

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

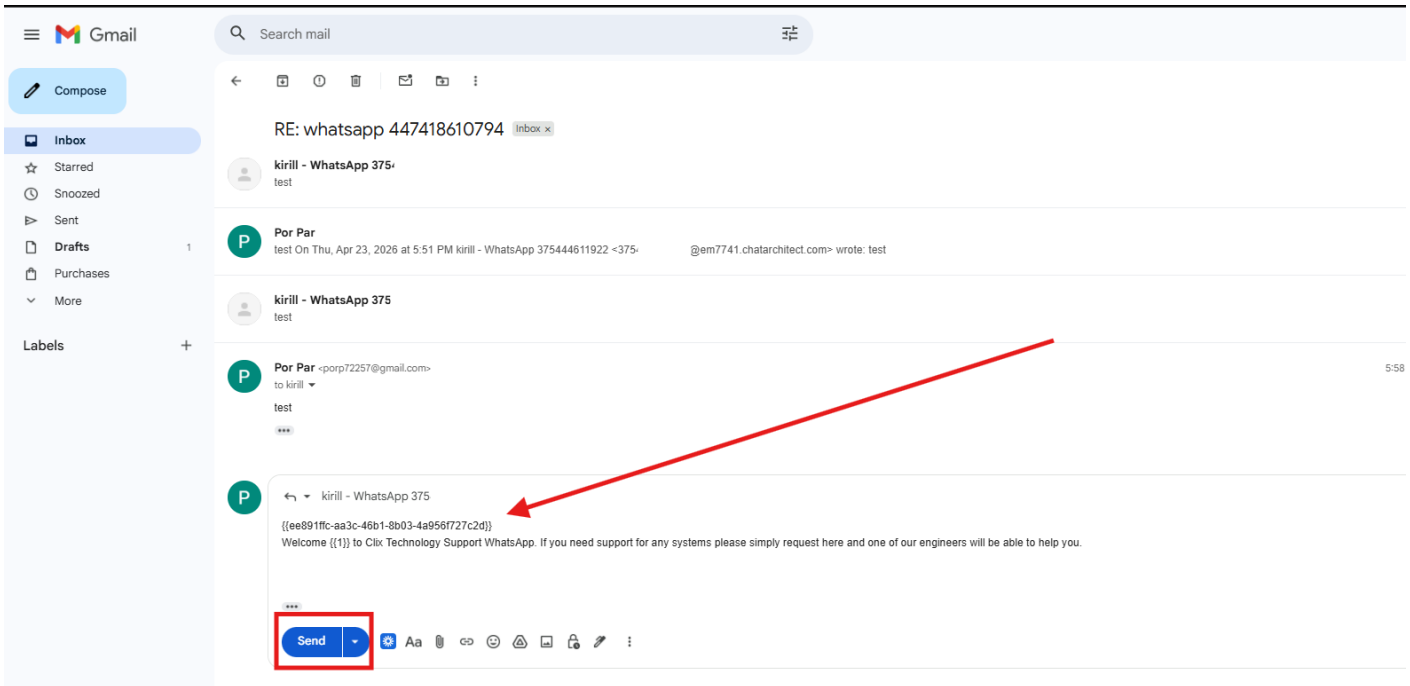
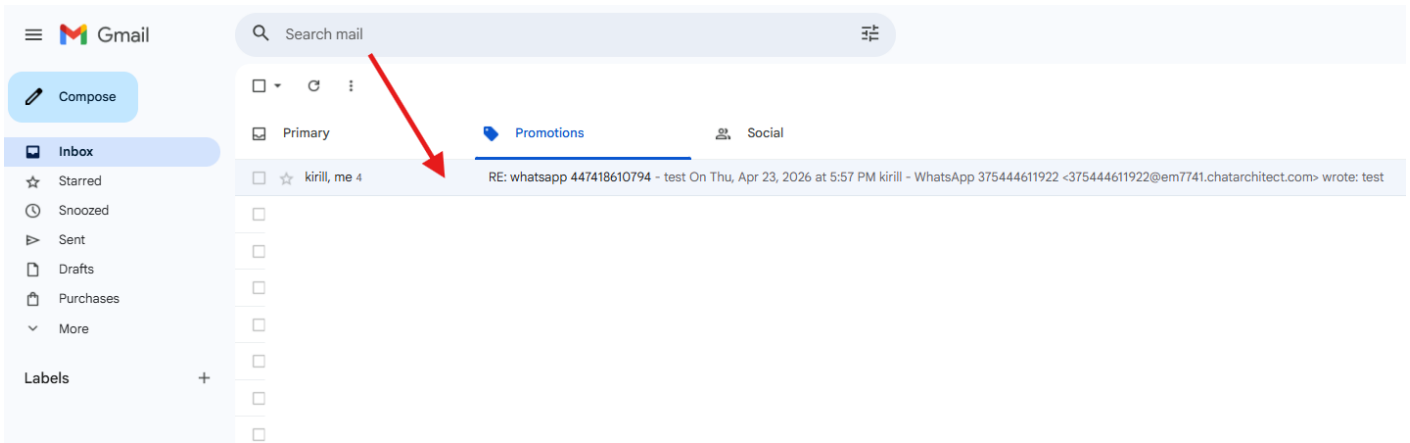
The screenshot shows a user interface for managing templates. At the top, there is a dropdown menu with the value '447418610794' and three buttons: 'Add' (with a plus icon), 'Remove' (with a minus icon), and 'Show' (with a key icon). Below this is a table of statistics and action buttons:

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€	

Below the table, there is another dropdown menu labeled 'Approved templates' and two buttons: 'Submit template' and 'Show Failed'. Underneath, there are three icons: a paper plane, a copy icon (highlighted with a red box and a red arrow), and a trash can. To the right of these icons, the text reads: 'Category: UTILITY dfq966ggzgyubgfxjtaze'.

The template text is: `{{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**

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

Revision #3

Created 2026-04-23 15:27:10 UTC by Kirill K

Updated 2026-04-23 15:53:58 UTC by Kirill K