

How to Set Up a Predefined Template Message on Twilio

Learn how to set up a predefined [template message](#) on Twilio to be sent as a response to your customers on WhatsApp.

When you receive a message from WhatsApp to Jira, your agents have 24 hours to respond to that message and answer the inquiry freely. However, if it takes longer than 24 hours to answer the message, you'll have to open the doors of communication again. For that, you will need to send a 'predefined template message'.

Here are the steps to setting up this [template](#):

1. Go to Twilio Console>Messaging>Senders>WhatsApp Templates.
2. Click on Submit message template. A new screen will appear.
3. Fill in and set up the:
 - a. Template name
 - b. Tip
 - c. Template category
 - d. Message language
 - e. Message body
 - f. Buttons
4. Click 'Submit Message Template'. This will send the template to WhatsApp for approval.

Once your template is approved, you will be able to use it.

To learn more about the permitted and unacceptable message format, head on to this [link](#).

Related Pages

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