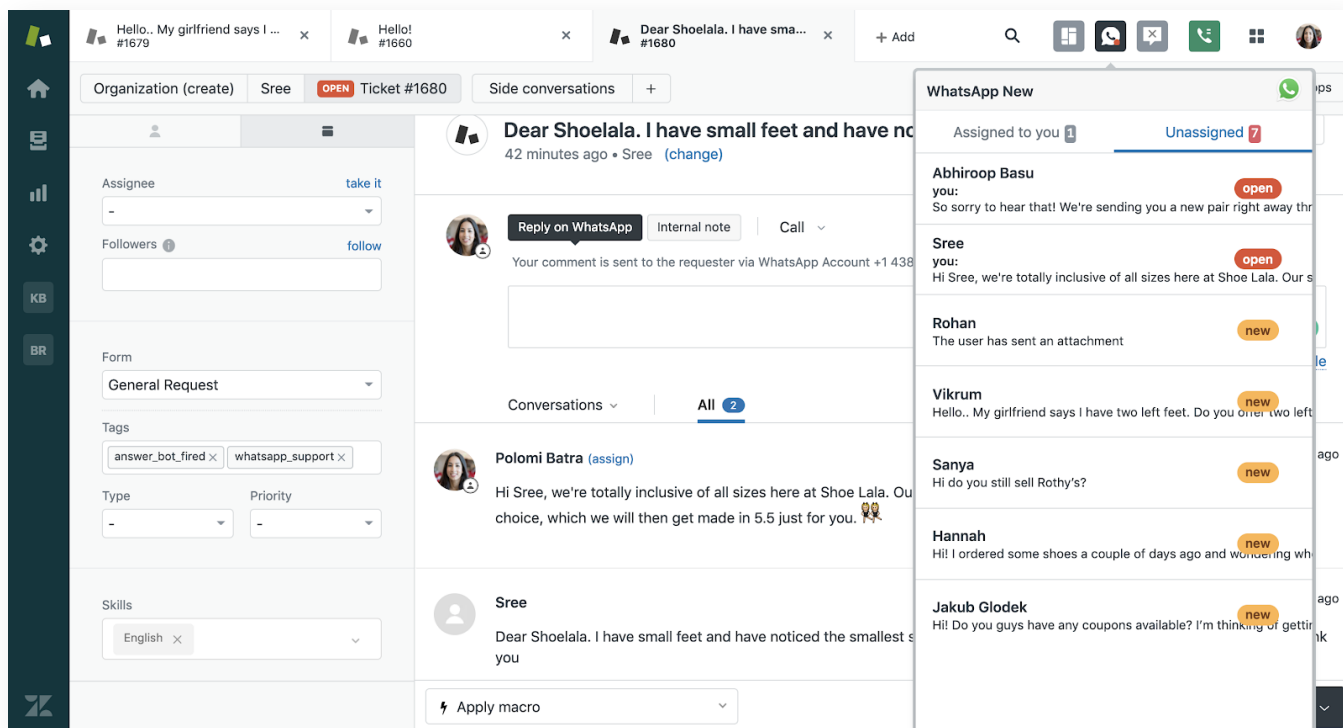


# WhatsApp for Zendesk

Make a personal connection with customers through social messaging apps, starting with the most popular—WhatsApp. With over 1.5B WhatsApp users around the globe, WhatsApp for Zendesk Support empowers your business to reach more of your customers in a seamless way. All conversations can be managed and scaled through one unified workspace while utilizing existing workflows and reporting within Zendesk Support.



## Use what you know

Customer conversations on WhatsApp use your existing workflows in Zendesk Support including Macros, Tags, Skills-Based Routing and more.

## Respond right away

Auto-responders let you reply to customers immediately with tailored messages on WhatsApp, so customers aren't left waiting if agents are offline or busy with other tasks.

## Get it together

A dedicated notification panel streamlines incoming WhatsApp conversations so agents can view everything from the Support dashboard in real-time.

## Get approved for WhatsApp Business

[www.zendesk.com/message](http://www.zendesk.com/message)

# \$5

per agent / month

**Add-on with Zendesk Suite  
or Support Professional  
and Enterprise**

- 1 WhatsApp phone number
- Ability to receive and respond to inbound messages
- Auto-responders
- Live notification view
- “Message us” button builder

\*WhatsApp seat purchases must match existing seat count for Zendesk Support or The Suite (or, \$100 minimum spend with WhatsApp)

\*Price applies for 1 WhatsApp phone number

“Our customers were trying to reach us via WhatsApp and Zendesk allowed us to reduce our WhatsApp response times from a full day to minutes. Before Zendesk, we had three to four phones with WhatsApp numbers in our agents’ hands, trying to keep up. It wasn’t scalable, and we couldn’t measure it. We’re now able to see and manage WhatsApp messages alongside all of our other customer requests and deliver better service to our customers in their preferred communication channel. Zendesk’s WhatsApp integration is key to our continued global expansion.”

**Gib Lopez**

Co-founder and COO at PayJoy



## Looking for more out of your WhatsApp Business?

Talk to our team of messaging experts about more advanced capabilities.