

## USE CONVERSAA WELL · FINAL CHECKLIST

# Go live and solve common issues

Use this final checklist and send the right evidence when you need help.

Review conversations daily during your first week. Fix incorrect business facts before changing the tone or model.

**Have these ready**

- Every connected channel receives and delivers a real test reply
- Published answers, prices, hours and timezone are correct
- Bookings and payments are tested if enabled
- A named team member monitors handovers and failed messages

| What you see             | What to do next                                                                                                        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------|
| Only a number appears    | Check name-review status and eligibility. Test with an unsaved contact. This alone does not explain a sending failure. |
| Reply not delivered      | Check delivery status, the exact error, account restrictions and billing alerts. Generated does not mean delivered.    |
| Wrong answer             | Correct Business settings or the live answer. Check conflicting answers, then repeat the question.                     |
| Poster or button missing | Check event publication, validity, approved poster and booking setup.                                                  |
| Google unavailable       | Ask support about Business Profile availability. Connecting Google Analytics does not enable reviews or posts.         |

**1 Contact Conversaa support**

Share the business, channel, time/timezone, expected result and exact error or redacted screenshot. Include the number or account ID if relevant. Never share passwords, verification codes, PINs or access tokens.

[Contact Conversaa ↗](#)

**2 For a Meta account decision**

Sign in to the correct business in Business Support Home. Select the affected asset and explain the issue. Keep the case reference and continue in that case.

[Meta Business Support Home ↗](#)

**You are ready when...**

Your team can check deliveries, correct answers and get help.

**Keep in mind.** Meta and Google decide their own approvals. Conversaa cannot grant badges or override restrictions. Follow your account's current options; approval times are not guaranteed.

**Official help (may require sign-in):** [Google: Business Profile API prerequisites ↗](#) · [WhatsApp Help Center ↗](#)