



Nettyfish
Solutions
creating smart communications



WACTO

WELCOME TO WACTO



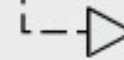
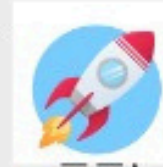
Conversational AI Platform Guide

Lets Starts

Thank you for choosing WACTO

We have created a quick start guide that will help you setup and navigate through the platform.

Please reach out to us at wecare@wacto.in for any issues or concerns **24/7**. Also, let us know if you have any suggestions or feedback on the guide shared, we will be happy to look into it.



The diagram illustrates the WACTO platform's capabilities. At the top, it says "Scale-up Your Business With WhatsApp API". Below this, a central smartphone displays the WACTO chatbot interface. Surrounding the phone are several feature boxes: "Google Sheets Integration", "Product Showcase", "Instant Feedback Forms", "OTP & Verification Code", "Generate Leads", "Provide 24/7 Customer Support", and "Send Promotions". The WACTO logo is visible in the top right corner of the diagram. At the bottom, contact information is provided: a phone number (+91 98846 74111), an email address (sales@wacto.in), and a website URL (www.watco.in).

CREATE YOUR OWN BOT

I Set up and manage a team

II Add working hours and SLAs

III Reply to messages across channels

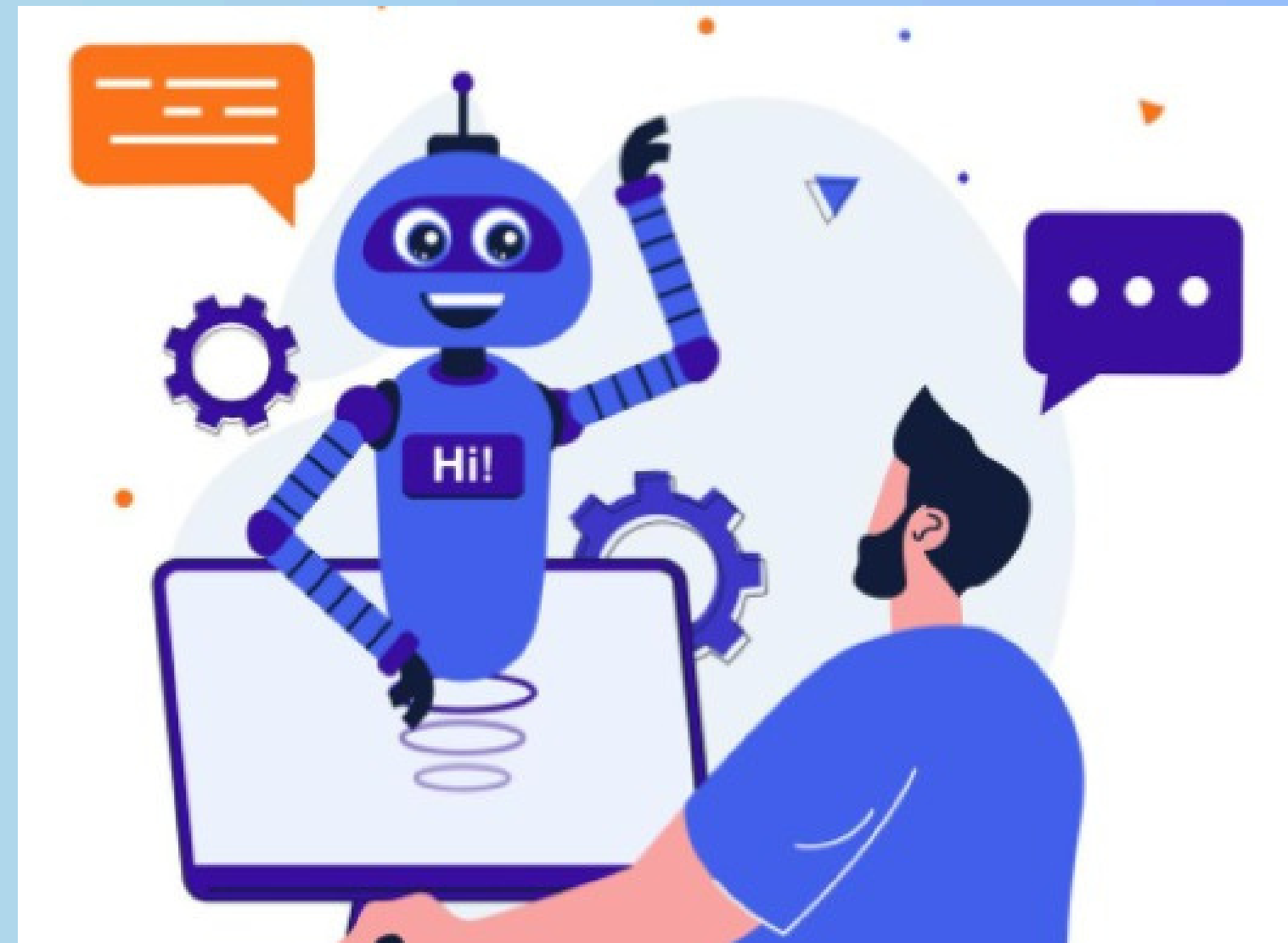
IV Reply to messages on the go

1 Design and build a bot flow

2 Train your bot

3 Set up live chat agents

4 Analytics





BENEFITS OF WACTO

WHY WACTO ?

All-timeAvailability 24/7

All-time presence in Omnichannels to provide better customer experience support. All queries will be answered without human interaction.

FEATURES OF BUSINESS WHATSAPP API,

- **Team Inbox - view your WhatsApp inbox messages online in your login**
- **Contact Management - you can manage client contact in phonebook**
- **Broadcast & Templates - Templates for transaction messages and other contents to your customers**
- **APIs & Webhooks - API integration with CRM and other applications**
- **Unlimited Contacts - contacts add unlimited**
- **One admin cloud login panel will be provided with URL and credentials**
- **Lead Genaration**

FEATURES OF CHAT BOT

Common features offered by chat bots include

Natural Language Processing (NLP)

- Chat bots use NLP to understand and interpret customer queries.

Predefined Conversation flows

- Chat bots can be programmed with a series of questions and answers to guide customer interactions

Personalization

- Chat bots can personalize responses based on customer data and preferences

Integration with other tools

- Chat bots can be integrated with tools such as CRMs, Helpdesks, and e-commerce platforms

Four levels of messaging limits that apply to WhatsApp Business

Mandatory broadcast below details:

TIER 1 - Allows your phone number to have 1,000 business-initiated conversations (with 1,000 unique customers) in a rolling 24-hour period.

TIER 2 - Allows your phone number to have 10,000 business-initiated conversations (with 10,000 unique customers) in a rolling 24-hour period.

TIER 3 - Allows your phone number to have 100,000 business-initiated conversations (with 100,000 unique customers) in a rolling 24-hour period.

TIER 4 - Allows your phone number to have unlimited business-initiated conversations in a rolling 24-hour period.

SEND BULK MARKETING CONTENT TO YOUR CUSTOMER DATABASE

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1 Year
ANNIVERSARY

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Offer Valid till 29th of February 2024 *T&C Apply

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2nd Floor, KPCL Layout Hosa road Kasavanahalli, Bengaluru - 560035

🎉 Join us in celebrating our 1-year anniversary !
🎉

Enjoy a fabulous Flat 25% off on all services as our way of saying thank you for your support. Hurry, this limited period offer is valid till: **31.08.2024**

Don't miss out – book your appointment now at Naturals salon, 2'nd floor, KPCL Layout, Hosa road, Kasavanahalli, Bengaluru- 560035

Indulge in the ultimate pampering experience!

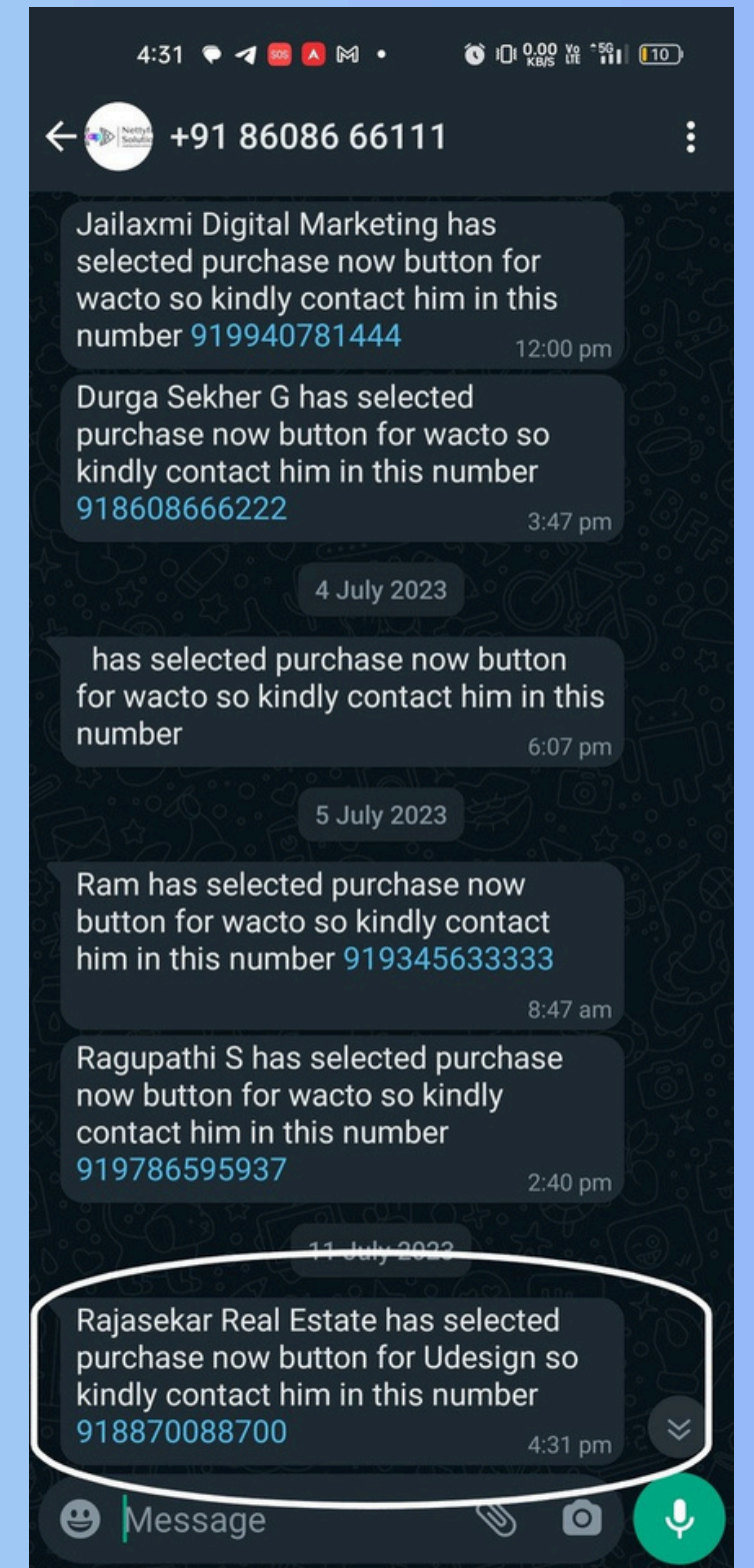
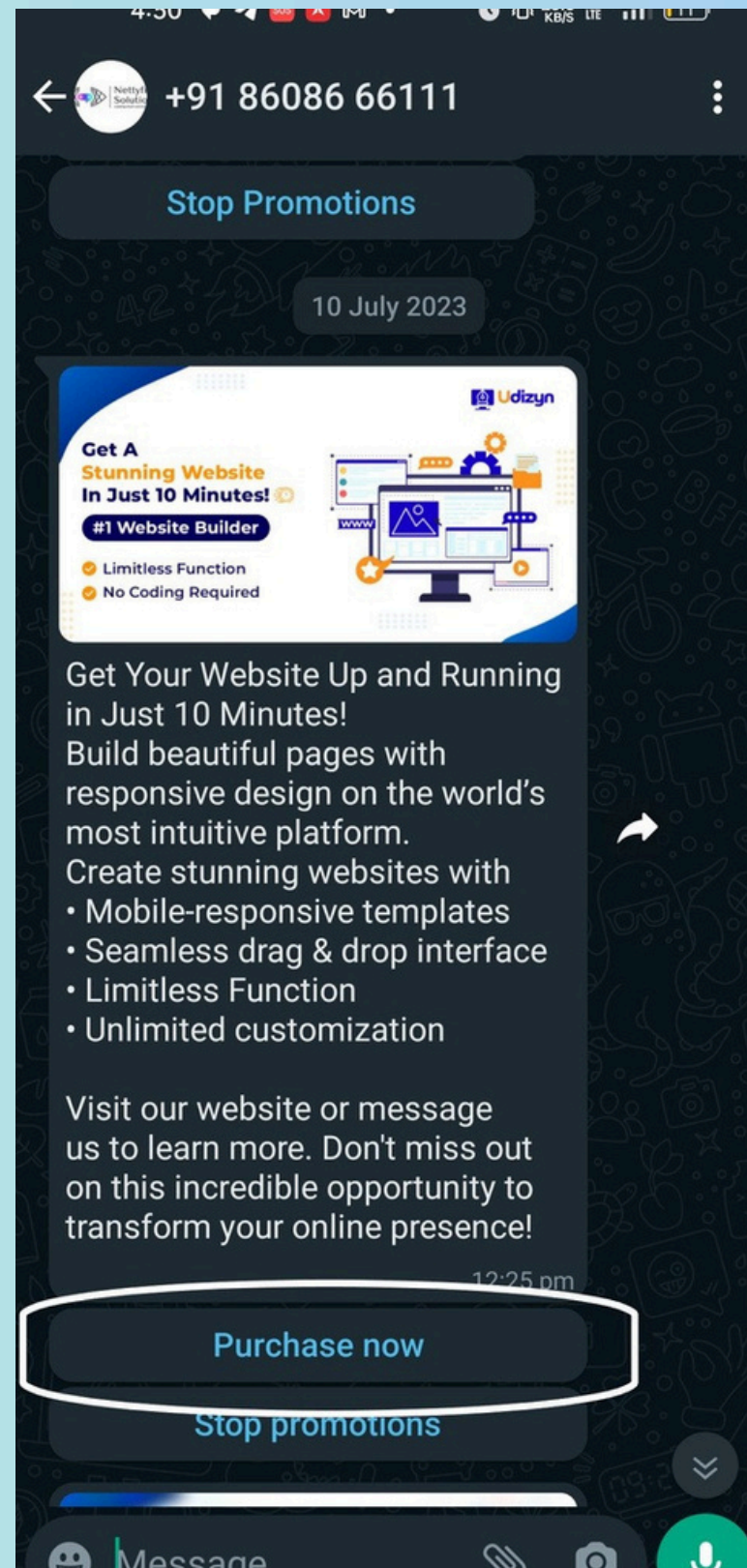
Contact us at : 6381717738
Terms & Conditions applied.
Offer redeemable only at Naturals Salon, Kasavanahalli branch.
Offer Valid till Feb 29th, 2024.

Not interested? Tap Stop promotions 10:37 am

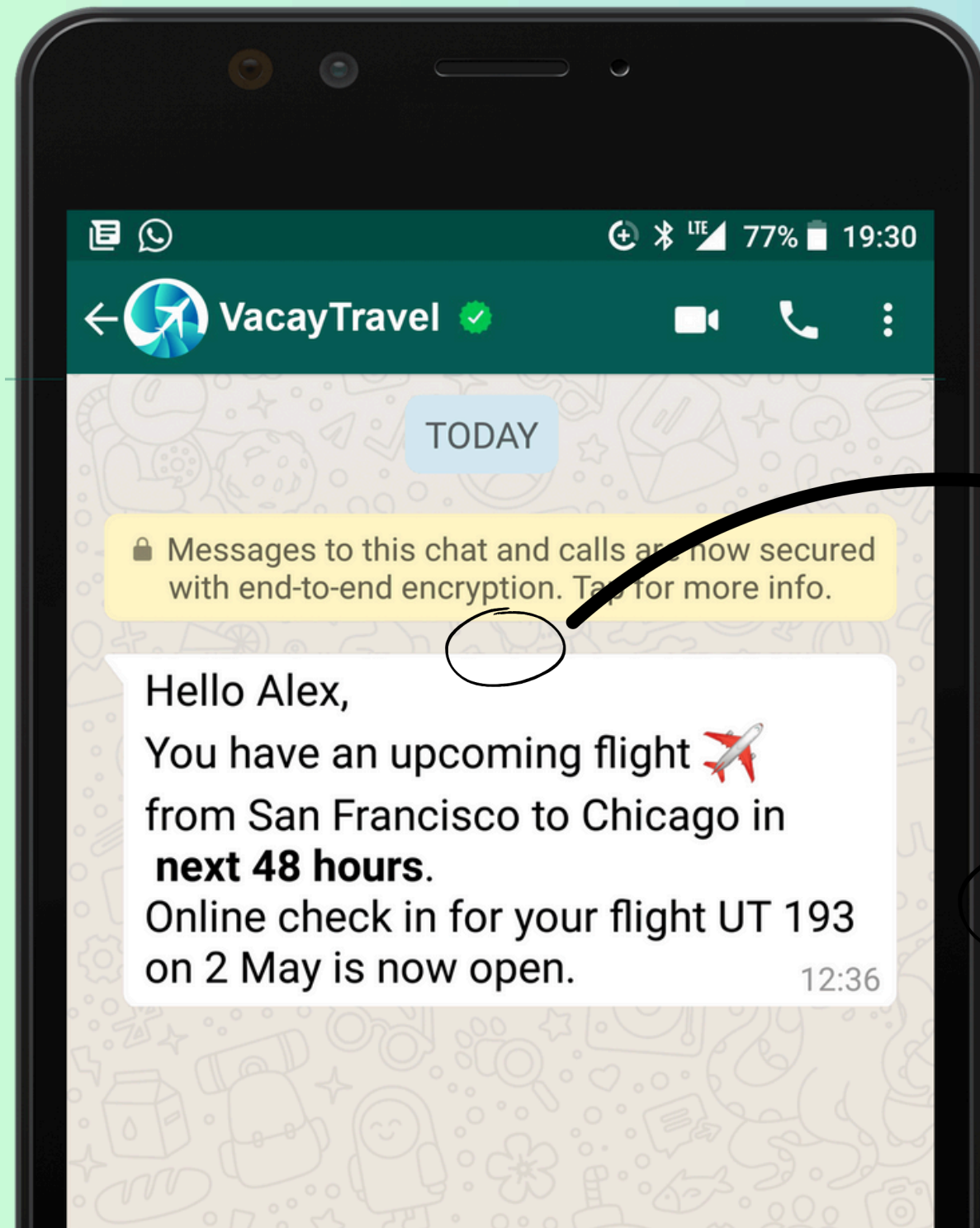
Stop Promotions

CUSTOMER ENQUIRY NOTIFICATION:

GET INSTANT
NOTIFICATION OF
CUSTOMER
DETAILS WHO ARE
INTRESTED IN
YOUR SERVICE



OUR DYNAMIC WHATSAPP BROADCAST



**variables with dynamic
attribute values**

LIVE CHAT INTERFACE

The image displays a live chat interface with a sidebar menu on the left and a main chat area on the right. The sidebar menu includes the following items: Dashboard, Compose Message, Chat, Live Chat (highlighted), History, Chat Agent, Settings, Contacts, Manage Template, Reports, File Manager, Billing, Chatbot Builder, Catalog, Flows, Integration, and Settings.

The main chat area is divided into two sections. The top section shows a list of chat conversations with the following details:

Initials	Sender	Message	Time	Unread Count
T	All Chats			
H	Honest	image	05:41 PM	
W	WACTO	Fill the form	03:49 PM	14
U	[Redacted]	audio	20/07/2024	1
A	Advanced adgrohair and gloskin clinic @ Kilpauk	Hi Advanced adgroha...	20/07/2024	1
U	[Redacted]	434	19/07/2024	3
U	[Redacted]	What is the estimate...	11/07/2024	1
S	Satish Rao Musale	You have not collecte...	09/07/2024	5
M	Muhammad Ziya	Fill the form	09/07/2024	5

The bottom section shows a detailed chat window for the contact 'Honest'. The chat history includes:

- System message: Select your Doctor NEPHROLOGIST Department (12:23:PM)
- User message: NEPHROLOGIST (12:23:PM)
- User message: HARSHA KUMAR (12:23:PM)
- System message: DR. HARSHA KUMAR ⌚ Tue, Sat (10:00am to 11:30pm) Wed (04:00pm to 05:30pm) (12:23:PM)
- User message: Fill the form (12:24:PM)

An 'Intervene' button is located at the bottom of the chat window.

BENEFITS FOR GREEN TRENDS

- **Grow brand identity of Green trends to a wide audience**
- **24/7 unmatched customer support**
- **Best two way communication platform both for Outlets and Customers**
- **Send personalized automated messages to Customers**
- **Automated AI & manual conversations**
- **60% faster communication than email and phone calls**
- **Cost savings of expensive call center's and crm software's**

REQUIRED DOCUMENTS FOR ONBOARDING

BASIC REQUIREMENTS(MANDATORY)

- **Website with privacy policy and terms & conditions**
- **Facebook business page**
- **Facebook business manager account**
- **Company GST or Government ID Proof (College Reg)**
- **Pan Card**

THANK YOU

Contact Us: yunus@nettyfish.com

Website: www.wacto.in