

ConVox

WhatsApp Solution

Effective, Complete and Comprehensive Solutions



MODULES:

ConVox 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.

BOT



BROADCAST



LIVE AGENT



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

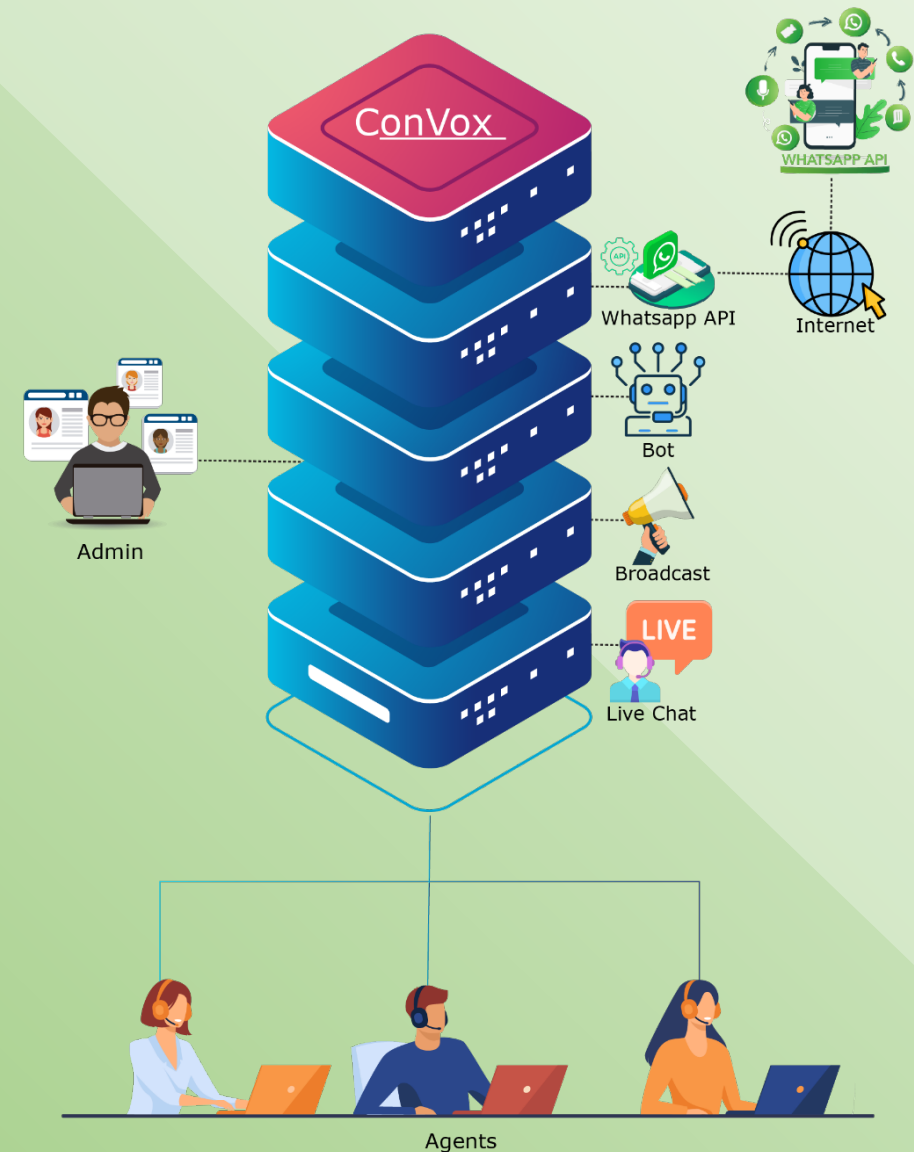
Admin / Agent KPI Dashboards and Complete reporting



Data Security

Chat Transcriptions are retained for longer duration independent of API failure

- 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 catalogue etc.



Buttons:

Let customers interact with buttons rather than text typing.



Multilingual Platform:

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



Third Party App Integration:

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



Agent Fallback:

Bot can transfer conversation to Live Agents



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.

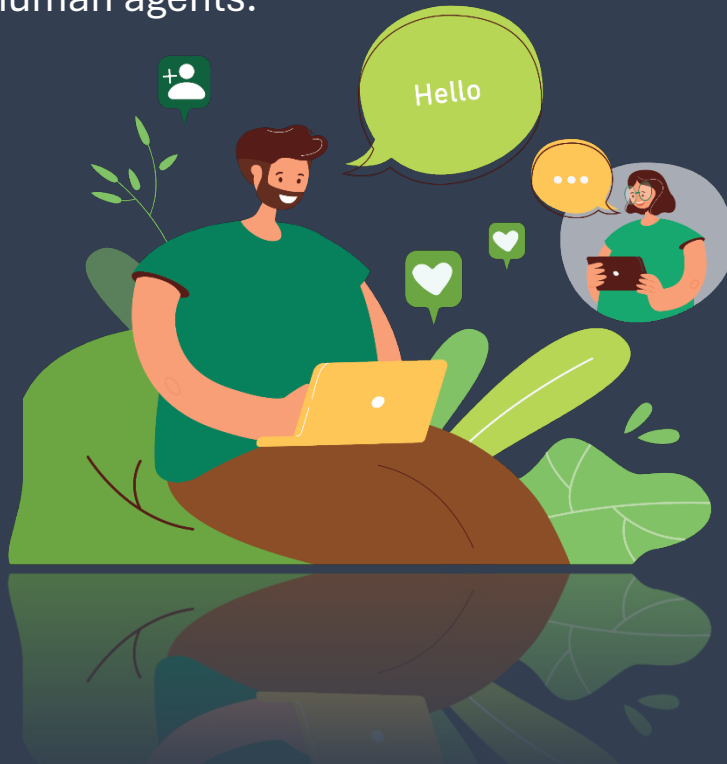


Delivery Reports:

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.



Agent Sharing:

Share & Receive image, document, video, smiley.



Sticky Agent:

Admin can create/modify sticky agent for personalized chat management.



Chat Monitoring:

Admin / Supervisor can live monitor a chat between agent & customer.



Chat History :

Customer recent chat history with BOT or other agents is visible to live agent.



Chat Categorization:

Agent can close chats with disposition



Chat Transfer :

Chats can be transferred between other live agents.



Reports :

Sent, Delivered, Failed, Read On, Campaign Analytics

LET'S WORK TOGETHER

Visit Us Or Contact us

Deepija Telecom Pvt. Ltd.
203, Siri Sampada Hi-Tech, Kavuri Hills,
Madhapur, Hyderabad, Telangana 500081

Tel: +91-40-49325555

Toll Free: 1800-102-DTEL(3835)

Website: www.deepijatel.com

