WhatsApp Button Checklist

8 checks before you add a WhatsApp button to your website

- [ ] The button uses a business number, not a personal one.
- [ ] The WhatsApp Business app is set up with a business profile (hours, address, website).
- [ ] A greeting message and an after-hours away message are on.
- [ ] Quick replies are saved for your 3 to 5 most common questions.
- [ ] The link opens a chat with a pre-filled greeting, so visitors know what to type.
- [ ] A contact form sits next to the button for detailed inquiries.
- [ ] You tested the button on a phone and on a computer.
- [ ] Two-step verification is on, and your team knows never to take payments or personal data in chat.

The Contact Path Test

Who's asking? Where do they live, and do they already use WhatsApp?

What do they need to send? A quick question fits chat. A full brief fits a form.

Who answers, and when? Name the person and set greeting and away messages.

What must stay out of chat? Payments, ID numbers and anything you wouldn't want on a phone that could be lost.

Run the free Digital DNA Test at gohuntr.com