

Proposal

KiboPush Solution – Sitara Studio

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About CloudKibo

We are on a mission to empower business with the solution they need for their digital transformation by providing the one-stop communication shop. We leverage the latest technologies and features a comprehensive portfolio of omni-channel products and solutions that are industry focused, agile, scalable and cost effective. Our solution allows companies to communicate better and easier with their customers.

The products and solutions developed by CloudKibo Inc. address some of the biggest communication challenges, which include scalability, reliability, cost efficiency and channel variety. Working with different customers across various industries, CloudKibo Inc. takes pride in its outstanding customer support and growing team of global citizens. CloudKibo's competitive edge is based on its experience and local knowledge, in addition to its continuous ability to innovate and evolve with the rise of new technologies.

We specialise in next generation conversational marketing tools. We have years of experience working with chatbots on Messenger, WhatsApp and SMS. Our dashboard has served multiple companies and support agents to provide customer support using rich chat messages on customer's favorite chat platforms. We provide tools to grow your subscriber base fast and have successfully grown subscribers for our customers on Messenger and Whatsapp. We provide a way for big support teams to collaborate together to provide next-level customer support and engagement.

With us you can connect with various personas over their favorite channel and elevate your customer communication experience, using a simple, user-friendly interface that takes your business communication to the next level.

We're the communication experts you can count on.

Fast and easy implementation

Our experts can help you host, manage, and support the end-to-end onboarding process of your business communication channel.

All-in-One Conversational Platform

Choose to manage your live conversations or design your automated scenarios and save the hassle of monitoring all the messages by yourself.

Executive Summary

A complete Facebook Messenger & WhatsApp based customer support software implementation is proposed. With help of chatbots, your e-commerce business can reach potential customers with high availability at any time. A live chat portal to support human agents to promptly resolve customer queries is also included.

Problem

Every business is striving these days to have a strong social media presence. With help of automation, communication with customers on social chat platforms becomes efficient and effortless and available round the clock. The purpose of this document is to discuss the solution to automate communication with customers which can scale and increase your e-commerce business customer reach.

Solution

Facebook messenger and WhatsApp are the two most popular chat apps available at present.

With 2 billion active users, WhatsApp is the number one messaging app, closely followed by Facebook Messenger with 1.3 billion users.

How can you get the most out of these two apps?

That's where our KiboPush solution comes in.

We propose the implementation of Facebook Messenger & WhatsApp Chatbots and a complete human agent based live chat customer support.



Objectives

With KiboPush, you will be able to do the following:

- Automate your conversation with the customers
- Within Facebook messenger and WhatsApp chat, your customers will be able to:
 - Browse your products
 - View product details
 - Manage shopping cart
 - Manage shipping and billing address
 - Purchase products via cash on delivery
 - View recently place orders
 - Check order status
- Let your agents talk and resolve customer issues using our multi agent live chat
- Create teams for different departments
- Assign agent / team to handle customer queries in the most efficient and effective manner
- Manage open and close tickets
- Search chat using keywords
- Create and share Zoom meeting within our live chat to better understand your customers' queries and needs
- Omnichannel support to manage your Facebook messenger and WhatsApp customers at one place

Benefits

- Modernize your business customers interaction with latest technology
- Reach more customers on a large scale in real-time
- Complete automation and digitalization of customer support services
- 24/7 customer support with high availability, even at odd times
- Ability to switch from chatbot to human agent promptly
- Ability to respond to customers' complaints and queries in real time
- Customers can quickly get notices and updates about their orders

- Now you can connect with various personas over their favorite channel and elevate your customer communication experience, using a simple, user-friendly interface that takes your business communication to the next level
- Empower your sales and support teams to instantly respond to service support inquiries and answer frequently asked questions
- Oversee and monitor all incoming conversations, measure response rates, and enhance your customers' experience with our hassle-free conversational platform

E-commerce platforms integration

KiboPush currently supports integration with the following two e-commerce platforms.

1. Shopify Platforms
2. BigCommerce Platforms

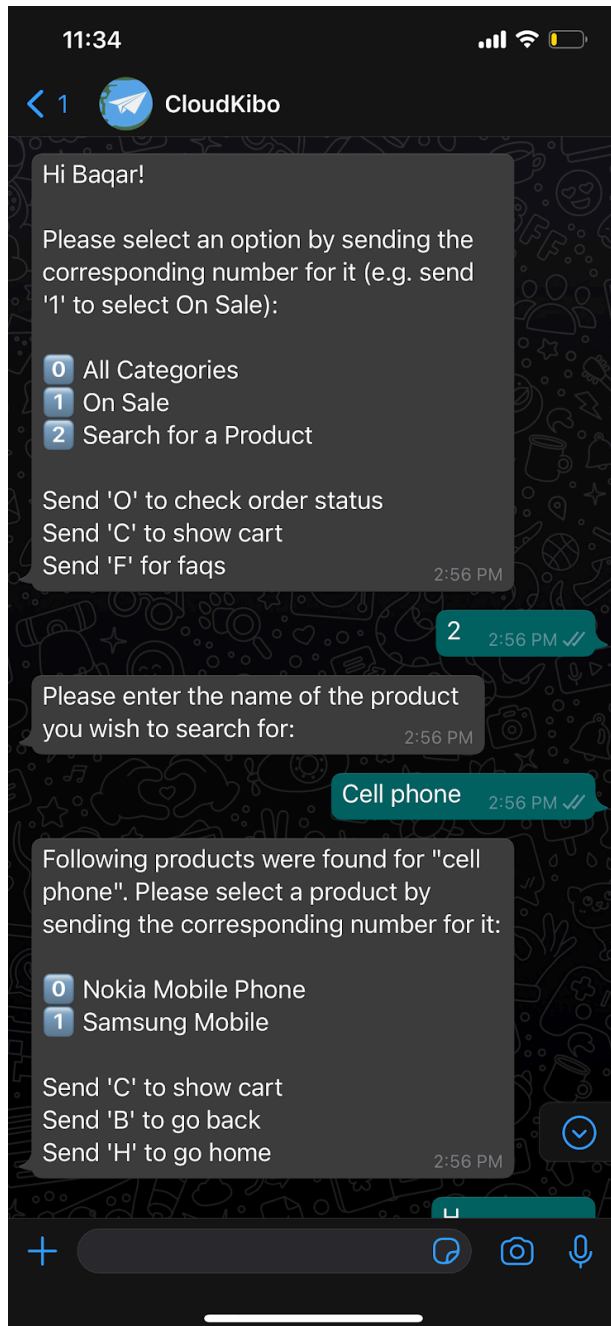
We have complete end-to-end integration with the above e-commerce platforms with Whatsapp and Messenger using KiboPush.

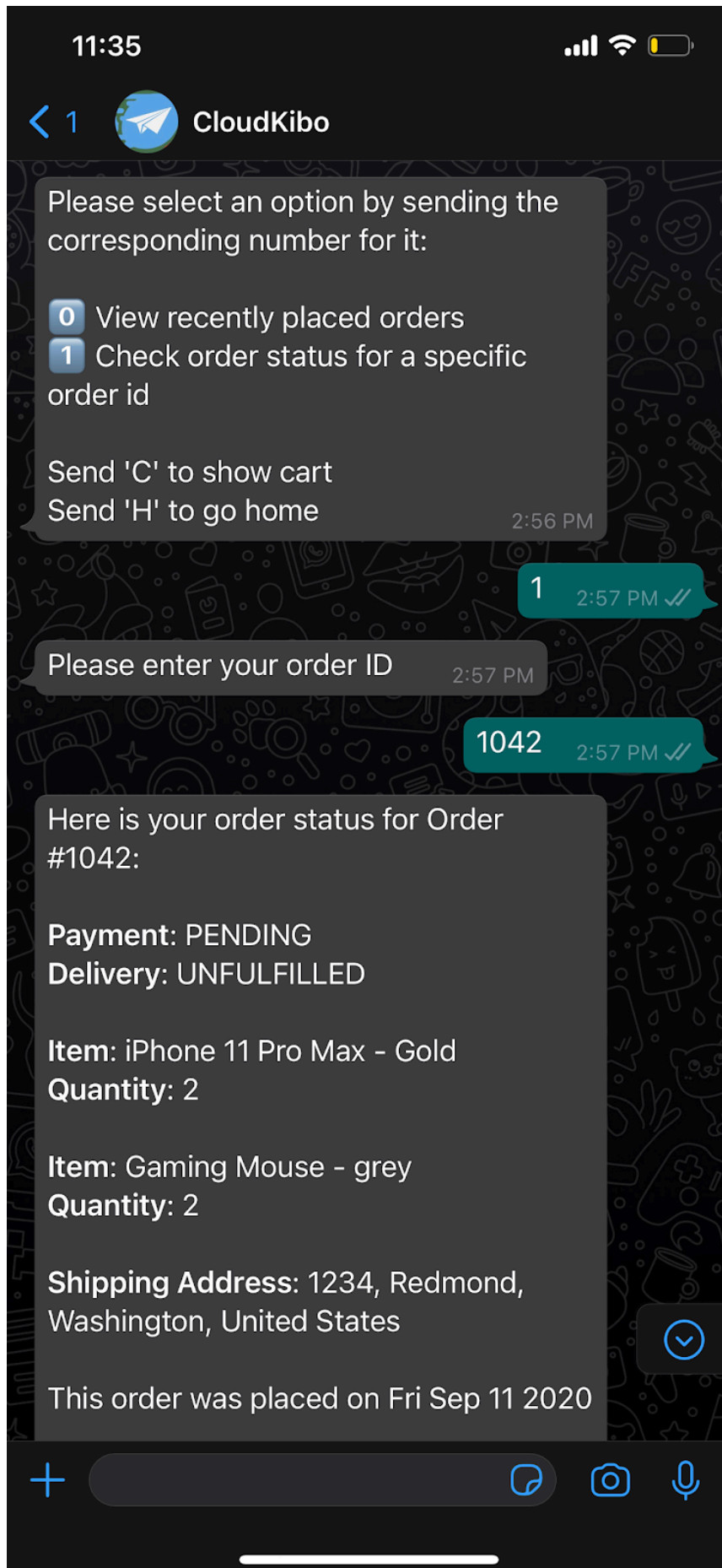
Your complete e-commerce chatbot can be created with just one click after the integration and will be ready to show products to customers who chat with your business.

Alongside, the KiboPush live chat will enable the admins to carry on the live conversations with customers for further support beyond automation.

We are currently in the process of integrating with other e-commerce platforms and are ready to provide custom integration options for custom built e-commerce stores.

User Experience





KIBOPUSH

Platform: Messenger | Plans & Permissions | JAWAID EKRAM

Search...

Open Closed

Sojharo Mangi pending

You: Under Construction
KiboSales a few seconds ago

Sania Siddiqui pending

You shared media
ilm ka Aan... 16 hours ago

Nc West pending

Nc shared image
Nabilah fo... a day ago

Sojharo Mangi

Sojharo Mangi shared imag...
KiboChat 2 days ago

Josephine Marima pending

Sojharo Mangi
(Block User)
male

Assigned to: Not Assigned

Tags: Assign tag(s)

Custom Fields Manage

Top Seller Smart Phones
Gaming Home Appliances
TV & Videos

3:47PM

Sojharo sent: Smart Phones

Type here...

KIBOPUSH

Platform: Messenger | Plans & Permissions | JAWAID EKRAM

Select Page: All | Show records for: All Days

Subscribes 674

Unsubscribes 4

Net Subscribes 670

Select Page: All | Show records for last: 30 days

7 Sessions

0 Bot Queries

0.0% Resolve rate | 0% Response rate

Financial Proposal

Item	Package 1	Package 2	Package 3	Package 4	Package 5
No. of Facebook pages you can connect	1	3	5	10	15
Facebook messenger subscribers	unlimited	unlimited	unlimited	unlimited	unlimited
WhatsApp Registration Fee per number	¹ Waived (\$1000)	¹ Waived (\$1000)	¹ Waived (\$1000)	¹ Waived (\$1000)	¹ Waived (\$1000)
² Monthly Active Users (MAUs) - WhatsApp	3,000	10,000	15,000	30,000	50,000
Additional MAU Fee	\$0.1	\$0.08	\$0.06	\$0.04	\$0.03
KiboChat (Included Live Agent License)	1 seats/license	3 seats/license	5 seats/license	10 seats/license	15 seats/license
Template Messages					
Included template messages	3	10	15	20	unlimited
Additional template messages	\$12	\$10	\$10	\$10	\$0
Upto template	5	15	20	unlimited	unlimited
Monthly Fee	\$210	\$490	\$700	\$1120	\$1400

¹ WhatsApp registration fee will be waived if you sign a 12-month contract

² "Any customer initiates a conversation is considered an "Active User", the user remains active in a conversation session for a calendar month, regardless to how many times the user initiates a conversation or how many replies a business responds back with, to this active user".

Template Messages

WhatsApp Business solution can be used for sending outbound notifications straight to your customer's phone. Whether it is an important notice, or tax payment reminder, you can use Template Messages to send customers information at any time.

- Per message price for Pakistan = \$0.0253
- Per message price for Rest of the World = <https://developers.facebook.com/docs/whatsapp/pricing/#usd>

Commercial Terms & Conditions

- Included 1 WhatsApp Business number.
- Understanding conversation: we define conversation as a unique customer per month regardless the number of messages inside the conversation
- Extra KiboChat seat/month is \$50
- No additional cost or hidden cost
- Template Messages is not part of the package and will be charged based on the number of Consumed message and based on WhatsApp rate care (<https://developers.facebook.com/docs/whatsapp/pricing/#usd>)
- The tenure of this agreement is of 3 years

Payment Terms & Conditions

- All prices are in USD
- The above table shows prices excluding of taxes

Offer Validity

- The offer is valid for 15 days from the date of sending this financial proposal.



Our customers

Pakistan



HomeShopping.pk

HomeShopping.pk is an online marketplace which is the second largest commerce website in Pakistan. They have successfully integrated KiboPush live chat on their website and have been using our dashboard to provide customer support chat to their website visitors.

The Elegance

The Elegance is a one stop solution for purchasing gifts and customised products online. They have been serving a market of customised products for occasions. They have successfully used our growth tools to increase their sales.



Clicky.pk

Clicky.pk is an online clothes and fashion store which serves as a marketplace for several vendors. They have integrated KiboPush to provide customer support.

The Citizens Foundation - Ilm ka Aangan

Online teaching project by TCF tracked using Bot built on KiboPush. The bot is built to help teachers know the schedule and course structure for online classes.

International

Nabillah For Congress - US Congress Election Candidate Campaign

Campaign Chatbot created for a US election candidate using KiboPush

Jason Call for Congress - US Congress Election Candidate Campaign

Campaign Chatbot created for a US election candidate using KiboPush

Marilyn Strickland for Congress - US Congress Election Candidate Campaign

We provided chatbot and she **won** the Democratic Race for Congress



Contact Us

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