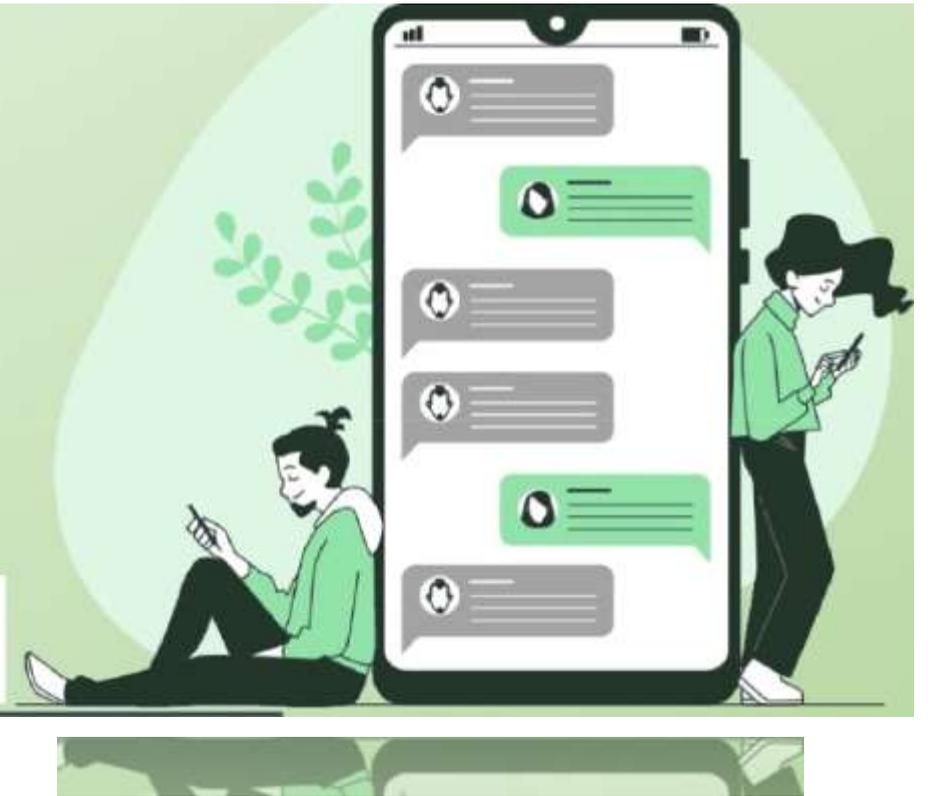


# WhatsApp Solution

Effective, Complete and Comprehensive Solutions



# MODULES:

WhatsApp Solution is a web-based platform built on the WhatsApp Business API. It automates workflows with bots, enables bulk messaging for promotions/notifications, and connects live agents for personalized support with multimedia sharing.



# HIGHLIGHTS



## Web-Based

Enables real-time, plugin-free communication over browser



## Scalable system

Capability to handle large volume of request in a single instance



## Live Monitoring

Real – Time Monitoring of agents and chat conversations



## Advanced Dashboards

Admin / Agent KPI Dashboards and Complete reporting



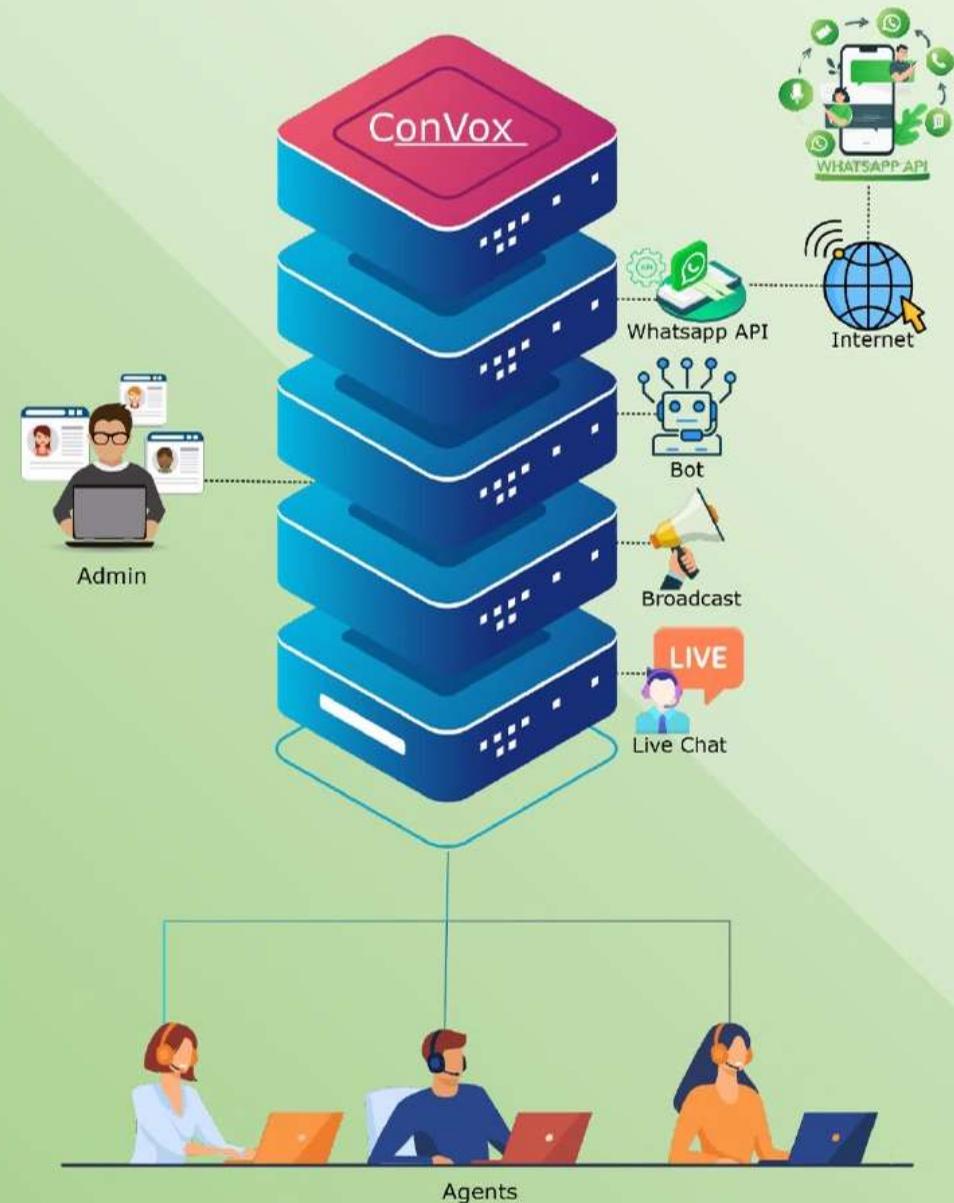
## Data Security

Chat Transcriptions are retained for longer duration independent of API failure

# ARCHITECTURE



- Solution: On-premise / SaaS Delivery.
- Compatible any WhatsApp Business API Provider.
- Web-based Access for all users.
- WhatsApp Business API will be configured in the ConVox Server.
- Template / Campaign Management and live chat Monitoring.
- Dedicated Sub-Admin Panel.
- Chat Transcription saves in local database for longer retention.
- Dashboard, Live Metrics Panel & Reports



# WhatsApp BOT



Automate & delight your customers on their favourite chat app, providing 24/7 support and personalized responses. The chatbot can be designed by rules or powered by AI as required.

## Automate Requests - Save Time:

Appointment BOT, FAQ BOT, Welcome BOT, Feedback BOT, Product discovery -with catalogs e etc.

## Third Party App Integration:

Connect your favorite third-party tools to server through APIs.

## Buttons:

Let customers interact with buttons rather than text typing.

## Agent Fallback:

Bot can transfer conversation to Live Agents



## Multilingual Platform:

Reach a global audience with multilingual capabilities, breaking language barriers and enhancing accessibility.



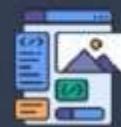
## Communication Tracking:

Bot interactions are saved with customer details and can be downloaded

# WhatsApp Broadcast



Send large number of messages simultaneously to multiple recipients on WhatsApp at once.



### Template Builder:

Create new templates and submit for approval to meta.



### Buttons:

Quick reply & Call to action buttons can be sent with in messages



### Campaign Management:

Create instant blast campaigns or Schedule for a later time.



### Agent Fallback:

Customer can seek live agent for further information.



### Attachments:

Attach image, video, documents, carousel, business cards etc.

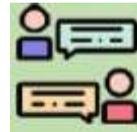


### Delivery Reports:

Complete status reports on message delivery ( Sent/Failed/Read )

# WhatsApp Live Chat

The WhatsApp Chat Agent Module combines automation and live support, allowing bots to handle routine queries while seamlessly transferring complex conversations to human agents.



**Parallel Chats:**  
Each agent can manage multiple chats simultaneously.



**Sticky Agent:**  
Admin can create/modify sticky agent for personalized chat management.



**Chat History:**  
Customer recent chat history with BOT or other agents is visible to live agent.



**Chat Transfer:**  
Chats can be transferred between other live agents.



**Agent Sharing:**  
Share & Receive image, document, video, smiley.



**Chat Monitoring:**  
Admin / Supervisor can live monitor a chat between agent & customer.



**Chat Categorization:**  
Agent can close chats with disposition



**Reports:**  
Sent, Delivered, Failed, Read On, Campaign Analytics

**THANKS !**

