

Set up a WhatsApp bot based on Albato.com

Step by step instruction

1.1 Create an account on Albato.com and go to the Apps section

1.2 Add a connection to ChatArchitect.com for WhatsApp by clicking the Add a connection button

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1.3 Add App ID and Secret ID

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1. Making a bot using Albato tools without third-party integrations

2.1 We approve the message template on app.chatarchitect.com.

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2.2 Add approved template in Albato automation. This message will be sent to all customers who contact us by default (i.e. if the keywords [Contact info], [Callback] or [Support] are not found)

2.3 To do this, go to the "Automations" section and click the "New" button

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2.4

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2.8 Add a rule to return a message to the number from which the message came to us and insert the text of the message

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2.9 Add a filter for keywords, at the meeting of which the template will not be sent by default. In our case, these words are Contact info, Callback and Support.

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2.10 Just do the same as in the screenshot

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2.11 Add automation to send help messages according to the buttons pressed by customers. In the example, we will create a rule for the phrase "Contact info" (clicking the [Contact info] button by the client), the principle is the same for other key phrases / buttons.

Repeat steps 2.3 - 2.8. Only in paragraph 2.8 we add another text with contact information

2.12 Click the filter button

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2.13 Set up a filter for our keyword "Contact info"

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We return to point 2.2 and do the same for the keywords [Callback] and [Support]

As a result, we will get such a bot:

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Revision #2

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