

WhatsApp Message Template request form

Note: Before you begin filling in this form, be sure check out the WhatsApp [Message template guidelines](#) article.

Customer name:

Genesys Cloud Organization name:

Genesys Cloud Organization ID:

Genesys Cloud region:

Templates must comply with WhatsApp's Commerce Policy, may not be promotional in nature, and must fit into one of 11 use-cases defined by the Template Types. The WhatsApp team reviews all submissions for approval. When a decision is made, we will email you with the required information to configure the Message Template in Genesys Cloud.

Please enter your Message Template(s) below using the fields provided. A Template type, Template name / ID, Template language, and Template body text must be provided for each Message Template. Return the completed form to GenesysCloudWhatsAppRequests@genesys.com.

Note: If you are planning to support more than one language, you need to provide translations for all supported languages for all elements.

Template 1

Template type:

Template name / ID:

Template name / ID can be up to 150 characters and include lowercase letters, numbers, and underscores.

Template language:

Template body text:

Template body text can be up to 1024 characters and include placeholder variables, {{#}}, numbered sequentially. All variable substitutions are strings.

Template 2

Template type:

Template name / ID:

Template name / ID can be up to 150 characters and include lowercase letters, numbers, and underscores.

Template language:

Template body text:

Template body text can be up to 1024 characters and include placeholder variables, {{#}}, numbered sequentially. All variable substitutions are strings.

Template 3

Template type:

Template name / ID:

Template name / ID can be up to 150 characters and include lowercase letters, numbers, and underscores.

Template language:

Template body text:

Template body text can be up to 1024 characters and include placeholder variables, {{#}}, numbered sequentially. All variable substitutions are strings.

Template 4

Template type:

Template name / ID:

Template name / ID can be up to 150 characters and include lowercase letters, numbers, and underscores.

Template language:

Template body text:

Template body text can be up to 1024 characters and include placeholder variables, {{#}}, numbered sequentially. All variable substitutions are strings.

Template 5

Template type:

Template name / ID:

Template name / ID can be up to 150 characters and include lowercase letters, numbers, and underscores.

Template language:

Template body text:

Template body text can be up to 1024 characters and include placeholder variables, {{#}}, numbered sequentially. All variable substitutions are strings.