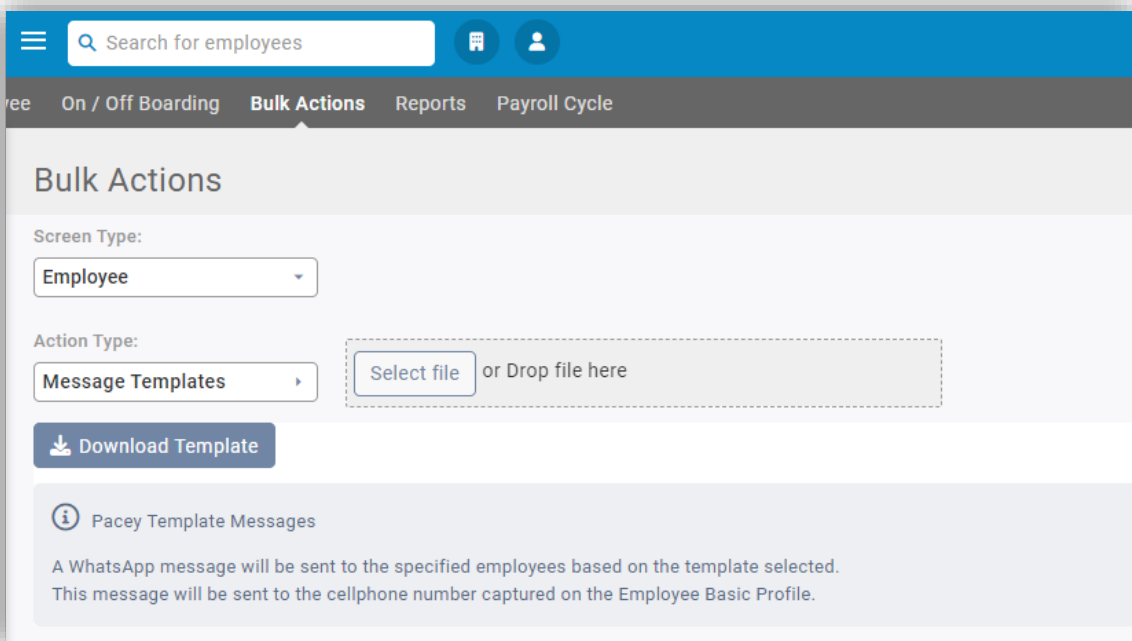


Pacey – Message Templates

We are very excited to share that a new bulk upload functionality is now available for Pacey. These pre-defined message templates will allow users to initiate certain WhatsApp messages to selected employees. Some customers only use Pacey for a specific population of employees within their business, which will allow them to send a message to these selected employees.

This feature can be found on the bulk actions screen under the Message Templates option as indicated below:



Pacey – Message Templates CONTINUE...

The current 2 **message template** options available:

Welcome to Pacey – Selecting this option will send the following message to the specified employees, informing them that Pacey is available for use. This will ensure that the employee is directly notified that they can now use Pacey rather than trying to get them to manually add the Pacey number to their phone address book in order to use it – this will ensure a much larger take-up of the Pacey service and significantly reduce queries to your payroll department.

Hi Murray 🙋, I am Pacey, an employee self-service bot that is here to assist you with your payroll and HR requests using WhatsApp. You can now access your payslips, tax documents and much more by simply selecting the relevant menu options when prompted.

Payslip Ready – Selecting this option will send the following message to the specified employees, informing them that their payslips are ready and can be accessed.

Hi Murray 🙋, your payslip for the recent payroll period is now available to view or download.

	A	B	C	D
1	Employee Number	Message Template*		
2				
3		-		
4		Payslip Ready		
5		Welcome to Pacey		
6				
7				
8				

Please note:

The cell phone number on the basic employee profile will be used for the WhatsApp message.

This message will initiate a “conversation” with the employee and therefore affect the number of conversations that have been licensed for each employee. For example, if you have licensed 5 conversations per month and send a templated message, the employee’s conversations will reduce to 4 after the 24-hour conversation window has lapsed.

This option is only available on the Bulk Actions dropdown if the company is licensed for the Pacey module.