# DIGIMIND

## Complete Company Knowledge Base

Services | Pricing | Process | FAQs | Policies | Contact

# 1. About Digimind

## 1.1 Who We Are

Digimind is a custom AI engineering studio based in India, serving clients across India and globally. We design and build intelligent digital systems entirely from scratch using Python, React, and production-grade AI and machine learning technologies. Every solution we deliver is purpose-built for the client's specific business problem — not adapted from a template or no-code platform.

We are not a tool reseller. We do not use Zapier, n8n, Make.com, or any drag-and-drop automation builder for client deliverables. Our clients receive full source code ownership, complete technical documentation, and systems that are fine-tuned to their exact business logic.

## 1.2 Company Details

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| **Company Name** | Digimind |
| **Type** | Custom AI Engineering Studio |
| **Founded** | 2025 |
| **Location** | India (serving global clients) |
| **Website** | digimind.in |
| **Support Email** | support@digimind.in |
| **Business Email** | hello@digimind.in |
| **WhatsApp** | Available on request after project enquiry |
| **Working Hours** | Monday to Saturday, 9:00 AM to 7:00 PM IST |
| **Response Time** | All enquiries responded to within 4 hours during working hours |

## 1.3 Our Mission

To make enterprise-grade AI accessible to every business — from local Indian SMBs to global startups — through custom-built systems that deliver measurable ROI, not generic automation that breaks at scale.

## 1.4 Why Choose Digimind Over Generic Tools

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| **Q: What makes Digimind different from Zapier or Make.com?** | A: Digimind builds everything from scratch in Python and React. There are no third-party platform fees, no template limitations, and no vendor lock-in. You own 100% of the source code forever. Generic tools cannot be trained on your specific data, cannot be fine-tuned to your brand voice, and break when your needs exceed their platform limits. |
| **Q: Do clients own the code after the project?** | A: Yes, absolutely. Every client receives the complete source code, documentation, and deployment instructions. There are no ongoing licensing fees to Digimind unless the client opts into a maintenance retainer. |
| **Q: Can Digimind work with existing systems?** | A: Yes. We build custom API integrations to connect with any existing system — CRMs like HubSpot or Salesforce, ERP systems, Shopify, WooCommerce, WhatsApp Business, Tally, or any platform with an accessible API. |

## 2. Services We Offer

### 2.1 AI Automation Solutions (Primary Service)

Our flagship service. We build custom AI systems that automate manual business processes, reduce operational costs, and increase revenue — all coded from scratch in Python with your business logic baked in.

| AI Solution | What It Does | Timeline | Starting Price |
|---|---|---|---|
| Customer Support Chatbot | AI bot trained on your product catalog, FAQs, and policies. Handles 80%+ of support queries automatically via website or WhatsApp. | 7-14 days | Rs.25,000 |
| WhatsApp Sales Bot | Conversational sales agent on WhatsApp. Qualifies leads, answers questions, sends offers, books appointments 24/7. | 7-10 days | Rs.25,000 |
| Cart Abandonment Recovery Engine | Detects abandoned carts and automatically sends personalised WhatsApp/email recovery messages with dynamic offers. | 10-14 days | Rs.30,000 |
| Product Recommendation Engine | ML model trained on your transaction data. Powers personalised product recommendations on website, cart, and post-purchase. | 14-21 days | Rs.40,000 |
| Lead Scoring System | ML model trained on your CRM data scores leads by conversion probability so your sales team focuses on the hottest prospects. | 14-21 days | Rs.35,000 |
| AI Document Processor | Automatically reads invoices, contracts, and forms. Extracts structured data and pushes to your database or ERP. | 7-14 days | Rs.30,000 |
| Business Intelligence Dashboard | Custom analytics dashboard with AI-generated explanations of anomalies and trends in plain English. | 14-21 days | Rs.45,000 |
| Internal Knowledge Base Bot | Company-wide AI assistant trained on your internal docs, SOPs, and wikis. Employees get instant answers. | 7-14 days | Rs.25,000 |
| Email Triage and Auto-Response | Reads incoming emails, classifies intent, drafts context-aware responses, and flags priority items for human review. | 10-14 days | Rs.30,000 |
| AI Voice Bot | Natural language phone bot replacing IVR menus. Understands intent, routes calls, answers queries automatically. | 21-30 days | Rs.60,000 |

## 2.2 Website Development

Professional, fast-loading websites built in React and Next.js. Every website is custom-designed — no WordPress templates, no Wix, no page builders. We write clean component-based code that is fast, SEO-optimised, and easy to maintain.

| Website Type | What Is Included | Timeline | Starting Price |
|---|---|---|---|
| Business Website (5-7 pages) | Home, About, Services, Contact, WhatsApp button, Google Maps, mobile responsive, basic SEO setup. | 5-7 days | Rs.8,000 |
| Landing Page | Single-page conversion-focused design with lead capture form, testimonials section, and CTA optimisation. | 2-4 days | Rs.5,000 |
| E-Commerce Store | Full Shopify or custom React store with product catalog, cart, payment gateway integration (Razorpay/Stripe), order management. | 10-15 days | Rs.20,000 |
| Portfolio Website | Personal or agency portfolio with project showcase, contact form, and social media integration. | 3-5 days | Rs.6,000 |
| Booking and Appointment Website | Website with integrated online booking system, calendar management, and automated confirmation messages. | 7-10 days | Rs.15,000 |
| Website + AI Chatbot Bundle | Complete website plus a custom-trained AI support chatbot embedded in the site. Best value package. | 10-15 days | Rs.28,000 |

## 2.3 Mobile App Development

Cross-platform mobile apps built in React Native that run on both iOS and Android from a single codebase. We build the backend in Python FastAPI and the frontend in React Native, delivering a complete production-ready application.

| App Type | What Is Included | Timeline | Starting Price |
|---|---|---|---|
| Catalogue / Brochure App | Digital product or services catalogue, contact forms, push notifications, WhatsApp integration. | 2-3 weeks | Rs.30,000 |
| Booking and Appointment App | User registration, service selection, calendar booking, payment integration, notifications, admin panel. | 4-6 weeks | Rs.60,000 |
| Food Ordering or Delivery App | Customer app, restaurant/vendor dashboard, delivery tracking, payment integration, order management. | 6-10 weeks | Rs.1,00,000 |

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|---|---|---|---|
| SaaS MVP App | Full-featured minimum viable product with user auth, subscription billing, core feature set, and admin dashboard. | 8-12 weeks | Rs.1,20,000 |
| AI-Powered App | Mobile app with AI features built in — smart search, personalised recommendations, voice assistant, or chatbot. | 6-10 weeks | Rs.80,000 |

# 3. Pricing and Payment Policy

## 3.1 How Pricing Works

All prices listed are starting prices. The final quote depends on the scope, complexity, and specific integrations required for your project. We provide a detailed written quote after a free 20-minute discovery call where we understand your exact requirements.

We do not charge per hour. We charge per project, with a fixed price agreed before work begins. There are no surprise charges or scope creep fees — if requirements change mid-project, we discuss and agree on any adjustment before proceeding.

## 3.2 Payment Terms

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| **Websites and Small AI Projects (under Rs.50,000)** | 50% advance payment to start the project. 50% on final delivery and approval. |
| **Medium Projects (Rs.50,000 to Rs.1,50,000)** | 40% advance to start. 30% at project midpoint (demo delivery). 30% on final delivery. |
| **Large Projects (above Rs.1,50,000)** | 30% advance. 30% at first milestone. 25% at second milestone. 15% on final delivery. |
| **Monthly Maintenance Retainer** | Billed monthly in advance. Cancel anytime with 15 days notice. |
| **Accepted Payment Methods** | Bank transfer (NEFT/IMPS/RTGS), Razorpay (UPI, cards, net banking), PayPal for international clients. |
| **International Clients** | Invoiced in USD. Payment via PayPal, Wise, or bank wire transfer. |
| **Invoice Currency** | INR for Indian clients, USD for international clients. |
| **GST** | 18% GST applicable on all services for Indian clients. GST invoice provided. |

## 3.3 Refund Policy

We offer a satisfaction guarantee on all projects. If the delivered work does not meet the agreed specifications outlined in the project brief, we will revise it at no additional cost until it does. Refunds are handled as follows:

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| **Q: Can I get a refund after paying the advance?** | A: The advance payment is non-refundable once work has commenced (typically within 24-48 hours of payment). If you cancel before work begins, a full refund is issued within 5-7 business days. |

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| **Q: What if I am not happy with the final delivery?** | A: We offer unlimited revisions within the agreed scope until you are satisfied. If after 3 revision rounds the work still does not meet the written agreed specifications, we will issue a partial refund of up to 50% of the final payment. |
| **Q: What if Digimind is unable to complete the project?** | A: In the unlikely event that Digimind cannot complete a project, we will issue a full refund of all amounts paid, including the advance, within 7 business days. |
| **Q: Are there refunds for monthly retainers?** | A: Monthly retainer fees for the current billing month are non-refundable. Cancellation takes effect from the next billing cycle. |

## 3.4 Founding Client Discount

Digimind periodically offers founding client pricing to selected businesses. This is a discounted rate in exchange for a detailed case study, video testimonial, and referral to two other business owners. The founding client rate is typically 30-40% below standard pricing and is available to the first 3 clients per quarter. Ask about availability when you book a discovery call.

## 4. How We Work — Project Process

### 4.1 Step-by-Step Project Journey

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| **Q: Step 1: Discovery Call (Free, 20 minutes)** | A: We start with a free discovery call to understand your business, your problem, and what success looks like for you. No sales pitch — just a genuine conversation to see if we are the right fit. |
| **Q: Step 2: Detailed Proposal (Within 24 hours)** | A: After the call, we send a written proposal with the full scope of work, timeline, price breakdown, and payment terms. No vague estimates — everything is documented in writing. |
| **Q: Step 3: Advance Payment and Kickoff** | A: Once you approve the proposal, you pay the advance and we start within 24-48 hours. We send a kickoff message confirming the project timeline and key milestones. |
| **Q: Step 4: Regular Updates** | A: We provide progress updates every 2-3 days via WhatsApp or email. For AI projects, we share a working demo as soon as the core system is functional so you can give early feedback. |
| **Q: Step 5: Demo and Feedback Round** | A: We deliver a working demo for your review. You test it, share feedback, and we implement revisions. This cycle continues until you are satisfied. |
| **Q: Step 6: Final Delivery** | A: Final delivery includes: the complete working system, full source code (GitHub repository), deployment instructions, and a handover call where we walk you through everything. |
| **Q: Step 7: Post-Launch Support** | A: All projects include 14 days of free post-launch support for bug fixes. After 14 days, ongoing support is available via our monthly maintenance retainer. |

### 4.2 What We Need From You to Start

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| **Q: For a Website Project** | A: Your brand logo (if you have one), brand colours (or we suggest them), content for each page (or we write it for an additional fee), and reference websites you like the look of. |
| **Q: For an AI Chatbot Project** | A: Your business documents — product catalog, FAQ document, return/cancellation policy, pricing sheet, any existing support tickets or common customer questions. The more documents you provide, the better the bot performs. |

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| **Q: For a Mobile App Project** | A: A list of the app's core features, any wireframes or design references, your backend system details (if integrating with existing data), and app store developer accounts (or we help you create them). |
| **Q: For an E-Commerce Store** | A: Product list with names, descriptions, prices, and images. Payment gateway details (we help set up Razorpay if needed). Shipping and return policy. |

## 4.3 Communication During Projects

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| **Primary Communication Channel** | WhatsApp (fastest response) or Email |
| **Update Frequency** | Every 2-3 days, or immediately for any blockers |
| **Response Time During Project** | Within 2 hours during business hours (9 AM - 7 PM IST, Mon-Sat) |
| **Emergency Contact** | Critical production issues are responded to within 1 hour |
| **Language** | English and Hindi |
| **Project Management Tool** | Shared Google Doc or Notion page with task list and timeline (provided on project start) |

# 5. Technical Frequently Asked Questions

## 5.1 AI and Chatbot Questions

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| **Q: What AI model does Digimind use for chatbots?** | A: We primarily use OpenAI GPT-4o and GPT-4o-mini for conversational AI. For clients with data privacy concerns, we can deploy open-source models like Llama 3 or Mistral on your own servers so data never leaves your infrastructure. |
| **Q: How is the chatbot trained on my data?** | A: We use a technique called Retrieval-Augmented Generation (RAG). Your documents are embedded into a vector database (ChromaDB or Pinecone). When a customer asks a question, the system retrieves the most relevant sections of your documents and uses the AI to generate a grounded answer based only on that content. |
| **Q: Will the chatbot make up answers it does not know?** | A: No. We configure the system with a strict instruction: if the answer is not in your knowledge base, the bot says so and directs the customer to contact your support team. This prevents hallucination entirely. |
| **Q: How do I update the chatbot when my products or policies change?** | A: Simply send us the updated documents and we re-run the ingestion process (takes 10-15 minutes). If you are on a maintenance retainer, this is included at no charge. For one-time project clients, knowledge base updates are billed at Rs.2,000 per update. |
| **Q: Can the chatbot handle multiple languages?** | A: Yes. We can build multilingual bots that detect the customer's language and respond accordingly. Currently supported: English, Hindi, Tamil, Telugu, Bengali, Marathi, and any major world language. |
| **Q: Where is the chatbot hosted?** | A: We deploy on AWS, Google Cloud, or any cloud provider the client prefers. For Indian businesses, we recommend AWS Mumbai or GCP Mumbai for lowest latency. Hosting cost is separate from the build fee and is typically Rs.2,000-5,000 per month depending on traffic. |
| **Q: What happens to customer conversation data?** | A: Conversation data is stored in your own database (not ours). We can configure data retention policies per your requirements. For GDPR-compliant clients, we implement automatic data deletion after a configurable period. |

| Q: Can the chatbot integrate with WhatsApp? | A: Yes. We integrate with the official WhatsApp Business API via Twilio or WATI. This requires a WhatsApp Business Account and a registered phone number. We handle the setup end to end. |
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## 5.2 Website Questions

| Q: What technology do you use for websites? | A: React.js or Next.js for the frontend. For websites requiring a backend (contact forms, booking systems, user login), we use Python FastAPI. We do not build on WordPress, Wix, or any CMS platforms. |
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| Q: Will my website rank on Google? | A: We implement technical SEO best practices: fast page load speed, proper meta tags, structured data, mobile responsiveness, and clean URL structure. We do not offer ongoing SEO content services, but we ensure your website is technically ready for SEO from day one. |
| Q: Is the website mobile responsive? | A: Yes, every website we build is fully responsive and tested on iOS and Android devices across multiple screen sizes. |
| Q: Can I update the website content myself? | A: If you need a CMS (content management system) to update content yourself, we can integrate a headless CMS like Contentful or Sanity at an additional cost of Rs.8,000-15,000. Otherwise, content updates are handled by Digimind for a small fee. |
| Q: Do you provide domain and hosting? | A: We do not sell domain names or hosting directly. We help you purchase a domain (typically Rs.800-1,200/year from GoDaddy or Namecheap) and set up hosting on your preferred provider (Vercel for Next.js is free to start, or AWS/GCP for more advanced needs). |
| Q: How long does a website project take? | A: A standard 5-7 page business website takes 5-7 days from payment to delivery. E-commerce stores take 10-15 days. Delivery speed depends on how quickly the client provides content and feedback. |

## 5.3 Mobile App Questions

| Q: Will the app work on both iPhone and Android? | A: Yes. We build with React Native which produces a single codebase that runs natively on both iOS and Android. You get two apps for the price of one build. |
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| **Q: How do I publish the app to the App Store and Play Store?** | A: We handle the full submission process. You will need an Apple Developer Account (Rs.8,500/year) and a Google Play Developer Account (Rs.2,000 one-time fee). We create the accounts if you do not have them. |
| **Q: Can the app send push notifications?** | A: Yes. Push notifications are included in all app projects using Firebase Cloud Messaging (FCM) which is free up to high volume. |
| **Q: Can the app work offline?** | A: Basic offline functionality (viewing cached content) can be included. Full offline capability with sync requires additional development time and cost. |

## 6. General Frequently Asked Questions

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| **Q: How do I get started with Digimind?** | A: Book a free 20-minute discovery call by emailing hello@digimind.in or WhatsApping us. We will understand your requirements and send a proposal within 24 hours. |
| **Q: Do you work with clients outside India?** | A: Yes. We serve clients globally. We work across all time zones via asynchronous communication (email and WhatsApp) and schedule calls at mutually convenient times. Billing for international clients is in USD. |
| **Q: Do you sign NDAs?** | A: Yes. We are happy to sign a Non-Disclosure Agreement before any project discussion. Send us your NDA template or we can provide our standard NDA for your review. |
| **Q: Can Digimind work as a white-label partner for agencies?** | A: Yes. We partner with digital marketing agencies, consulting firms, and other agencies as a white-label technology partner. Your clients never need to know Digimind is involved. Contact hello@digimind.in for white-label partnership terms. |
| **Q: Do you offer equity or deferred payment arrangements for startups?** | A: In selective cases for very early-stage startups with strong traction, we consider equity arrangements or deferred payment structures. This is evaluated case by case. Email hello@digimind.in with your startup pitch and revenue situation. |
| **Q: What if my project is very small — Rs.5,000 or less?** | A: We take small projects, especially website projects in the Rs.5,000-15,000 range. These are handled as fixed-scope, fast-turnaround engagements with streamlined communication. |
| **Q: Can you help if I already have a half-built project that someone else abandoned?** | A: Yes, we take over incomplete projects. We will audit the existing codebase, provide an honest assessment of what needs to be fixed or rebuilt, and quote accordingly. |
| **Q: Do you provide training on how to use the systems you build?** | A: Yes. All project deliveries include a handover call (30-60 minutes via Google Meet or Zoom) where we walk through the system. We also provide written documentation. Additional training sessions are available at Rs.2,500 per hour. |
| **Q: What industries have you worked with?** | A: We have built solutions for e-commerce and D2C brands, healthcare clinics, coaching and education businesses, real estate agencies, restaurants and food businesses, SaaS companies, and logistics firms. |

| Q: Is there a minimum project size or budget? | A: Our minimum project value is Rs.5,000 for a simple landing page. There is no maximum — we have scoped projects up to Rs.5,00,000 for enterprise AI systems. |
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# 7. Maintenance and Ongoing Support

## 7.1 Post-Launch Free Support

Every completed project includes 14 days of free post-launch support. During this period, we fix any bugs or issues that were not present in the approved demo at no additional charge. Feature additions or scope changes are not included in the free support period.

## 7.2 Monthly Maintenance Retainer Plans

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| **Basic Retainer — Rs.5,000/month** | Up to 5 hours of support per month. Bug fixes, minor content updates, dependency updates, and uptime monitoring. Best for static websites. |
| **Standard Retainer — Rs.10,000/month** | Up to 10 hours of support per month. Everything in Basic plus knowledge base updates for AI chatbots, performance optimisation, and monthly analytics report. |
| **Pro Retainer — Rs.20,000/month** | Up to 25 hours of support per month. Everything in Standard plus priority response (1-hour SLA), model retraining for AI systems as data grows, A/B testing support, and quarterly strategy call. |
| **Enterprise Retainer — Custom Pricing** | Dedicated support hours, 24/7 monitoring, SLA guarantee, and a dedicated point of contact. Contact hello@digimind.in for enterprise retainer pricing. |

## 7.3 Ad-Hoc Support (Without Retainer)

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| **Hourly Support Rate** | Rs.2,500 per hour |
| **Emergency Fix (critical bug, site down)** | Rs.5,000 flat fee, resolved within 4 hours during business hours |
| **Knowledge Base Update for AI Bot** | Rs.2,000 per update (re-ingestion of new documents) |
| **New Feature Addition** | Quoted separately based on scope |
| **Code Review or Audit** | Rs.5,000 flat fee for a written report on an existing codebase |

# 8. Technologies We Use

## 8.1 AI and Machine Learning

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| **Large Language Models** | OpenAI GPT-4o, GPT-4o-mini, Anthropic Claude, open-source Llama 3, Mistral |
| **AI Frameworks** | LangChain, LlamaIndex, Hugging Face Transformers, PyTorch, scikit-learn |
| **Vector Databases** | ChromaDB (local), Pinecone (cloud), Weaviate, FAISS |
| **ML Techniques** | RAG (Retrieval-Augmented Generation), fine-tuning, classification, regression, clustering, recommendation systems, anomaly detection |
| **Speech and Voice** | OpenAI Whisper (speech-to-text), ElevenLabs (text-to-speech), Deepgram |

## 8.2 Backend and APIs

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| **Primary Language** | Python 3.11+ |
| **Web Frameworks** | FastAPI (primary), Django (for complex CMS needs), Flask (lightweight APIs) |
| **Databases** | PostgreSQL (primary), MongoDB (document storage), Redis (caching and sessions), SQLite (lightweight projects) |
| **Messaging and Communication** | Twilio (WhatsApp, SMS, voice), SendGrid (email), Firebase (push notifications) |
| **Authentication** | JWT tokens, OAuth2, Firebase Auth |

## 8.3 Frontend and Mobile

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| **Web Frontend** | React.js, Next.js, TypeScript |
| **Mobile** | React Native (iOS and Android) |
| **Styling** | Tailwind CSS, styled-components |
| **State Management** | Redux Toolkit, Zustand, React Query |
| **Data Visualisation** | Recharts, D3.js, Chart.js |

## 8.4 Cloud and DevOps

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| **Cloud Providers** | AWS (primary), Google Cloud Platform, Azure, Vercel (frontend hosting) |
| **Containerisation** | Docker, Docker Compose |
| **CI/CD** | GitHub Actions |
| **Version Control** | Git, GitHub |
| **Monitoring** | AWS CloudWatch, custom logging pipelines |

## 9. Contact Information and Escalation

### 9.1 How to Reach Digimind

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| General Enquiries | hello@digimind.in |
| Customer Support | support@digimind.in |
| New Project Enquiry | Email hello@digimind.in with a brief description of your project |
| Partnership and White-Label | hello@digimind.in — subject line: Partnership Enquiry |
| WhatsApp | Provided after initial email contact |
| Website | digimind.in |
| Response Time for New Enquiries | Within 4 hours during business hours (Mon-Sat, 9 AM - 7 PM IST) |
| Emergency (Existing Clients Only) | support@digimind.in — subject line: URGENT — responded within 1 hour during business hours |

### 9.2 Discovery Call Booking

To book a free 20-minute discovery call, email hello@digimind.in with the subject line 'Discovery Call Request' and include the following: your name and business name, a one-line description of what you need built, your preferred time slots (IST), and any budget range you have in mind. We will confirm a time within 2 hours.

### 9.3 What to Expect After You Contact Us

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| Q: I sent an email. What happens next? | A: You will receive an acknowledgement within 30 minutes during business hours, and a detailed response or call booking confirmation within 4 hours. |
| Q: I want a quote. What information do I need to provide? | A: Tell us: what you want built, who it is for, any existing systems it needs to connect to, your approximate timeline, and your budget range. The more detail you give, the more accurate the quote. |
| Q: Can I see examples of past work? | A: Yes. Email hello@digimind.in and request our portfolio. We also build live demos for interested prospects — ask about a demo for your specific use case. |

| Q: I have a complex multi-part project. How do I get started? | A: Book a discovery call. Complex projects are scoped in a 45-minute deep-dive session (free of charge) where we map out the architecture, phased delivery plan, and total investment. |
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### End of Digimind Knowledge Base Document

Version 1.0 | Last Updated: 2025 | digimind.in | support@digimind.in

*This document is intended for use as the knowledge base for the Digimind Customer Support Chatbot. Keep this file in the data/ folder of the chatbot project and re-run ingest.py whenever this document is updated.*