What happens when a customer sends you a WhatsApp message?

If the customer has an Open Issue already

If the sender's phone number already has an open issue, the new message will be transferred into a Jira comment in the open issue.

If the customer doesn't have an Open Issues

A new Jira ticket will be created if the sender's number does not have an open issue.

If the customer has resolved tickets

If your agents set the previous customer tickets resolution same as that configured in **WhatsApp Connector for Jira** project settings, then a new ticket will be created

To learn how a Jira issue turns into a WhatsApp message, click on this link here.

Related Pages

- How to send CSAT using custom notification when status is Resolved?
- Where to Find Your Webhook
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- Can several agents use it with a single phone number?
- You're not receiving tickets after connecting your Twilio account?
- Custom Request types don't show up in the addon setup
- You're receiving Whatsapp tickets in your project from different users
- Do I need to be subscribe to Jira Service Management?
- Resolution status
- Where to find your sandbox Join code
- How to solve "Something's gone wrong" error while clicking on "Link WhatsApp Account"
- Why there isn't request type to select?