FAQs on VIJAYCO®'s Virtual Assistant?
(Frequently-asked-questions)

1. **What is VIJAYCO®'s Virtual Assistant?**

   This is an Automated Virtual Assistant (chatbot) for communicating automated relevant, customized & personalized information to user.

   This is a Whats App based communication.

   User need to have active whats app number for communicating with our Virtual Assistant.

2. **What information does the Virtual Assistant provide to user?**

   User can get information about our Products, catalogs, visit company's website, Shop online on our E-shop, Email user's customized requirement, Register themselves as a customer & request for a trial Strapping Roll.

3. **How can user initiate communication with Virtual Assistant?**

   There are 3 ways to initiate communication.

   ## Scan   Click   Text

   a. Scan it on mobile

b. Click on below link:

https://signupforservices.com/whatsapp/optin/?bId=7c8fa676-3133-40e4-87c8-c92728b67311&bName=VIJAYCOPOLYMERS&s=URL&lang=en_US

c.   Send Text SMS: **OPTIN VIJAYCOPOLYMERS** and send any of the following number:

      India: +9170659 43210

      US: +1-73148 34888

      UK: +44-77234 38898

4. **How to register yourself as a customer?**

This is an easy & one-time process. User needs of send a "**Hi**" message to our Virtual Assistant number on **+91-8975-555657**.

You will receive a message as below:

> Hi Guest! 🙂
>
> Welcome to VIJAYCOPOLYMERS.
>
> I'm your virtual assistant.
>
> Kindly type a number from below
>
> 1) Explore our products
>
> 2) Register yourself as customer
>
> 3) Email us your requirement
>
> 4) Request for VIJAYCO trial Strapping Roll
>
>
> Please note, this session is live for 24 hours from now.
>
> Post expiry of session, kindly type "**Hi**" to restart the session.

Type "**2**", this will direct to link for registering yourself on our web portal. *(Ref. Figure 1)*

Register for Virtual Assistant via What's App

Just send "Hi"
VIJAYCO'S VIRTUAL ASSISTANT
+91-8975-555657

What's App Registration Form

Kindly fill-in this form to register your self for interaction with our Virtual Assistant !

Your Name (Include First & Last Name) *

Company Name *

Your Designation *

Yours What's App Number (This number will be used for sending automated messages) *

Your Email Address *

> SUBMIT
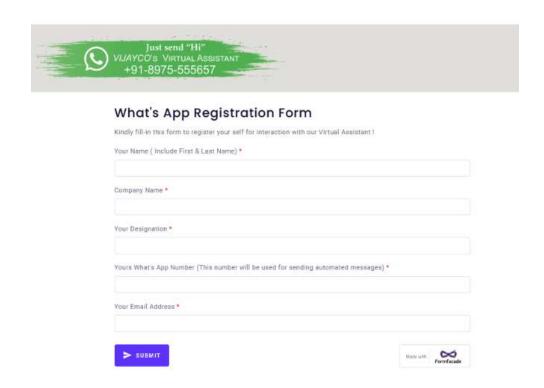
Made with Formfacade

Figure 1

Type-in all the required details and click on submit.

　　　　OR

User can visit below link:

https://www.vijaycopolymers.com/about-us/register-for-virtual-assistant

and submit information.

Once the information is received, it will be updated in our CRM.

5. **How long it takes to update in our CRM?**

    It usually takes 24-48 hours to update in our CRM. This is a one-time process.

6. **Does the customer get any notification for registration complete?**

    No. Post 48 hours, user can start interaction with Virtual Assistant.

    If post 48 hours, user is unable to receive customized information, kindly drop an email on admin@vijaycopolymers.com with your details, we will revert back.

7. **What are the benefits of registering as a customer?**

    Registered customers can access last orders' details, View & Download Order copy, Check for status of Order, View & download Dispatch information.