How to Create and Solve WhatsApp Requests from Jira

Learn where to go to create and solve WhatsApp issues as Jira tickets through WhatsApp Connector for Jira.

Steps

1. Receive Customer Support message from WhatsApp
2. View the message as a ticket
3. Click on the ticket 'Summary'
4. Head to 'Reply to customer'
5. Add your response
6. Click on 'Save'
7. Your response will be sent back as a message
8. New responses will be added to the ticket

To learn what happens when a customer sends you a WhatsApp message, click on this link.

Related Pages

- Issue Glance new design
- How to Set Up a Predefined Template Message on Twilio
- How to Record a Voice Note from Jira and Share It Through WhatsApp
- How Does a Jira Response turn into a WhatsApp Message?
- What happens when a customer sends you a WhatsApp message?
- How to Create and Solve WhatsApp Requests from Jira