

Template

This feature allows you to create a WhatsApp template message and send a request for its approval. You can use the template message to send notifications or whenever it has been a long time since the customer's last message. The template messages need to be approved by WhatsApp before sending it to the users

- Your template should be easy and clear to understand your business for the reviewer.
- Avoid spam messages like sending promotions, data collection messages or any phrase which sounds promotional.
- Keep your template in a proper format and avoid grammatical errors.
- Your template name should be relevant to your context on how the template will be used.
- The context of your template message should be relevant to your previous conversation.
- Choosing the right template will give a better idea of your message. The categories can be Transactional, Marketing or One-time password.

Template - How to create create Template

Go to Broadcast >> Click Message Template >> + Create New Template

Nettyfish Solution ... Wacto

Message Templates

[+ Create New Template](#) [View Template Library](#)

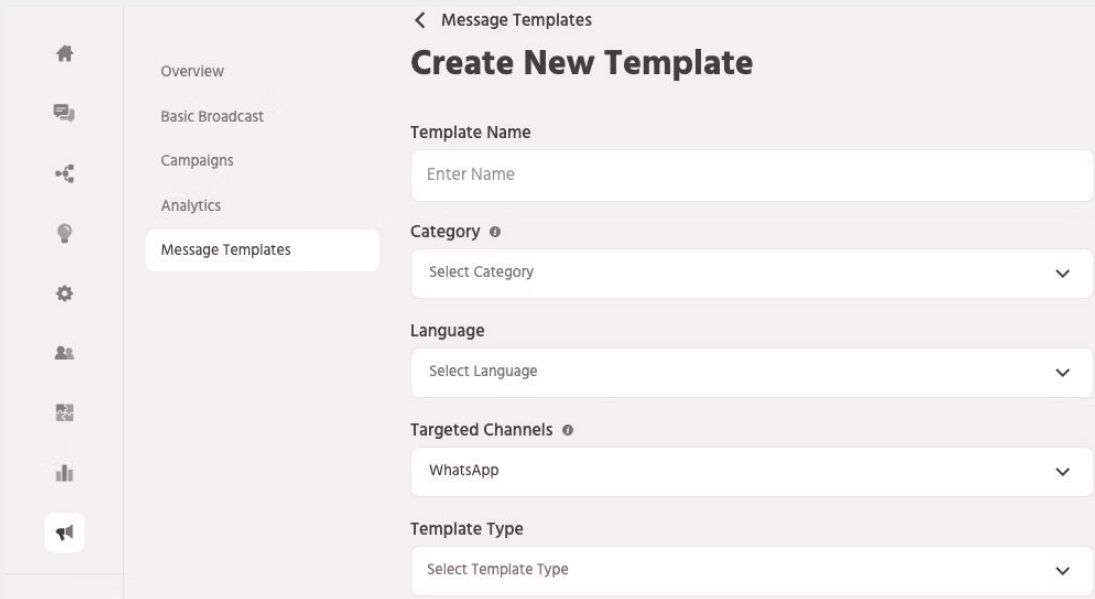
Note: Message Templates are approved by WhatsApp and the time taken for approval may vary depending on content. Typically the approval may happen within 24 hours of submission. Best Practices and common rejection reasons can be found [here](#)

Search Templates

Template Name	Template Category	Preview	Status
mobile_number	ALERT_UPDATE	917042990889	Approved
job_campaign111_copy	Marketing	Hi, We came across your profile on the j...	Approved
sumed	Marketing	hi we are sumed	Rejected
onboarding_signoff	TICKET_UPDATE	Hi {{}}, Thank you for signing for WAT ...	Approved
onboarding_signoff	TICKET_UPDATE	Hi {{}}, Thank you for signing for WAT ...	Approved
christmas_wishes	Marketing	Merry Christmas to our beloved cust...	Approved
job_campaign111_copy	Marketing	Hi, We came across your profile on the j...	Approved
chathat ani updated	ALERT_UPDATE	Hi {{}} We approved your business	Approved

Template

As a bot builder, you can configure the following on the template message field:



The screenshot shows a web interface for creating a new message template. On the left is a vertical sidebar with icons for Overview, Basic Broadcast, Campaigns, Analytics, and Message Templates (which is highlighted). The main content area is titled 'Message Templates' and 'Create New Template'. It contains five form fields: 'Template Name' (text input), 'Category' (dropdown), 'Language' (dropdown), 'Targeted Channels' (dropdown with 'WhatsApp' selected), and 'Template Type' (dropdown).

< Message Templates

Create New Template

Template Name

Category

Language

Targeted Channels

Template Type


- **Template name:** Choose an appropriate and relevant title for your template message based on your use case. The title can only have lowercase Alphanumeric [a-z,0-9] and underscore (_).
- **Category:** Select the template category from the dropdown menu based on your use cases such as Account update, Alert update, Appointment update, Auto reply, One-time password and many more.
- **Languages:** Select the language from the list available in the dropdown
- **Targeted Channels:** By default, the selected channel is WhatsApp

Template

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Standard (text only): In this template, you can only add a simple BODY text message. You can also insert variables in your body text and assign values to them by clicking on the preview button. Variables can be added in {{x}} where x is the index number of the variable as shown below.

Template Type

Standard (Text Only) 

Body Text

Enter Body Text

B *I*  



Show Preview

Preview

Hi Alex Mathews
Your order no. 273847384 will be delivered to you
by 18:00

Body: {{1}}

Alex Mathews

Body: {{2}}

273847384


Body: {{3}}


18:00


Template

Media & Interactive: In this template, you get options such as Header type, Body text, and Footer.

Template Type




Media & Interactive 

Header Type 

Select Header Type 

Body Text

Enter Body Text

B I   

Footer

Enter Footer Text

[+ Add Button](#) [Show Preview](#)

- **Header Type:** You can select the header category from the drop-down menu as Text, Document, Image, and Video according to your use case which will be displayed on the top section of your template message.
- **Body Text:** Here you can add the most important content of your message with the support of emojis, to make it more attractive for the user.
- **Footer:** In this section, you can add the last content of your message which can also contain crucial information for the customer. This will be displayed at the bottom of your template message.
- **Add button:** Using this option you can add quick reply and call-to-action buttons such as URL and Phone Number in your template message. You can set a name for your button in the button label section. Multiple Buttons can be added to the template message based on your requirement (max of 3 buttons). All buttons need to be of the same type.

Template

< Message Templates

Create New Template

Template Name

Category

Marketing

Language

English

Template Type

Media & Interactive

Header Type

Image

Select Image

Only the types JPG, JPEG, and PNG are allowed. Maximum allowed post-processing size is 5MB. 1024px by 600px image resolution is recommended.

<https://s3-sp-south-1.amazonaws.com/443/bot-bkt/prod/79737/79737-37269f0b-7ccb-4104-8c7b-01152b41d94.jpeg>

Body Text

Please limit your message to a max of 1024 characters including values from variables used.

39/1024

Dear Customer,
Welcome to [Wacto](#) Product.

B I U

Footer

Please limit your footer to a max of 60 chars. No variables allowed.

9/60

Nettyfish

Button 1

Button Label

Visit Website

Button Type

Call To Action - URL

URL

<https://wacto.in/>

Calculate Analytics

Delete Button

Preview



Dear Customer,

Welcome to [Wacto](#) Product.

Nettyfish

[Visit Website](#)

Update Preview

[Request Approval](#)

Template

After creating the template you can send an approval request which will be then reviewed by WhatsApp. The template approval status will be displayed on the message template tab as rejected or approved. The reason for rejection can be viewed on the info-icon (?). You can also delete the rejected template message or the template which is not required.

You can able to see all the Template messages in - Message Template

Template Name	Template Category	Preview	Status
nettyfish	Marketing	hi we are from nettyfish	Approved
sample_shipping_confirmation	SHIPPING_UPDATE	Seu pacote foi enviado. Ele será entregue ...	Approved
sample_shipping_confirmation	SHIPPING_UPDATE	ó tu paquete. La entrega se realizará en ...	Approved
nettyfish	Marketing	hi we are from nettyfish	Approved
dynamic	Marketing	Hi {{1}}, Your LIC due date is {{2}} T...	Approved
paner	Transactional	"We Are Open" Noting Bring People Togeth ...	Approved
pongal_employe	Marketing	🥳🥳 Happy and delightful Pongal to you ...	Approved
subscribe_nettyfish_new	Marketing	Dear, Would you like to receive more up ...	Approved
dynamic	Marketing	Hi {{1}}, Your LIC due date is {{2}} T...	Approved
moneykrishna	Marketing	MKFS Training	Approved
onee	Marketing	Hey! Are you struggling to increase yo ...	Approved
wishes_new_2022	ALERT_UPDATE	🎉🥳🥳 Greetings from Nettyfish Solutions ...	Approved
digital_marketing	ACCOUNT_UPDATE	Dear Customer, Multiply your business g ...	Approved
promotions	Marketing	👋WACTO is here! 🥳It's Powered by Nettyf ...	Approved
lunch	Marketing	Dear Customer, Welcome to Wacto Product ...	Under Review

Template approval Minimum Timing : 5 - 30 Minutes

Template approval Maximum Timing : 5 - 24 hours