



Digital Channels Administrator's Guide

[Set up WhatsApp](#)

10/31/2020



- Administrator

Learn how to integrate WhatsApp into Agent Desktop.

Related pages:

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Genesys Digital Channels enables you to integrate WhatsApp into Agent Desktop. The WhatsApp messaging service enables the exchange of text messages, emojis, images, and Highly Structured Messages (HSM) between your agents and customers.

After you complete the steps on this page, you can treat WhatsApp communications like any other Genesys interaction. For example, you can route messages to the best-skilled agent using a Designer application. Reporting is also available through Genesys CX Insights.

Configure channels in Genesys Hub

Set up connections to WhatsApp in Genesys Hub.

- Contact your Genesys representative to access Genesys Hub.
- Integrate with Genesys Hub

Enable Digital Shared Services

Enable service channels in Agent setup to connect to the channels you created in Genesys Hub. Later when you create a Designer application to route social media interactions, it will pull the data from these channels.

- Contact your Genesys representative to create service channels.

Configure Agent Desktop

Go through the normal process to configure any necessary desktop options for the agents in your contact center, in particular for chat.

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- [Agent Setup documentation](#)
 - [Chat](#)
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Create a Designer application

Create a Designer application to route WhatsApp interactions to the right agents. **Note:** You should see the service channel you created listed under **Manage Digital Endpoint** in Designer.

- [Create a Designer application](#)
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Related documentation

See how users handle WhatsApp interactions in Agent Desktop.

- [WhatsApp](#)
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