Ticket Creation and WhatsApp Bot Solutions



- 1. Whenever a user chooses the "WhatsApp Bot" WhatsApp integration type he will first be presented with the corresponding steps in the "Link WhatsApp Account" in order to set up his configuration (like setting up the default message that the client will receive whenever he tries to communicate through WhatsApp).
- After finishing the configuration, any client can now send a WhatsApp message to the Twilio phone number, where he will be welcomed with the default message that the user has previously set. The default message will include instructions on how to communicate using the special commands presented by the bot.
- 3. The WhatsApp bot presents four commands which the client can make use of. First, any client can create a ticket with the bot which he will then be able to communicate through with his agent.
- 4. Below is a representation of how a client can create a ticket with the WhatsApp Bot:

Archived			م ک
228 AM Your ticket TP-156 has been created Successfully 4 Accessed	Please select one of the below groups: 1- Applications 2- Common Regets 3- Computers 4- Lopics and Accounts 5- Servers and Infrastructure SURM		
	Please select from the below requirst types: 1- Report a system problem 2- Request a change 3- Request new software _{\$27 AM}		
	Please provide the summary of the ticket		
		I need some help with my product!	
	Please provide the Description of the ticket 925.000		
		I am not able of figuring out what the problem is	
	Your ticket TP-156 has been created Successfully. All future texts will be added as comments to the coressponding ticket. You can send /cancel at any time to cancel the current flow.		
			Ą

- 5.
- 6. The second command is the "/update" command where a user can choose or search for any ticket he has previously created and make updates to it by sending new comments. Also, any comment the agent adds to the tickets will be added in the WhatsApp conversation.
- Below is a representation of how a client can update a ticket using the WhatsApp Bot:

Archived	+	C#	Ç	م
ρ Search archived chats	Your ticket TP-156 has been created Successfully. All future teats will be added as comments to the consigneding ticket. You can send /cancel at any time to cancel the current flow.			
Heldi Yes of course, how can I help you? C+ Michined				
	cancelled the flow PRI AM	/undal		
	Please select one of the below options:	2 Contraction		
	1 - List all my lickets 2 - Search for a ticket by ticket key _{912 AM}			
	Please enter the key of the ticket you're looking for 200 AM			
	Your texts will be added as comments to the ticket IP-156 You can send at anytime /cancel to cancel the current flow 933 AM			
	Hello, please can you get back to me soon! I n	need some help		
	Helio! Yes of course, how can I help you?			
	☺ 🖉 Type a message			

- 8. Solution of the status (Open, Closed ...), or the client can get the ticket details (Summary and Description), or see the latest comment added to that ticket.
- 10. The below images are a representation of how a client can get updates on a ticket he created using the WhatsApp Bot:

	Archived		
			/getupdate 9540 AM 4/
	10:01 AM Last Comment Q× [Archived]	Please select one of the below options: 1- List all my lickets 2- Search for a licket by ticket key 2- Search for a licket by ticket key	
		Please enter the key of the ticket you're looking for $$_{\rm 940 AM}$$	
		Please select one of the below options: 1 - Show ticket status 2 - Show ticket details 3 - Show latest comment 1000 AM	
		Status of ticket TP-156: Open	
		Summary: Lead some help with my product! Description: Brondre	
		WhatsApp Feed Type: WhatsApp Message	
11.	Archived	© ⊘ Type a message	¢
	C Search archived chate	Blaze aster the low of the fidet water looking for	
		Presse entret tile key of the locality for 940 AM	TP. 156
	1001 AM Last Comment: Q Archived	Please select one of the below ontions:	
		1 - Show teket status 2 - Show teket detallis 3 - Show latest comment	
		Status of ticket TP-156: Open Intel Ak	
		Summary I need some help with my product! Description: Reporter: WhatsApp Fed Type: WhatsApp Message	
		DEFAILS I am not able of figuring out what the problem is 1801 AM	
		Last Comment: Hello' Yés of course, how can I help you? _{Yout AM}	
12		© ⊘ Type a message	
· ·			