

Templates

Templates in Kiyowap are pre-approved WhatsApp message formats used for sending consistent and compliant communication to customers. They support text, media, headers, footers, and interactive buttons, and are required for messaging users.

Create New Templates

The **Templates** section in KiyowAP allows users to manage WhatsApp Business-approved message templates for bulk campaigns and automated responses.

This page allows users to design and configure new WhatsApp message templates for use in marketing or communication workflows. Users can:

- **Enter Template Name** and **Language Code**
- Select a **Category** (e.g., Marketing)
- Add an optional **Header** (text, image, video, or document)
- Write the **Body Text** (main message content with optional variables)
- Add an optional **Footer**
- Include **Interactive Buttons** (Quick Reply, Phone Number, Copy Code, URL, etc.)
- **Preview** the template live on the right panel
- Finalize the setup by clicking the **Submit** button

It also includes a link to manage templates on Meta and guidance for formatting and template compliance.

[image.png](#)

[image.png](#)

List view Page

Pre-designed WhatsApp messages that require Meta approval before use. Once approved, their status is shown as **Approved**, allowing you to send them to customers.

In List view page, there are some links below:

[image.png](#)

Sync WhatsApp Templates

This feature allows you to fetch and update the latest approved WhatsApp templates from Meta into Kiyowap, ensuring your template list is always up-to-date.

Manage Templates on Meta

Redirects you to the Meta Business Manager where you can create, edit, and submit WhatsApp message templates for approval before using them in Kiyowap.

Actions

[image.png](#)

You can **create a campaign** using a selected template, **preview** the content before sending, **edit** the template if changes are needed, or **delete** it if no longer required.

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