



Configure WhatsApp using Zoho Voice

Zoho Voice offers a robust WhatsApp integration, allowing businesses to create and manage WhatsApp Business accounts, send and receive messages, utilize message templates, and share media files.

A) Test WhatsApp before integration

Integrate your WhatsApp account with Zoho Voice

1. Before integrating your WhatsApp account with your Zoho Voice account via your Facebook business account, you can test the communication in the **Sandbox** option.
2. Sandbox testing allows you to **test and prototype** WhatsApp Business messaging in Zoho Voice without the need for **business verification**.
3. You can add up to **3 numbers** and scan the QR code from the said numbers to initiate a conversation with the test number provided in the view.

Note: The added numbers **should have a WhatsApp account**. It can be an individual/personal account. You can edit/delete the numbers anytime.

4. You can send a message to the number listed in the view to connect to the Sandbox.

B) Create a WhatsApp configuration

1. Create WhatsApp account configuration via **Integration** -> **Instant Messaging**.
 2. **Purchase a number** from Zoho Voice. Now, [create a WhatsApp Business Account](#) (WABA) with the purchased number.
 3. Once WABA is created, link the [WABA with the Facebook business account](#).
 4. Now, link the Zoho Voice account with the **Facebook business account**.
- Note:** A Zoho Voice account can only be linked with one Facebook business account.
5. Configuration for WhatsApp account is completed using Zoho Voice via Facebook business account.

C) Communicate via WhatsApp

1. After successful configuration of WhatsApp integration with Zoho Voice, create a channel in the **Channels view**.
2. In the Add Channel view, provide a Channel Name, Associate a Number, and Agents to the Channel. One channel can be associated with multiple agents.

Note: Zoho Voice provides up to 3 free channels for Contact Center users and 1 free channel for Standard users.

3. Use the channels to communicate with the users by initiating a conversation or answering to the user query.

D) What's new with WhatsApp in Zoho Voice?

1. Enjoy seamless user communication by leveraging,

Template Messages: Template Messages are pre-approved messages sent by the business to the users.

Canned Messages: Canned messages are pre-drafted responses you can use to save time and effort while sending frequently used messages.

Auto-Response: Auto-response messages are pre-written texts that are used to greet the sender and keep them engaged.

Note: The template message option is only available for WhatsApp.

2. Invite users to access a WhatsApp channel via,

Link: With a pre-filled message, share the URL (WhatsApp domain-based) with the users to access the channel.

QR code: Download the QR code along with a pre-filled message and share it with the users to access the channel.

Message button: The code script for the typical 'Message us on WhatsApp' button can be incorporated into a business website. This button navigation leads to the invite page to access the specific channel. You can customize the button text and the button color theme.

3. When a channel receives a message, Admin/Super Admin can assign agents associated with the channel, avoiding overlap of agents handling the same chat. If no agent is associated, the Technician/Admin can handle the message by selecting Pick Up to initiate the session and continue the conversation.

