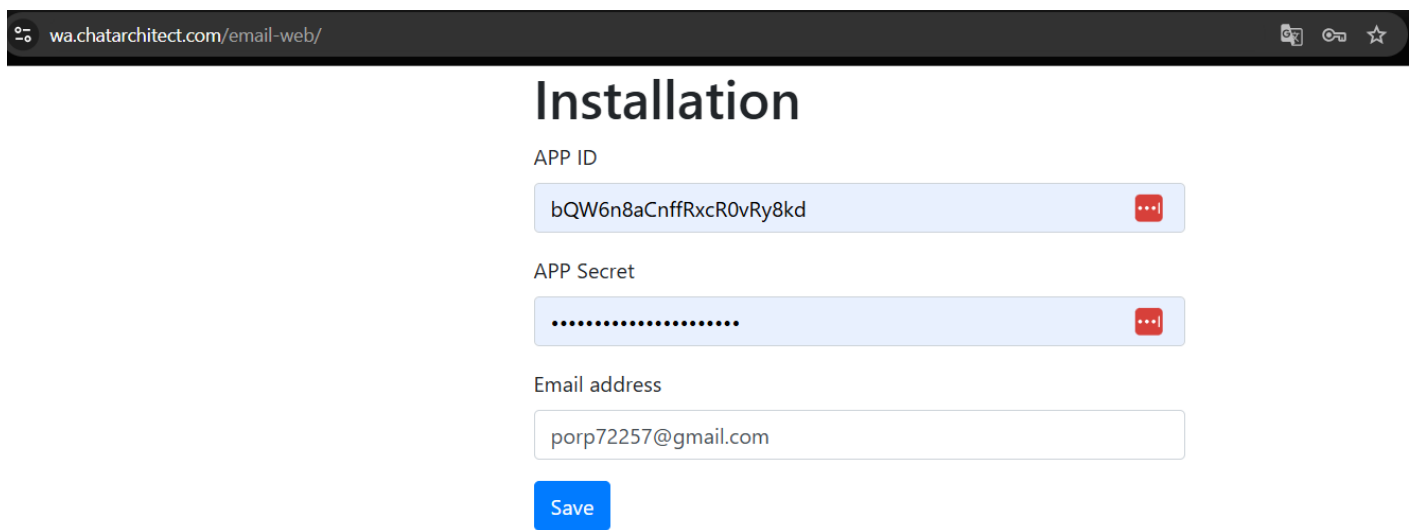
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# WhatsApp for Email \ Gmail

# WhatsApp initial configuration for Email

1. First of all, you need to install our app by using this link: <https://wa.chatarchitect.com/email-web/>
2. In the window that opens, enter your APP ID, APP SECRET and email, which will receive messages and click "Save"



The screenshot shows a web browser window with the address bar displaying "wa.chatarchitect.com/email-web/". The page title is "Installation". It contains three input fields: "APP ID" with the value "bQW6n8aCnffRxcR0vRy8kd", "APP Secret" with a masked value of ".....", and "Email address" with the value "porp72257@gmail.com". A blue "Save" button is located below the email address field.

3. Next, check the functionality of incoming and outgoing messages. To do this, send a message from your personal number to the WhatsApp Business API number that you connected with us.

✍ Compose

📁 Inbox

- ☆ Starred
- 🕒 Snoozed
- ▶ Sent
- 📧 Drafts
- 🛒 Purchases
- ⌵ More

Labels

+

⏪ 📧 🕒 🗑️ 📧 📧 ⋮

RE: whatsapp 447418610794 Inbox x



**kirill - WhatsApp 375**  
to me ▾  
test



**Por Par**  
to kirill ▾  
test

On Thu, Apr 23, 2026 at 5:51 PM kirill - WhatsApp 375 <[@em7741.chatarchitect.com](mailto:375)> wrote:  
| test

↩ Reply

➦ Forward



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# How to initiate dialogue in Email

**How to initiate a dialogue via Email 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

The screenshot displays the settings page for a WhatsApp for Email account. At the top, there is a dropdown menu with the phone number '447418610794' and three buttons: 'Add', 'Remove', and 'Show'. Below this is a table of account statistics and a list of action buttons. A red arrow points to the 'Approved templates' section at the bottom, where a 'Copy' icon is highlighted with a red box. A vertical scrollbar is visible on the right side of the page.

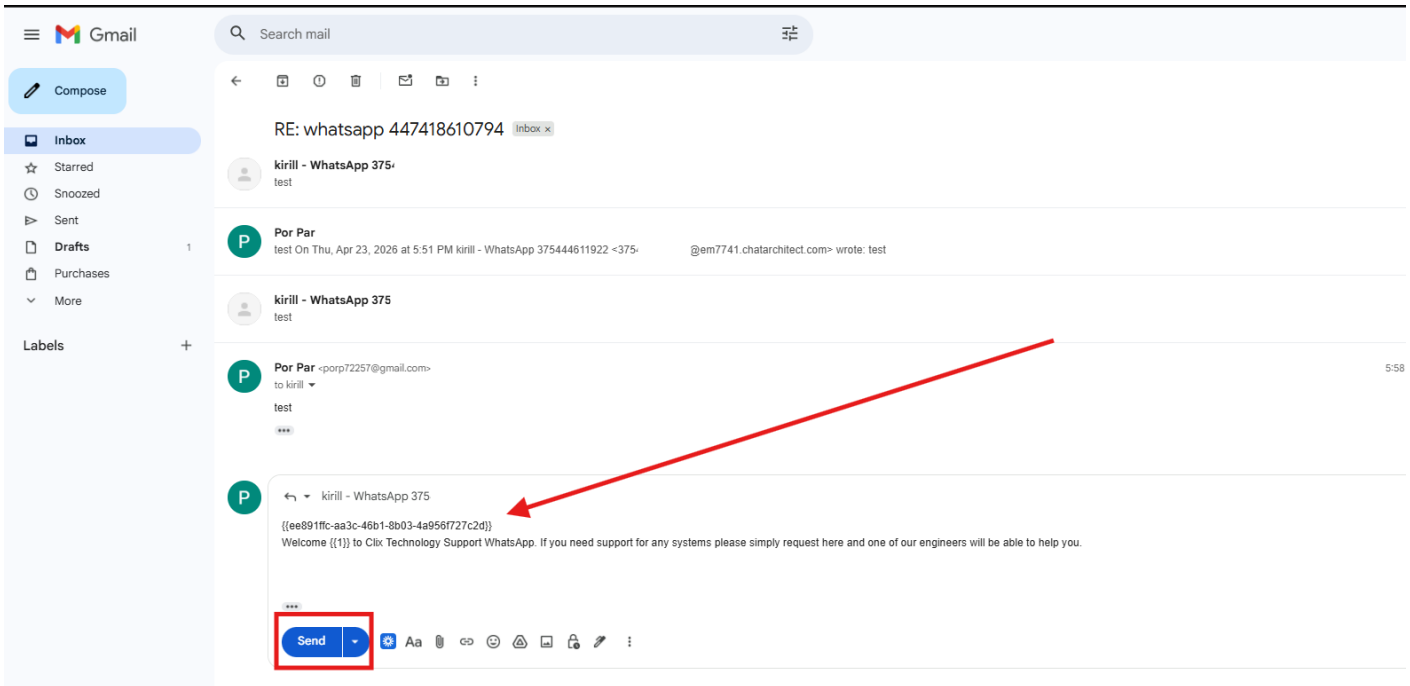
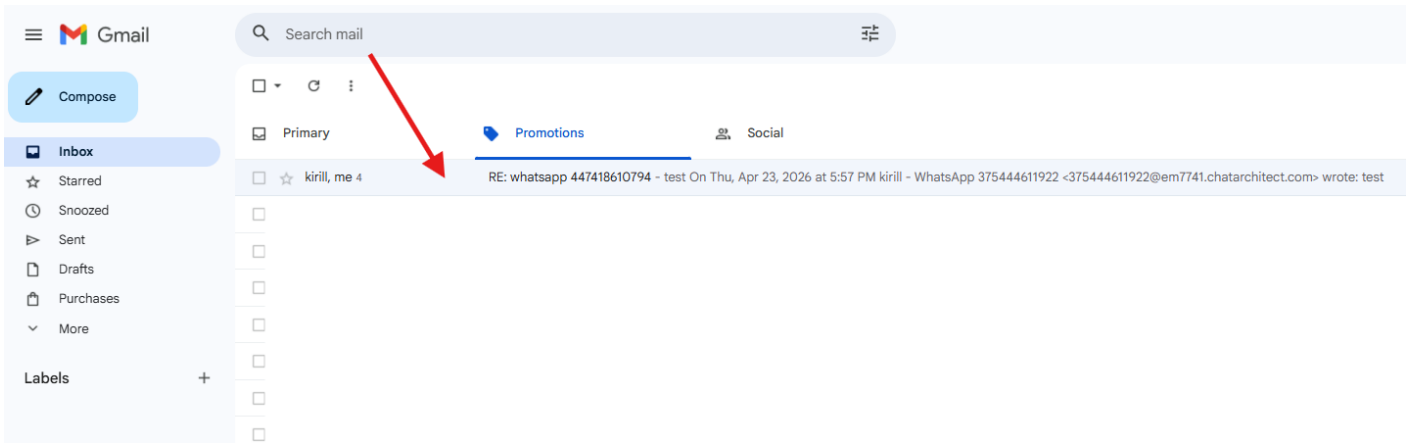
Current Plan:	100	<b>Sender</b>
Active clients:	2	<b>Reports</b>
Balance:	0.4€	<b>Add balance</b>
Paid till:	2030-12-31	<b>Change tariff</b>
Free entry point:	0	<a href="#">Your ideas</a>
User-initiated:	3	
Marketing:	0	
Authentication:	0	
Utility:	2	
Conversations cost:	0.0242€	
Plan price:	15€	

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 Email, 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**

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2. 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

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