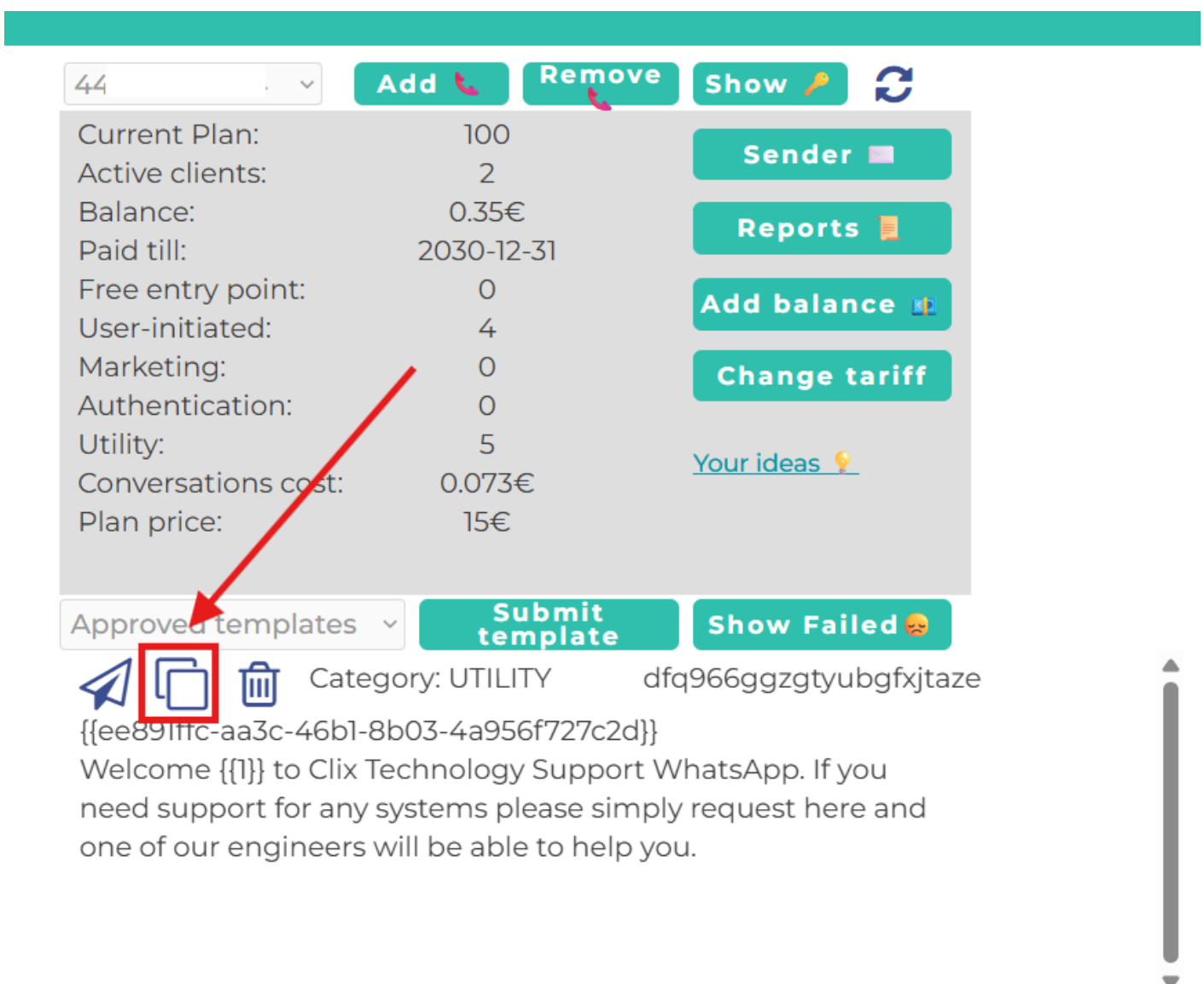


# How to initiate dialogue in Omnidesk

How to initiate dialogue in Omnidesk



1. Go to the app <https://wtargeted.com/settings> and copy a template that you want to use by using "Copy" button



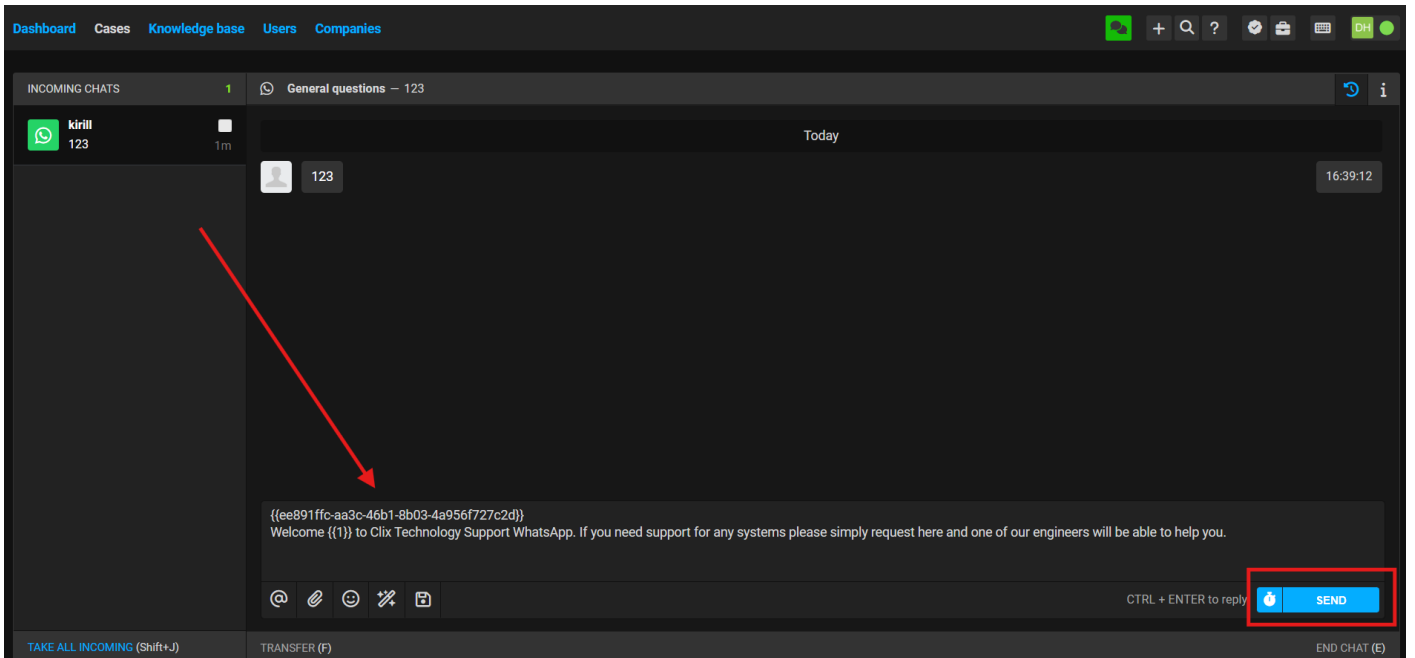
The screenshot displays the Omnidesk settings interface. At the top, there is a teal header bar. Below it, a search bar contains the number '44'. To the right of the search bar are buttons for 'Add', 'Remove', 'Show', and a refresh icon. The main content area is a grey card with a list of account statistics and action buttons. A red arrow points from the 'Approved templates' section to the 'Copy' icon. Below the arrow, a red box highlights the 'Copy' icon. The 'Approved templates' section shows a list of templates with a 'Submit template' button and a 'Show Failed' button. The first template is titled 'Category: UTILITY' and contains a placeholder for a logo and a welcome message.

Stat	Value	Action
Current Plan:	100	Sender
Active clients:	2	Reports
Balance:	0.35€	Add balance
Paid till:	2030-12-31	Change tariff
Free entry point:	0	Your ideas
User-initiated:	4	
Marketing:	0	
Authentication:	0	
Utility:	5	
Conversations cost:	0.073€	
Plan price:	15€	

Approved templates

  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.

2. After that, go to the chat where you need to initiate the conversation and paste the template text. Press "Send".



## Revision #1

Created 2026-05-15 13:23:09 UTC by Kirill K

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