



KEYWORD TEMPLATE

WHATSAPP BUSINESS SOLUTION

Prepared By:



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Tel: +603 2178 6318

Customer Service Hotline: 1300 800 282

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Email: enquiry@360marketing.my

Keyword Template

Preset Keyword	Reply Message
Welcome Message	<p>Welcome to <Your Company Name> official WhatsApp.</p> <p>Reply the following keywords to make relevant enquiry:</p> <ul style="list-style-type: none">  Reply 1 > Subscribe to our latest promotions  Reply 2 > Member registration  Reply 3 > Win a mystery gift  Reply 4 > Place your order  Reply 5 > Contact Us
*	<p>Hi CNAME, thank you for contacting us!</p> <p>Reply the following keywords to make relevant enquiry:</p> <ul style="list-style-type: none">  Reply 1 > Subscribe to our latest promotions  Reply 2 > Member registration  Reply 3 > Win a mystery gift  Reply 4 > Place your order  Reply 5 > Contact Us
1	<p>Thank you for subscribing! 🙌</p> <p> To subscribe, click <Contact URL Link> to <i>*save our number*</i> to your contact list now! _Your phone number will be kept under private and confidential.</p> <p> We will share the latest promotions with you shortly.</p> <p> _Reply *0* > main page!_</p>

Keyword Template

Preset Keyword	Reply Message
2	<p>Many thanks for your interest in applying as our member. 😊</p> <p>📄 Sign up now by reply *SIGNUP M* to get membership cash voucher!</p> <p>Wish to know more about membership benefits? 😞</p> <p>👉 Reply "2A" to know more!</p> <p>🏠 _Reply *0* > main page!_</p>
2A	<p>*Membership Benefit* 💎</p> <p>🎁 Birthday rewards</p> <p>📄 Points for every purchase</p> <p>👉 Member discount</p> <p>Still not sign up as a member yet? 😞</p> <p>📄 Reply *SIGNUP M* to sign up now!</p> <p>🏠 _Reply *0* > main page!_</p>
3	<p>Thank you for participating! 😊</p> <p>Reply *Survey G* to start now. 📄</p> <p>👉 Good luck.</p> <p>🏠 _Reply *0* > main page!_</p>

Keyword Template




Preset Keyword	Reply Message
4	<p>It's shopping time! 🛒</p> <p>🛒 Place your order now by reply *Shop S*</p> <p>Hope you enjoy your shopping experience with us! ❤️</p> <p>🏠 _Reply *0* > main page!_</p>
5	<p>Thank you for reaching out!</p> <p>Here are our branch address and contact number: -</p> <p>📍 <Branch 1 Address></p> <p>☎️ <Contact Number></p> <p>📍 <Branch 2 Address></p> <p>☎️ <Contact Number></p> <p>See you there! 😊</p> <p>🏠 _Reply *0* > main page!_</p>
0	<p>Welcome back CNAME!</p> <p>Reply the following keyword to make relevant enquiry:</p> <p>📄 Reply 1 > Subscribe to our latest promotions</p> <p>📄 Reply 2 > Member registration</p> <p>📄 Reply 3 > Win a mystery gift</p> <p>🛒 Reply 4 > Place your order</p> <p>☎️ Reply 5 > Contact Us</p> <p>_If you have any urgent enquiry and wish to speak to our customer service team, please contact us at <phone number>._</p>

Form Keyword Template

Create Form Title	Reply Message
Form Title	Membership Registration
Email	<Email to received submitted form notification>
Company Name	<Your Company Name>
*Form Keyword	M
Last Message	<p>Thank you for signing up as our member! 🎉</p> <p>📧 Your membership ID will email to you within 3 working days upon registration.</p> <p>💰 Here is the membership voucher for you.</p> <p>❤️ Have a pleasant day!</p> <p>🏠 _Reply *0* > main page!_</p>
Coupon/ Voucher/ Reward	<Upload Image or PDF only>
Fields List	1/5. Name
	2/5. Gender
	3/5. Age
	4/5. Address
	5/5. Email Address

**Note: Reply Form/ Apply/ Signup/ Win/ Appt/ RSVP/ Join + "keyword" to trigger the form feature.
E.g. Set "1" as keyword, reply Form 1/ Win 1 in WhatsApp*

Poll Keyword Template

Create Poll Title	Reply Message
Poll Title	Customers Satisfaction Survey
*Poll Keyword	G
Last Message	<p> Congratulations! You have won a mystery gift.</p> <p> You can now redeem your mystery gift by showing this last message to our staff of the nearest branches.</p> <p>Again, thank you for investing time to share your experience with us.</p> <p> _Reply *0* > main page!_</p>
Coupon/ Voucher/ Reward	<Upload Image or PDF only>
Manage Questionnaire	<p>(1/5) Are you an existing customer of <Your Company Name>?</p> <p>A. Yes B. No</p>
	<p>(2/5) What is your age?</p> <p>A. 21-30 B. 31-40 C. 41-50 D. Above 50</p>
	<p>(3/5) How did you heard of <Your Company Name>?</p> <p>A. Facebook B. WhatsApp C. Flyers D. Friends or Family</p>
	<p>(4/5) Please rate your experience with <Your Company Name>.</p> <p>A. Excellent B. Good C. Average D. Dissatisfied</p>
	<p>(5/5) Please rate our Customer Service.</p> <p>A. Excellent B. Good C. Average D. Dissatisfied</p>

**Note: Reply Poll/ Vote/ Survey + "Keyword" to trigger the poll feature.
E.g. Set "1" as keyword, reply Vote 1/ Poll 1 in WhatsApp*

Shop Keyword Template

Create Shop Title	Reply Message
Shop Name	<Your Shop Name>
Email	<Email to receive seller notification>
WhatsApp No.	<Phone number to receive seller notification>
Company Name	<Your Company Name>
*Shop Keyword	S
Payment Details	<Your Bank Name, Bank Account Number, Account Holder Name>
Payment QR Code (e.g. Boost, Touch n Go & etc)	<Upload image in JPG only>
Last Message	<p>Thank you for shopping with us! 😊</p> <p>🚚 Your order will be shipped within *7 working days*.</p> <p>📞 If you have any urgent request regarding your order, please contact us directly at <Your Contact Number>.</p> <p>🏠 _Reply *0* > main page!_</p>
Product List	Product Name
	Unit Price
	Product Description

**Note: Reply Shop + "Keyword" to trigger the shop feature. e.g. Set "1" as keyword, reply Shop 1 in WhatsApp)*

For more details, kindly download the user manual in <https://wpanel.wappbs.com/>.