

Citizens Advice WhatsApp Service

citizens
advice

Manchester



Client gets in touch with the service via dedicated number



Client receives a set response within two working days



New client conversation is created in backend



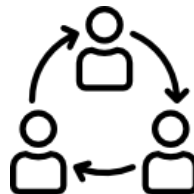
Client supported via WhatsApp conversation



Client can take photographs of paperwork



Documents and photographs can easily be shared between adviser and client



Client can be referred in for further advice F2F or by telephone



Conversation is copied and recorded in CRM

Acknowledgements

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