

# 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

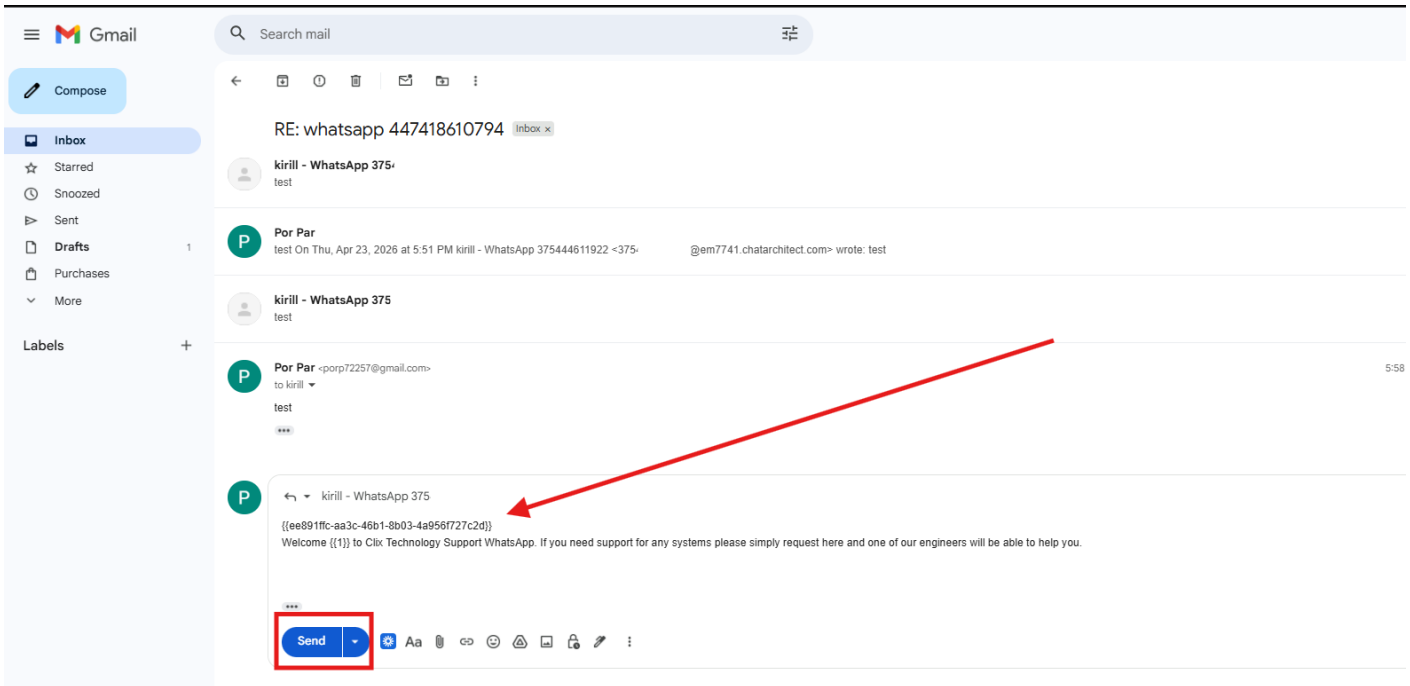
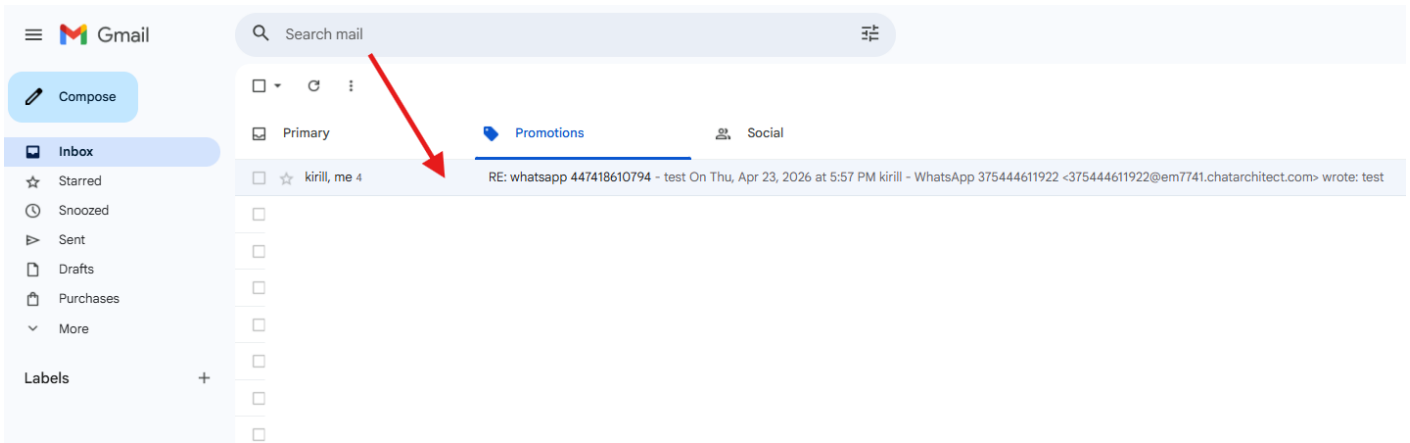
447418610794 ▾ Add Remove Show ↻

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 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 #4

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