## Can several agents use it with a single phone number?

Yes, whenever you connect your phone number to Jira Service Management project, your agents will communicate with your client over one phone number through Jira tickets (agents will add Jira Comment, and our connector will forward it to WhatsApp as a message)

## **Related Pages**

- How to send CSAT using custom notification when status is Resolved?
- Where to Find Your Webhook
- How much Twilio service costs?
- Do I need to have a phone number?
- Buy and configure a Twilio Phone number
- Attachments are not loading?
- 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?
- Where to find your WhatsApp phone number?
- Where to Find Your Twilio Credentials