

WAVUMBUI RWANDA

WhatsApp Support Guide

Since July 2021, we have partnered with a new WhatsApp Support implementation partner called [Tyntec](#), in order to set up multiple country support for teachers & learners during Challenge editions.

The current Tyntec Growth Package allows to set up 2 WhatsApp Business Account profiles - for Kenya & Rwanda respectively.

Business Name: Allan and Gill Gray Philanthropy NPC
Profiles: Wavumbuzi Entrepreneurship Challenge Kenya (+254799740458)
Wavumbuzi Entrepreneurship Challenge Rwanda (+250789175239)

Display Name	Business Name (FB BM ID)	WABA Name (ID)	Phone Number	API Key Name	Quality Rating	Status	Action
Wavumbuzi Entrepreneurship Challenge Kenya	Allan and Gill Gray Philanthropy NPC (234968877612626)	Wavumbuzi Entrepreneurship Challenge Kenya	+254 799 740458	allangil1cpaas1	Green	Connected	Show profile
Wavumbuzi Entrepreneurship Challenge Rwanda	Allan and Gill Gray Philanthropy NPC (234968877612626)	Wavumbuzi Entrepreneurship Challenge Rwanda	+250 789 175 239	allangil1cpaas1	Green	Connected	Show profile

Management of Tyntec is divided across 2 platforms:

1. MY TYNTEC ACCOUNT DASHBOARD

- Used for general account updates, changes & profile settings.

Login Details:

- <https://my.tyntec.com/auth/login>
- info@wavumbuzi.africa
- Wavumbuzi2021#

Important Resources

- For a quick walkthrough of this dashboard, view [MyTyntec Account Loom Video](#).
- Online library for Tyntec [WhatsApp Business Documentation](#) for more information about getting started, setting up, features & more.
- Chat to Tyntec on WhatsApp (+49 89 202451100) or [click here](#).

2. TYNTEC SUPPORT INBOX

- [Login page here](#)
- Used to respond and manage inbound messages for each respective country.
- Access to this support inbox is dependent on an administrator sending an email invite to a team member.

- Rwanda Administrator: **Richard Bareke**
 - Kenya Administrator: **Stephen Mangira**
- Administrators have been granted access for both countries.
- Other team members with access:
 - Junior Support Officer Patrick Nsengumuremyi
 - Junior Marketing Officer Shinade Nomdoe (*until end Oct*)
- Additional team members (max 10 agents) can be invited to assist with support.
- Separate teams can be set up in the Support Inbox in order to limit user access to a specific country. More on teams set up available [here](#).

Important Resources

- Watch the following loom videos for a more detailed walkthrough of the Support Inbox.
 - [Support Inbox Overview](#)
 - [Updating Business Information](#)
 - [How to respond to user messages](#)
 - [How to add a new user](#)
- Online library for Tyntec [Support Inbox Documentation](#)
- Setting up [WhatsApp Template Messages](#)
- Chat to Tyntec on WhatsApp (+49 89 202451100) or [click here](#).
- Find an example of the WhatsApp Support Roster template [here](#).