# Conversational Components | Developer Documentation

# Conversational Components

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Conversational components are in-chat features that you can enable on business phone numbers. They make it easier for WhatsApp users to interact with your business. You can configure easy-to-use commands and provide pre-written ice breakers that users can tap.

## Limitations

If a WhatsApp user taps a universal link? (that is, **wa.me** link) configured with pre-filled text, the user interfaces for **ice breakers** are automatically dismissed.

## Configure using WhatsApp Manager (WAM)

You can configure all of these features in WhatsApp Manager on the specific numbers you choose:

Navigate to the My Apps dashboard in the Meta for Developers site.Select your app, then on the left panel select **Configuration** under **WhatsApp**.Under **Phone Numbers** select **Manage Phone Numbers**.On the far right of the phone number you want to configure, select the **Gear Icon** under **Settings**.Select **Automations**.Access and configure Conversational Components.
Solution Partners can configure these features for their customers as well if they have access to their customer's WhatsApp Business Account in WhatsApp Manager.

## Testing

To test conversational components once they have been configured, open the WhatsApp client and open a chat with your business phone number.
For ice breakers, if you already have a chat thread going with the business phone number, you must first delete the chat thread:

Open the thread in the WhatsApp client.Tap the business phone number's profile.Tap **Clear Chat** > **Clear All Messages**.**Delete Chat**.Start a new chat thread with this business.
You can then send a message to the business phone number to test your ice breakers.

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