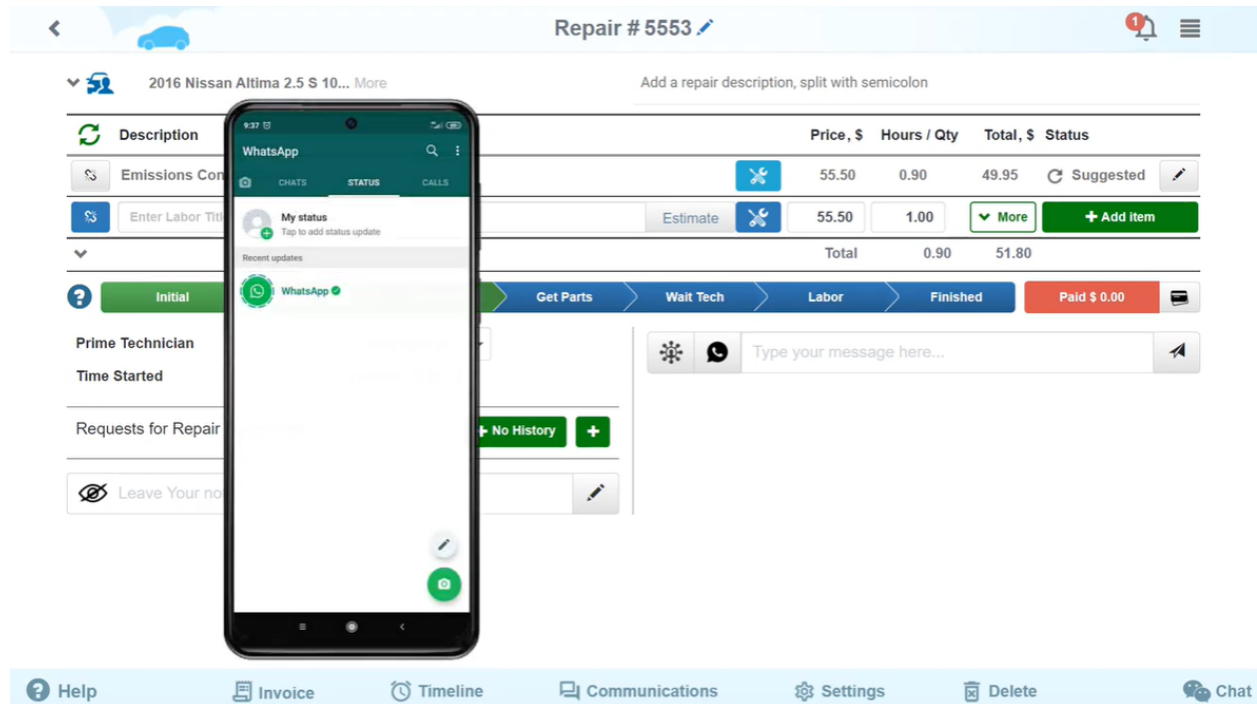We have fulfilled the requests of our users and added the ability to chat using WhatsApp messenger.

In order to use the WhatsApp messenger, you do not need to have a WhatsApp account, instead, the customer must start a conversation by scanning the QR code and send an initial message in the open chat (the customer must have an active WhatsApp account).


For example,
You would like to send a message regarding ongoing repairs.

In order to initiate a session, you need to send a PDF file with a QR code to the customer by mail or print this file or post it at your front desk or a wall in your waiting area so that your clients can scan it.
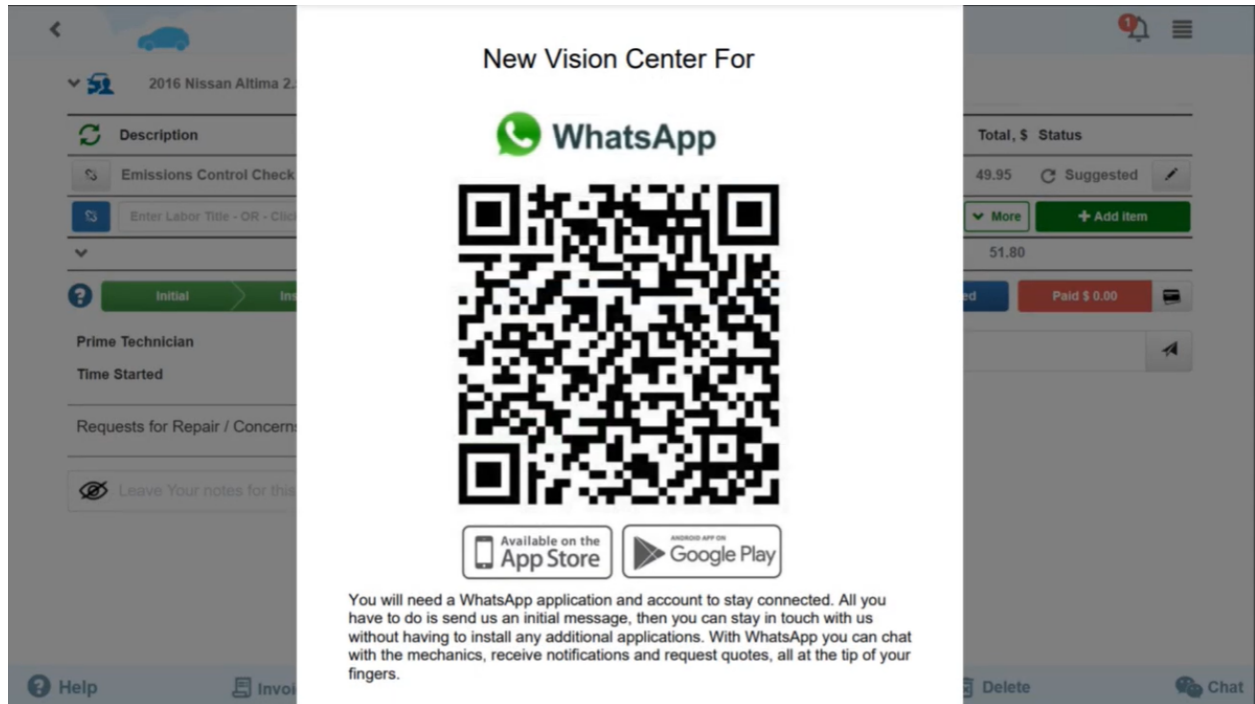
The customer scans the QR code. After scanning the QR code, your shop will be added as a contact, the customer must initiate the conversation with your shop by sending the first message.
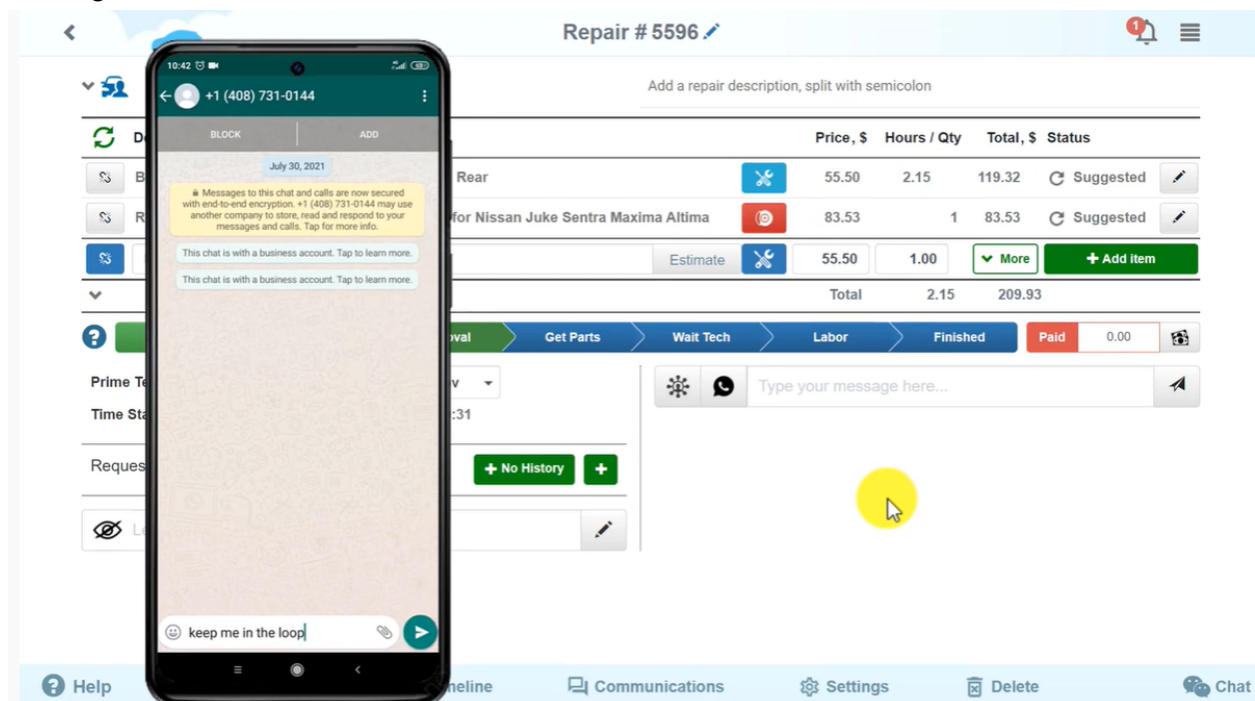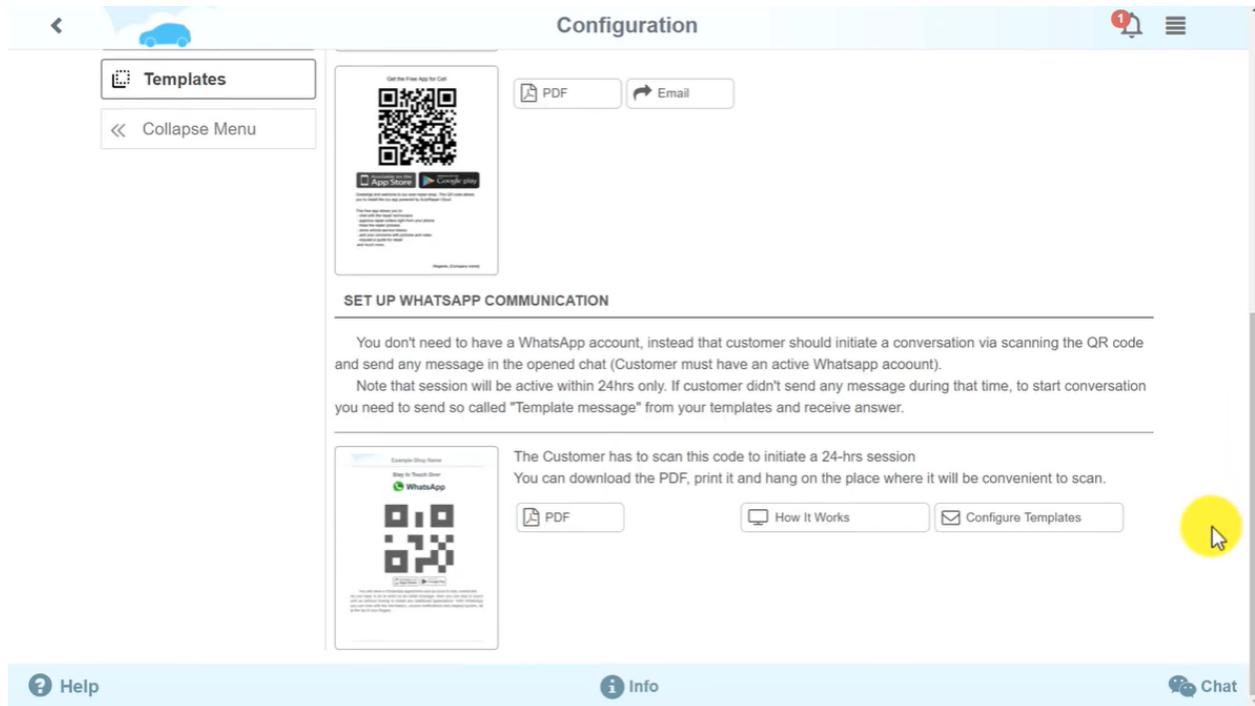
If everything is done correctly, you will receive a message in the chat. This confirms that the chat session is opened and now you can start chatting.
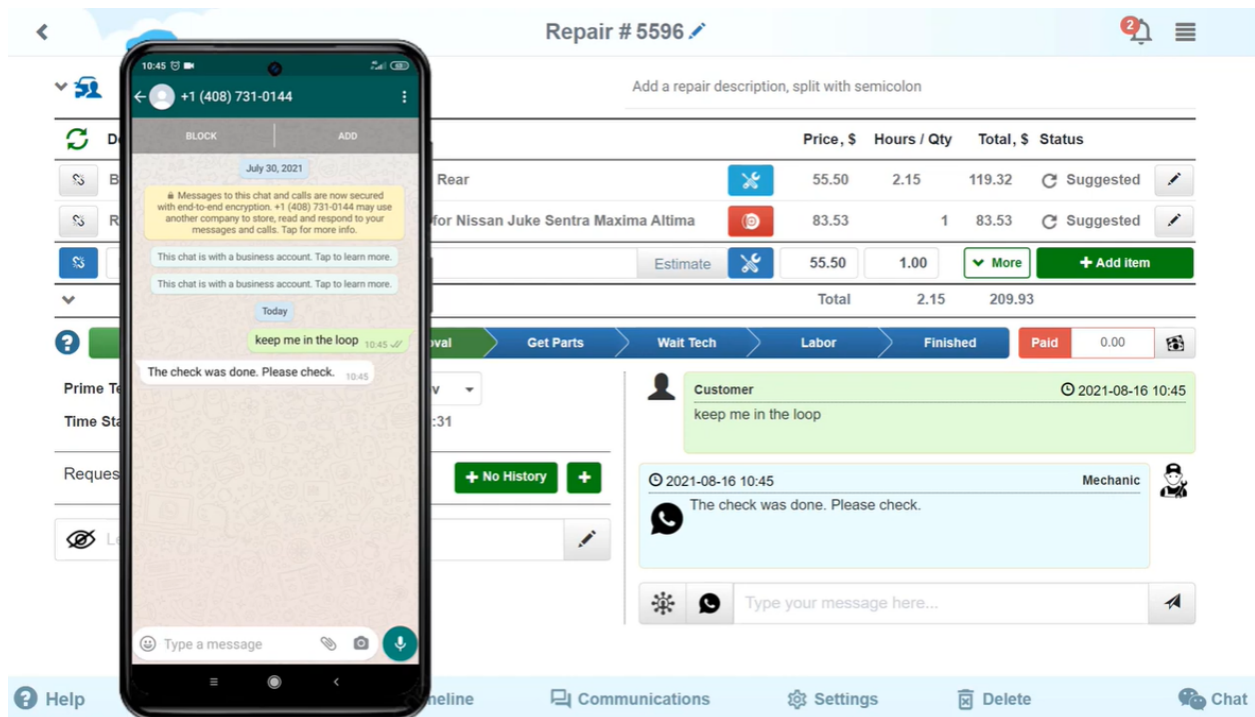
You can send organic or canned messages which you can prepare in the configuration section, under templates.

It's important to note that: The chat session lasts only 24 hours from the moment of the last message from the customer.

SET UP WHATSAPP COMMUNICATION

You don't need to have a WhatsApp account, instead that customer should initiate a conversation via scanning the QR code and send any message in the opened chat (Customer must have an active Whatsapp acoount).

Note that session will be active within 24hrs only. If customer didn't send any message during that time, to start conversation you need to send so called "Template message" from your templates and receive answer.

The Customer has to scan this code to initiate a 24-hrs session
You can download the PDF, print it and hang on the place where it will be convenient to scan.

After the session is over, you need to request for the customer to initiate the conversation again. The customer needs to scan the QR code again and send the first message.

It's also important to note that: If you did not create a new Repair Order, then all messages from the customer will be sent to the chat in the old Repair Order.