

How to Use Converse on WhatsApp

1. Overview

This guide explains how users can receive and access learning modules through the Converse WhatsApp bot, enabling learning delivery and consumption directly via WhatsApp.

2. When to Use

- When users prefer WhatsApp as their primary communication channel
- When learning modules are shared via WhatsApp notifications
- When users want quick access to assigned courses from WhatsApp
- When users want to ask questions and receive instant answers via chat

3. Concepts


- **Converse WhatsApp Bot** - The official Bsharp Converse bot on WhatsApp
- **Learning Notification** - WhatsApp message sent when learning is launched
- **View Courses** - Entry option to access assigned learning
- **Ask a Question** - Option to get instant answers from knowledge channels
- **OTP Login** - Secure login method used when accessing learning content

4. Set Up Guide

Complete Your Profile (One-time setup)

1. Log in to **Bsharp Converse**.
2. Go to the **Profile** section (top right).
3. Add your **mobile number** in the Profile section.

Account setting here



Admin Eco
Operation Assistant

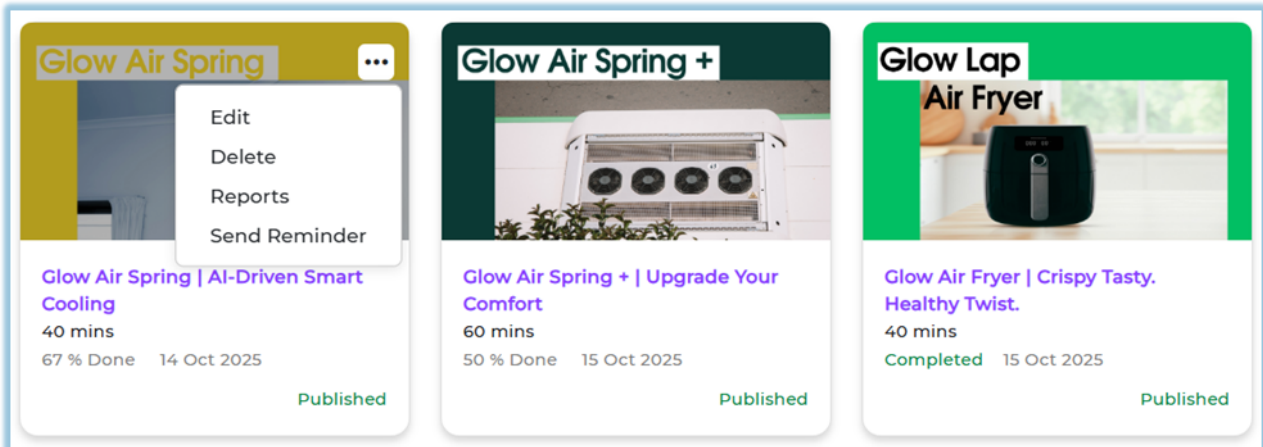
Basic Attributes

<p>First Name</p> <input type="text" value="Type Here * Admin"/>	<p>Last Name</p> <input type="text" value="Type Here Eco"/>	<p>Mobile Number</p> <input type="text" value="+91 9790682729"/>
<p>Date of Birth</p> <input type="text" value="Choose A Date"/>	<p>Hired on</p> <input type="text" value="Choose a date"/>	<p>Designation</p> <input type="text" value="Select Designation Operation Assistant"/>

This step is required to receive WhatsApp notifications.

Launch Learning Modules via WhatsApp (Admin Action)

1. Ensure the learning module is **assigned** and **published**.
2. Click the **three dots** on the module card.
3. Select **Send Reminder**.



The image shows three learning module cards. The first card, 'Glow Air Spring', has a menu open with options: Edit, Delete, Reports, and Send Reminder. The second card, 'Glow Air Spring +', and the third card, 'Glow Lap Air Fryer', are also visible. Each card shows the module title, a description, duration, progress, and date.

4. You are redirected to the **Training Reminder** page.
5. Choose **WhatsApp** as the notification channel.

Training Reminder Alerts

Send Reminder On

Whatsapp
 Google Chat
 Email
 In app

6. Click **Send**.



The learner will receive the learning notification on WhatsApp.

5. User View

- Users receive a **WhatsApp notification** when learning is sent.
- The notification includes a **Learn Now** link.

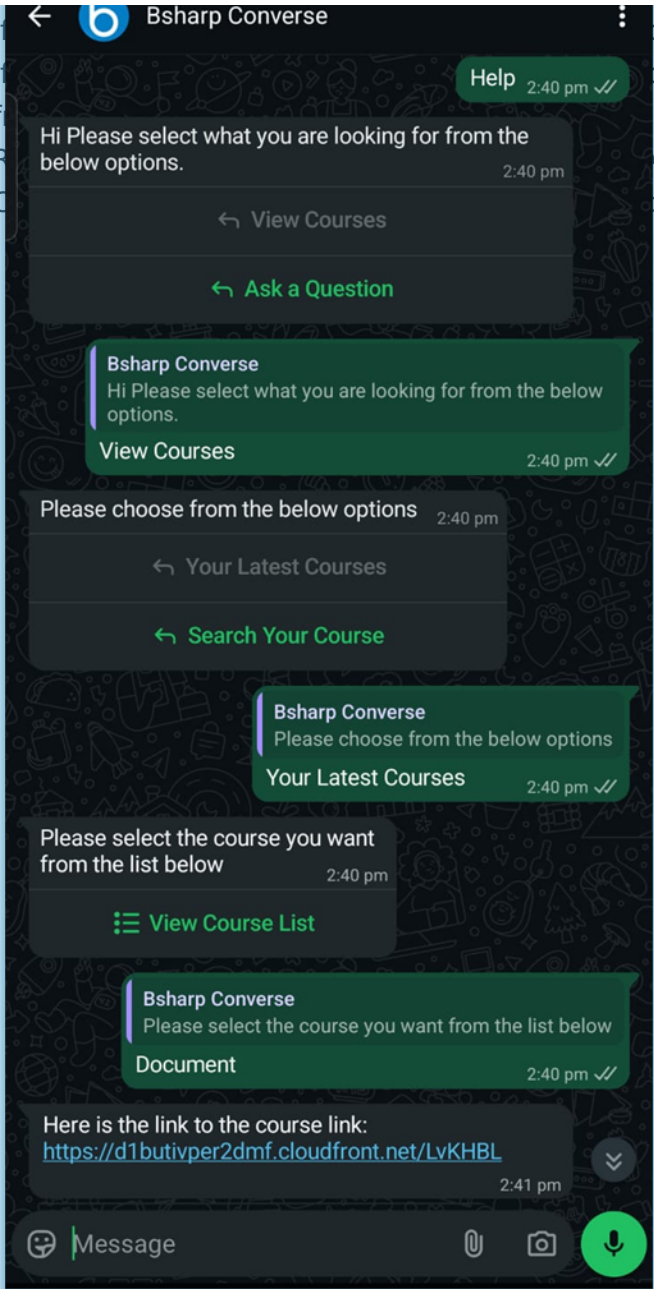


- Clicking **Learn Now** opens the module with **OTP login**.
- Learning is completed in the Converse web experience after login.

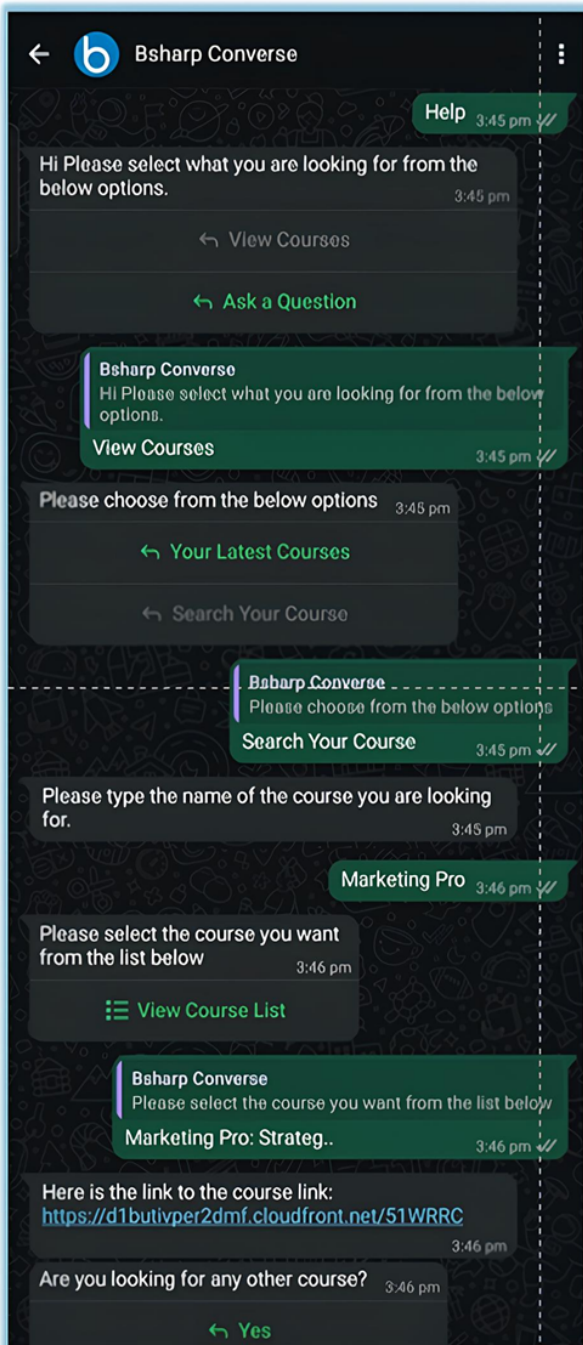
Access Converse WhatsApp Bot (Learner Action)

1. Open **WhatsApp** and open the chat with **Bsharp Converse**.
2. Type **Hi** or **Help** in the chat.
3. Select **View Courses** from the options shown.
4. Choose one of the following options:
 - **Your Latest Courses** - to view recently assigned learning.
 - **Search Your Course** - to search for a course by name.

- 5. I
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- 7. P
- 8. C

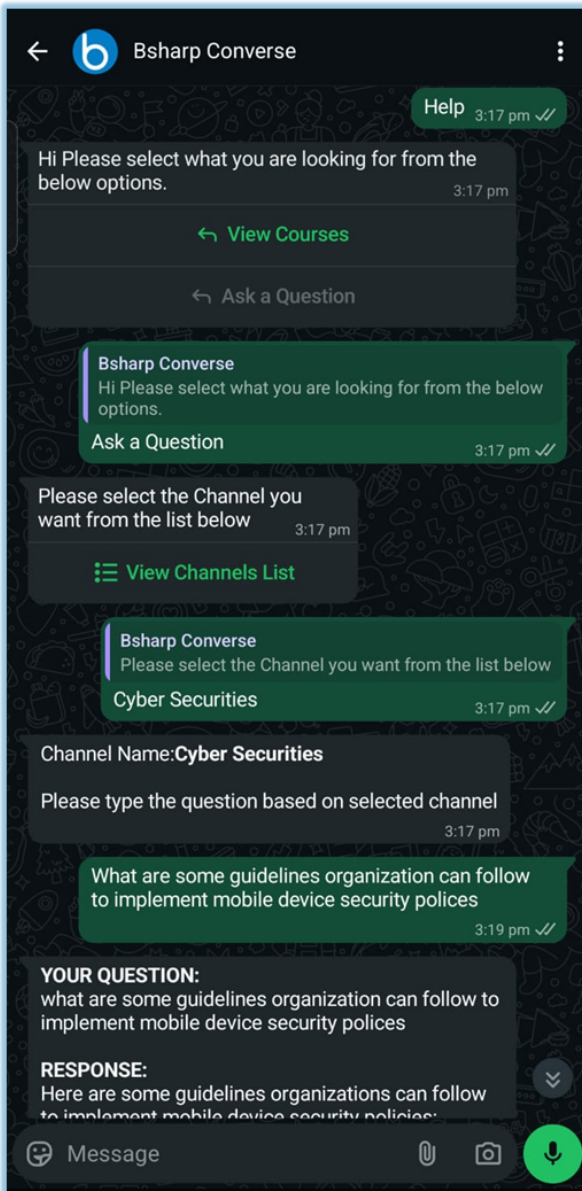


- course from the list displayed.
- course name and then select the course
- app chat.
- odule and complete it.



Instant Answers (Ask a Question)

1. Open the **Bsharp Converse** WhatsApp chat.
2. Type **Help**.
3. Select **Ask a Question**.
4. Select a **Channel** (example: Cyber Securities).
5. Type your question.
6. Receive the response directly in WhatsApp.



7. Choose **Yes** or **No** if prompted for more questions.

6. Reporting

- Reporting is **not available inside WhatsApp**.
- All learning, engagement, and completion reports are available in: **Converse Web Application → Reports**.

<https://converse.bsharpcorp.com/celebrate/user-report-page>

7. Best Practices & Tips

- Ensure mobile numbers are updated correctly in profiles
- Use WhatsApp reminders for faster learner engagement
- Encourage learners to use **View Courses** regularly
- Use **Ask a Question** for quick knowledge access

8. Troubleshooting / FAQs

Q: Can learning be completed fully inside WhatsApp?

No. WhatsApp provides access and notifications. Learning is completed after OTP login.

Q: Can users edit WhatsApp reminder messages?

No. WhatsApp reminder messages are not editable.

Q: What if the user does not receive WhatsApp notifications?

Verify the mobile number is added correctly in the profile.

9. Related Links

- [Converse Web Application](#)
- [Learning Module](#)
- [Instant Answers](#)
- [Reporting](#)

10. Version Notes

Last Updated: 08 Jan 2026

Revision #5

Created 8 January 2026 07:10:41 by Manjula Jagadish

Updated 8 January 2026 11:14:40 by Manjula Jagadish