

Presentation Showcasing (KSCE) With Focus On E- Retail and E-Commerce

MACHADALO





Index

1. About Machadalo & Team
2. Solution for Key Stakeholders Collaborative Ecosystem (KSCE) & USP
3. Key Stakeholders & Key Solutions
4. Customer Journey When They Visit a Store
4. Customer Journey for When They Order Online
5. Dashboard for Retailers/Companies
6. Deep Engagement Dashboards
7. Customer Journey Phase 2
7. Value Proposition for Modern Bazaar
8. Live Platform: B2B Lightweight CRM
9. Case Study: Sentiment Analysis
10. Contact Us



About Machadalo



Machadalo, a brand of Vijaikirti Technologies Pvt Ltd is a funded company founded by alumni of IIT Bombay and IIM Mumbai :

Our Key Stakeholders collaborative ecosystem (KSCE) is a low code communication system which can be used for:

- **B2B Lead to Sales to Delivery Journey**
- **High ticket size B2C products lead to Sales to after Sales journey**
- Patient Journey from Appointment to OPD/IPD Labs
- Customer retail journey & loyalty programme
- Resident & Employee journey around issues, notifications etc.

Meet Our Team



Anupam Sorabh

Founder & Solutions Head at Machadalo

Products, Technology, Cybersecurity,
Education, and Social Sector | 23+ years of
experience

Indian Institute of Management Mumbai



Jayesh Totla

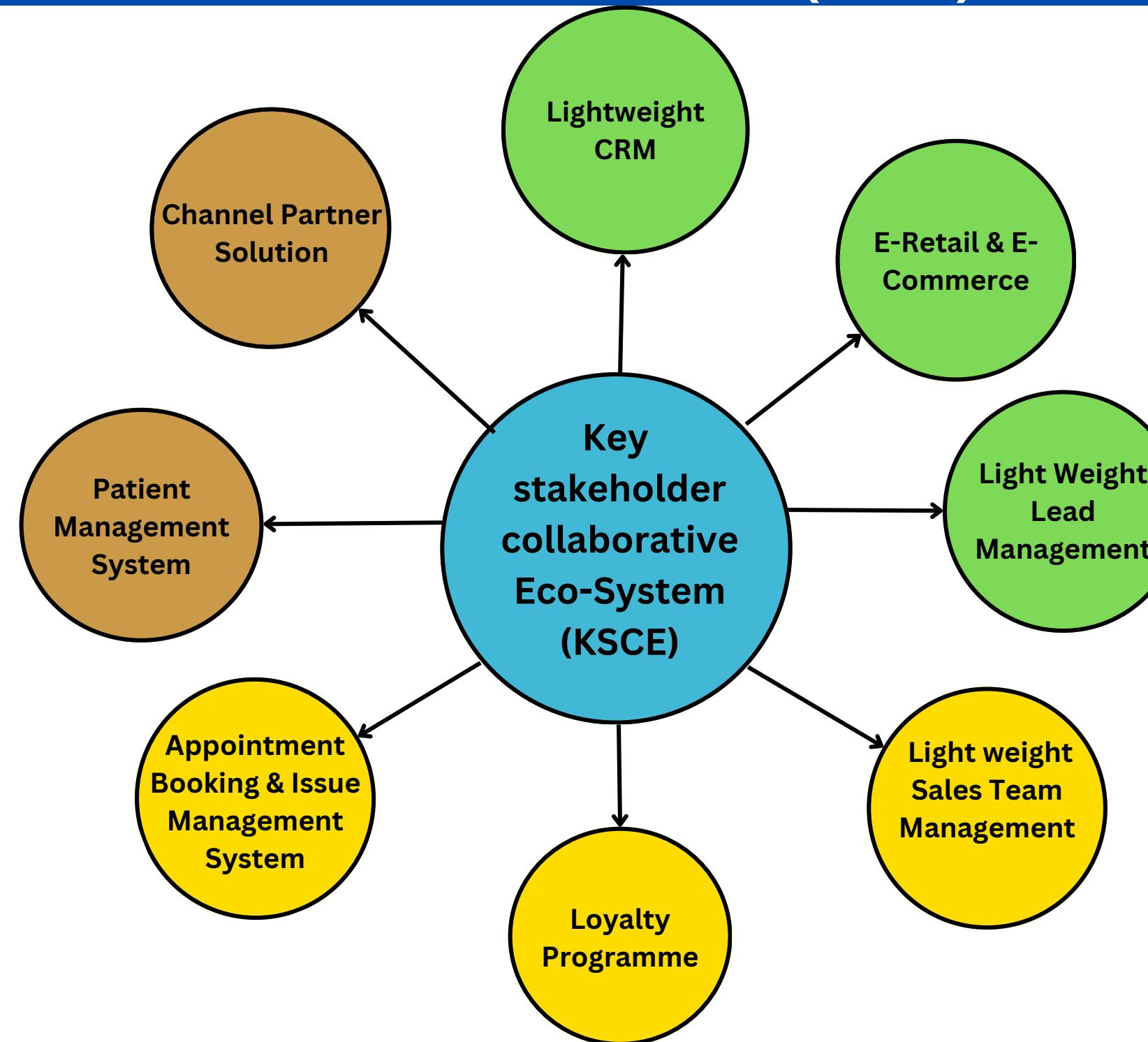
Co-founder at Machadalo

Founder and CEO @ SynergyTop | 25+ Years
in the Product & Tech Industry

Indian Institute of Management Mumbai



Machadalo's solution using Key stakeholders collaborative Ecosystem (KSCE)



Sectors
B2B
B2C High Ticket Size
E-Commerce & E- Retail
Medical Colleges & Hospitals

- GREEN-LIVE
- UNDER DEVELOPMENT.
- UNDER REQUIREMENT

Machadalo's KSCE USP

1. For Machadalo **Business comes first.**

Hence; Core software is written keeping in mind Key stakeholders and their communication which can be mapped to their KRAs and KPIs.

2. Completely dynamic bot flow ie. **Low code based**

Hence; we are extremely dynamic and we can create customer workflows **very quickly** at low additional cost

3. Completely **Customer centric approach**

Hence; **world class experience** for the customer



Key Stakeholders And Key Solutions

Focus Sector: E-retail



KEY STAKEHOLDER

- Store Manager
- In-shop Costumer
- OnlineCostumer
- Store Engagement Personnel
- Owner
- Delivery partners



KEY SOLUTION

- Multi Store Management
- Deep Discount Management
- Customer Management
- Delivery Management
- warehouse Management
- zero inventory solutions
- Many Others



Revenue Sources

- based solutions for retail chains.
- based solutions for new customer acquisitions.
 - Deep Customer Engagement
 - Increase Order Size
 - Increase Online Order Quality and Quantity
- Performance-based revenue optimising solutions.

BENEFITS

- The customer gets a deep discount
- Less Search time
- Minimal time a queue
- Less time at the Cashier
- **More Engaging time**
- Less Time in Handling Products

Focus Sector: E-Commerce

KEY STAKEHOLDER

- E-Com tech partner
- Product incharge
- MIS Person
- Operations
- Payment incharge
- Delivery incharge
- Many Others

KEY SOLUTION

- Order Management
- Delivery Management
- Payment Management
- Issue Resolution
- Catalog Management
- Invoice Management
- Many Others



Revenue Sources

- Solutions for Virtual/Physical players with captive buyers, (minimum 10,000)
- Tie up with companies such as India's leading cafeteria aggregators, Hostel aggregators, Residential Society Federations, large student campuses etc. for generating additional revenue with minimum effort.

Benefits

- Third-party products
- less delivery charges
- **Additional revenue**
- Frequency in buying increase
- More variety of Products

Focus Sector: loyalty programme of Retail

KEY STAKEHOLDER

- Customer: Deep discount
- Customer: Quick checkout
- Customer: Home delivery
- Customer: On 3rd Party Apps
- Cashier
- Owner
- Delivery partner
- Old Customer
- New Customer
- Many Others

KEY SOLUTIONS

- Deep discount management
- Aisle Management
- Delivery Management
- Checkout Management
- Many Others



Revenue Sources

- Chain-based Restaurants and retail stores tie up with Delhi's premium retail chain, Morden Bazaar, which has 22 stores.
- Tie up with Snackfax premium media house which works in the food tech domain with more than 400 companies.

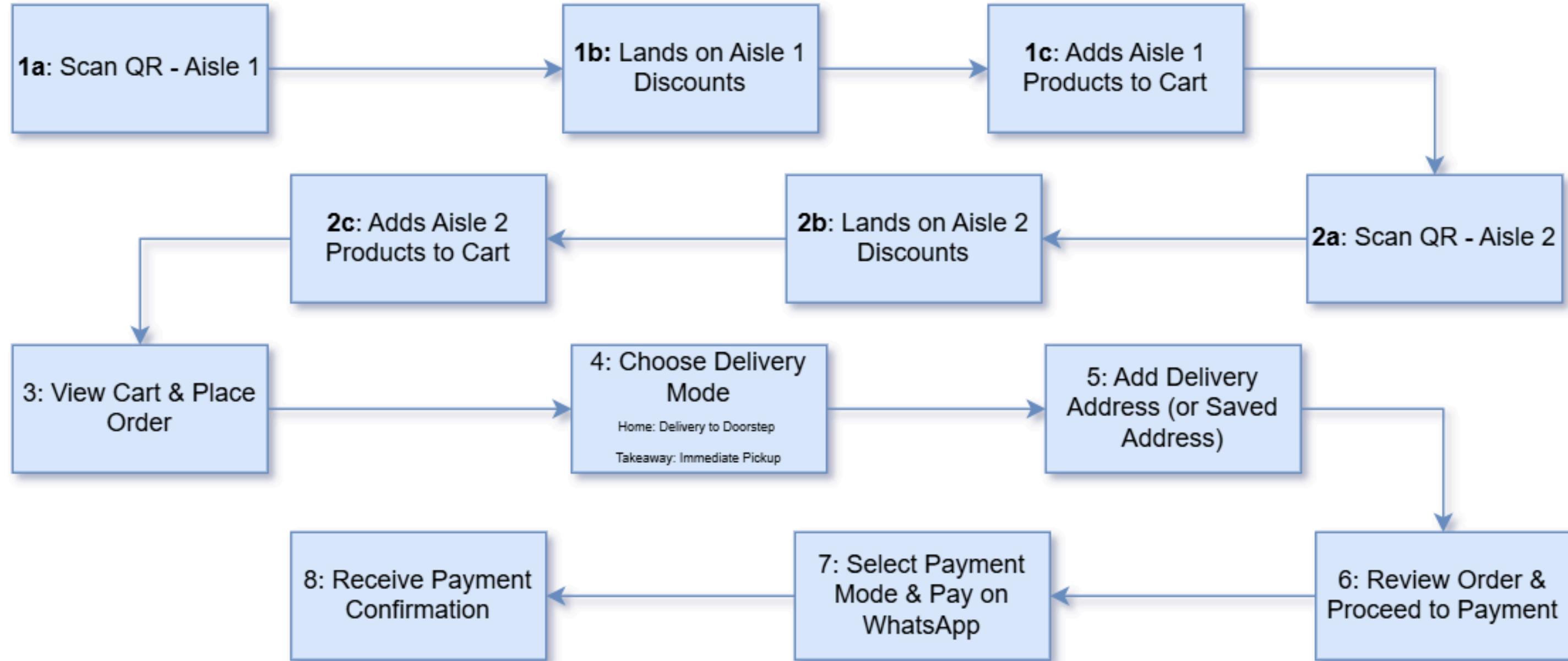
Benefits

- More Interest
- Interest Mapping
- Trend Analysis
- **Higher Margins**
- Additional Revenue

Customer Journey When they visit a store

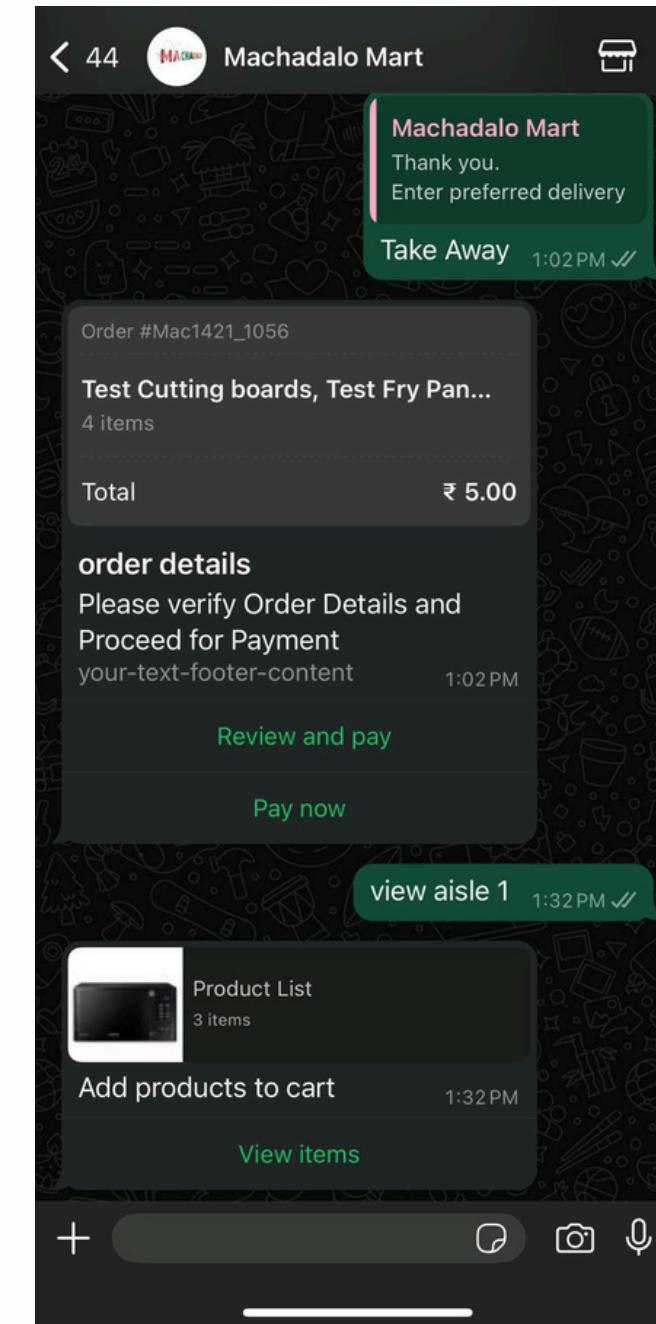


Customer Journey Flowchart for Store Visit

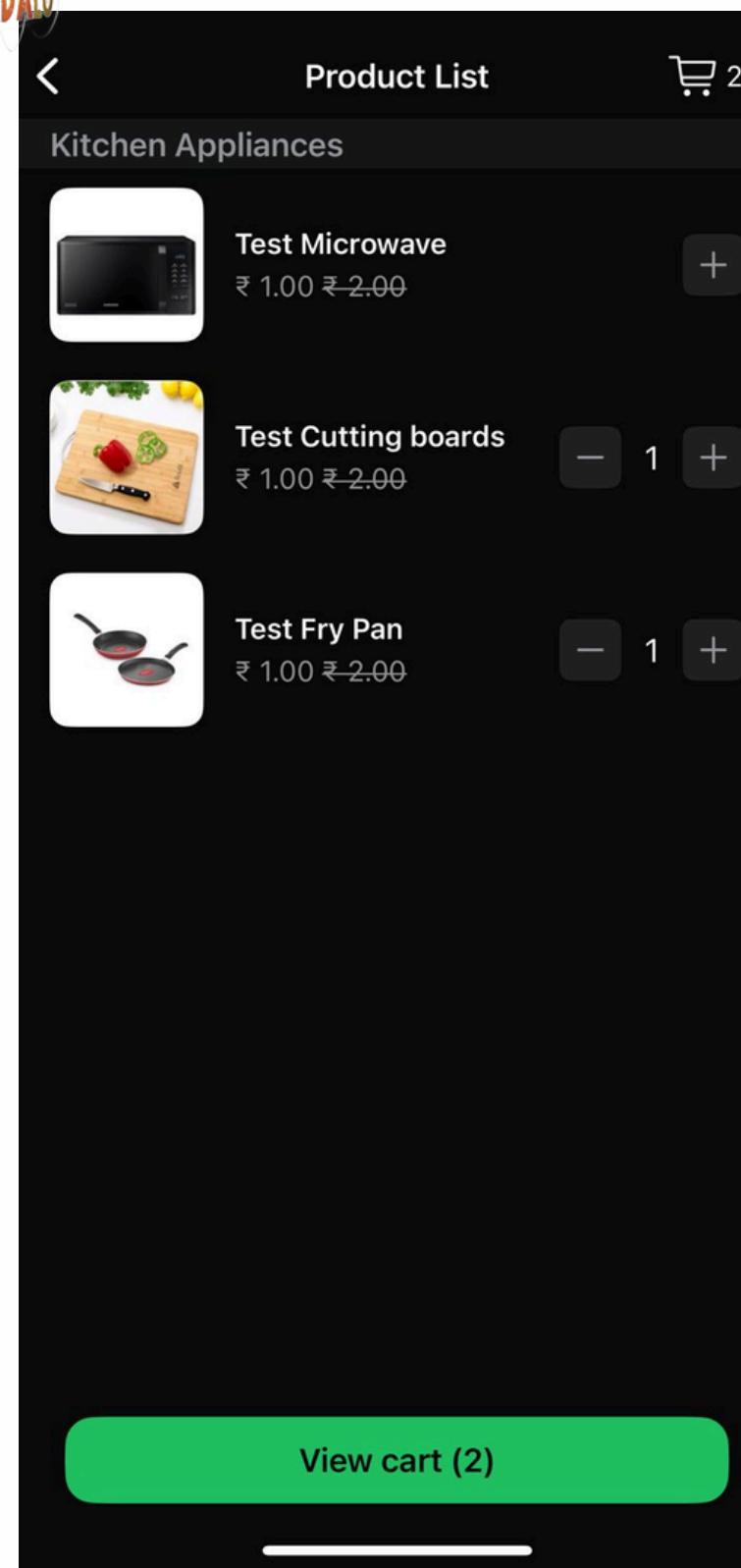


Scan QR Codes & Land on Discounted Products

Step 1a: Customer Scans QR present on Aisle 1



Step 1b: After scanning the QR code, the customer lands on the Aisle 1 discounted products of Modern Bazar WhatsApp Store



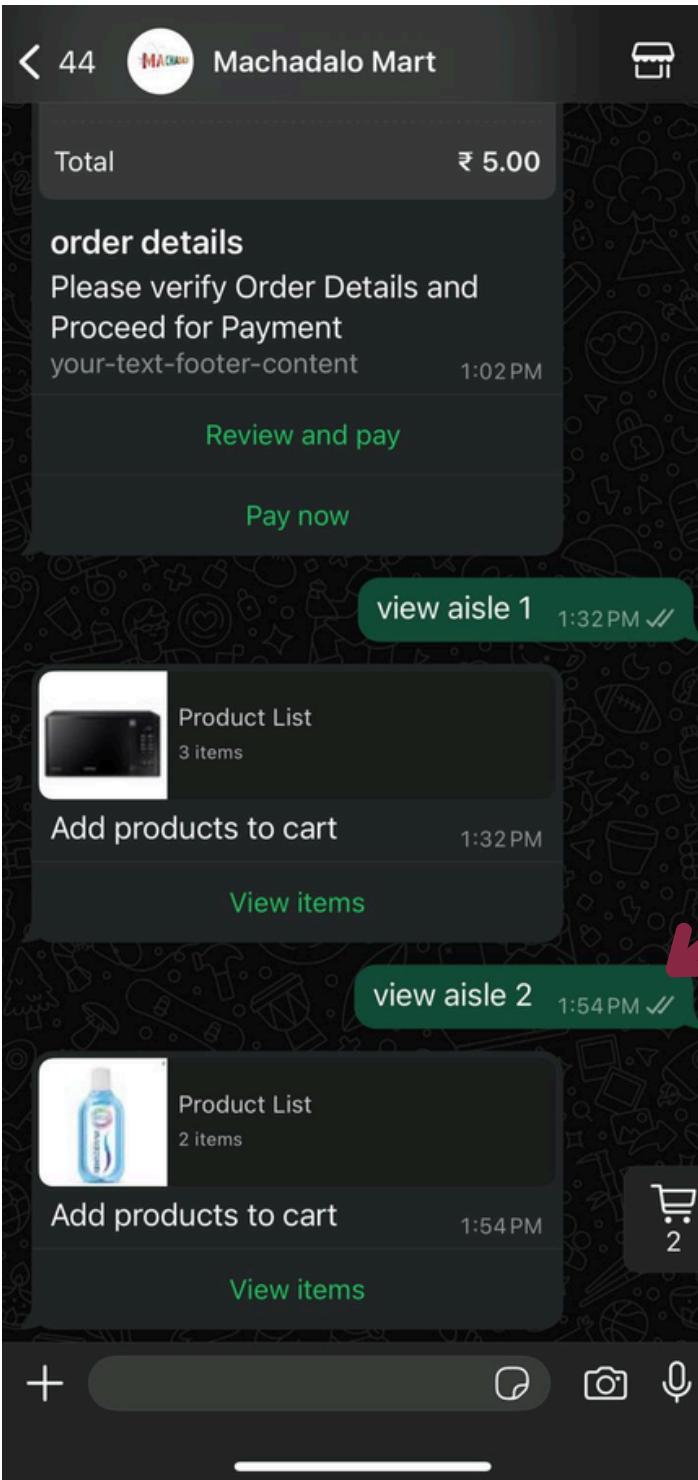
Select the Product & Add them to the Cart

Step 1c: Customer selects a product of Aisle 1 and add them to cart

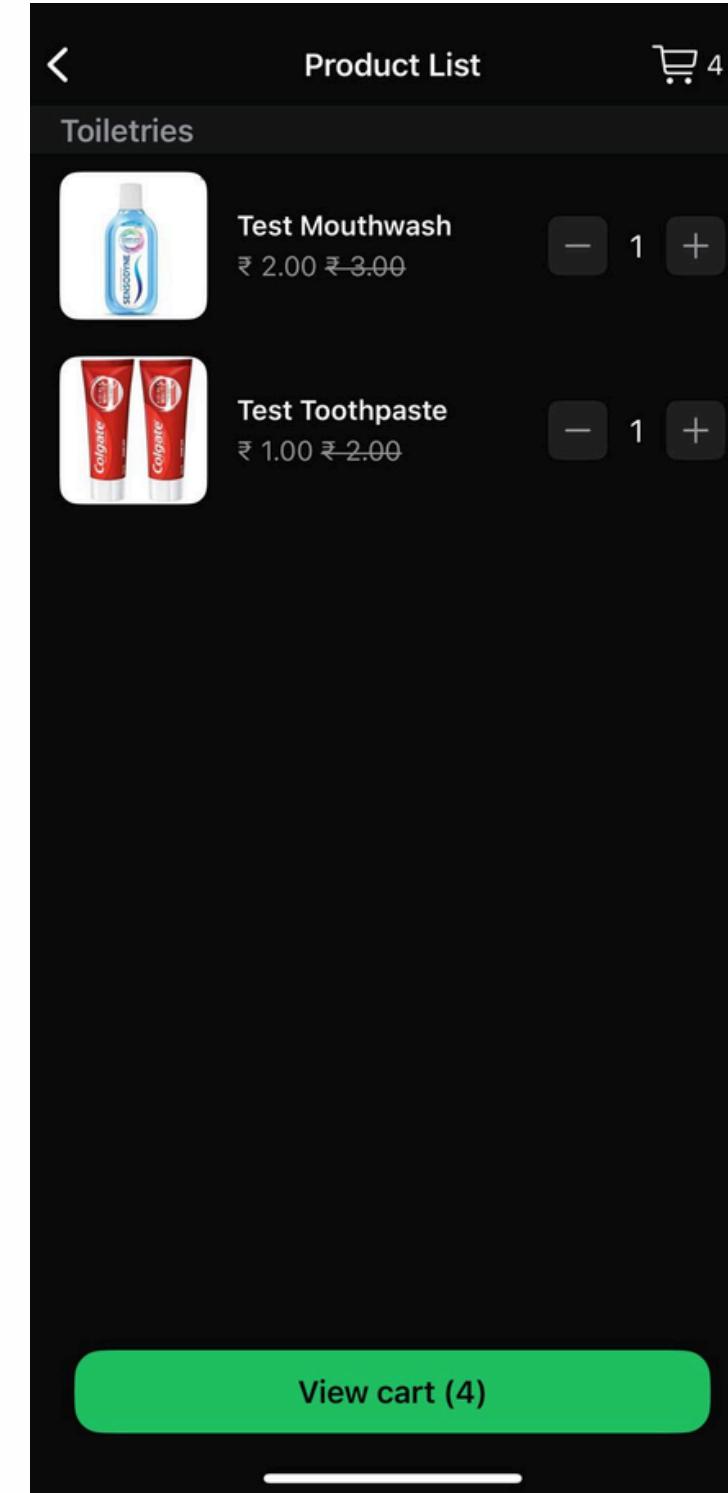
Step 2a. Customer Scans QR present on Aisle 2



Scan QR Code From Aisle 2



Step 2b. After scanning the QR code, the customer lands on the Aisle 2 discounted products of Modern Bazar WhatsApp Store

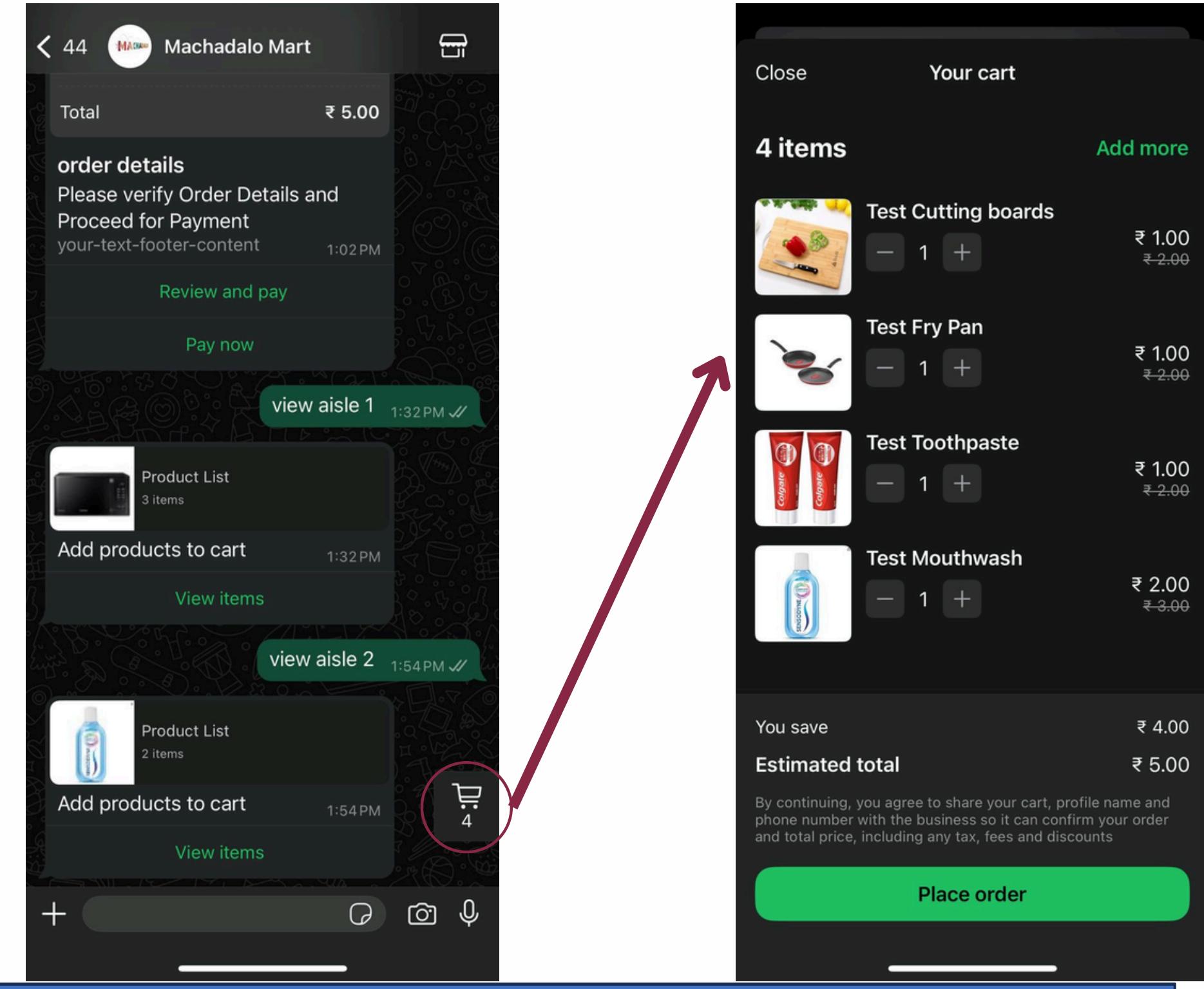


Step 2c. The customer selects products from Aisle 2 and adds them to the cart

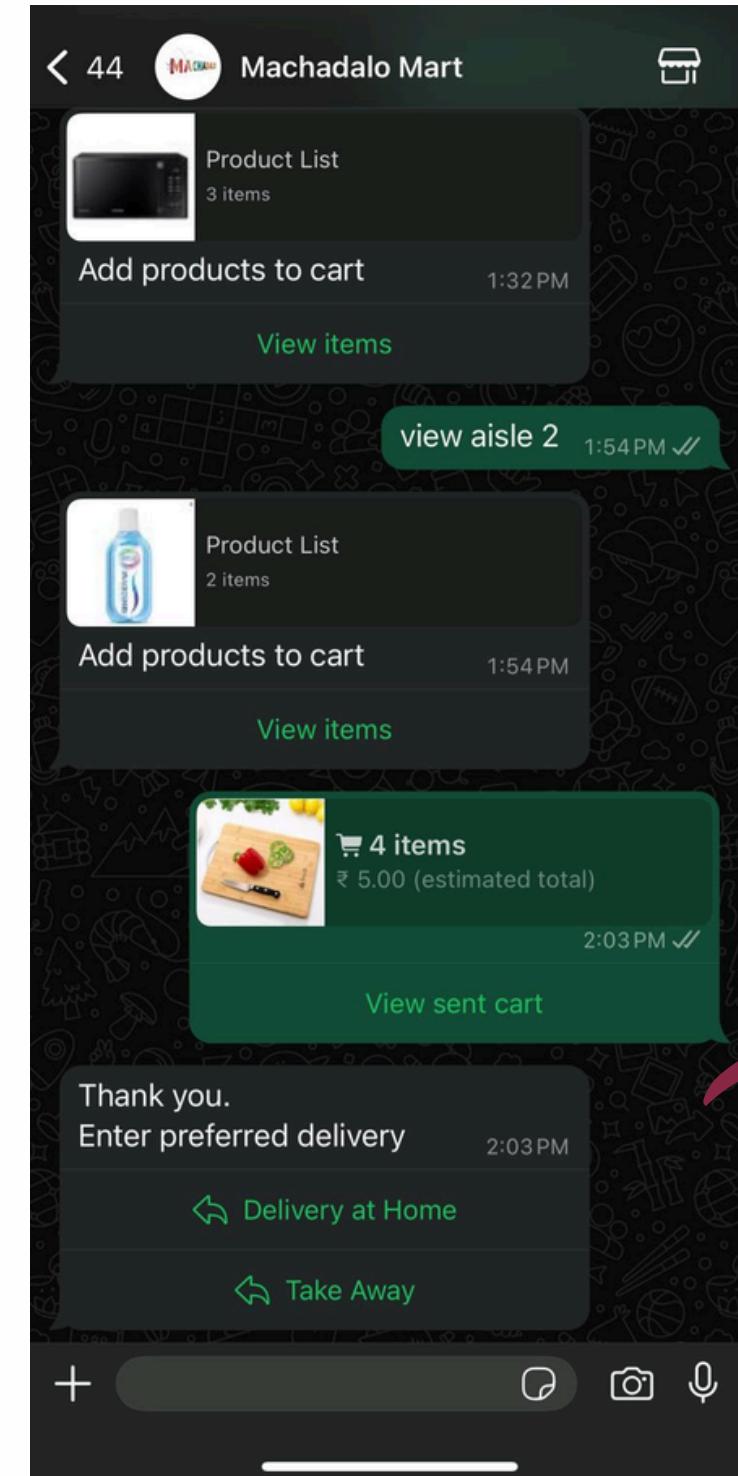


Place Order

Step 3. The Customer views the cart and places an order



Step 4. Customer Chooses preferred mode of delivery.



- **Delivery at Home:** The customer wants the delivery at his doorstep
- **Take Away:** For Immediate Delivery from store



Add Delivery Address

Step 5. Customer adds Delivery address

Customer can also choose from saved address

The image displays two screenshots of a mobile application interface for adding a delivery address. Both screenshots have a dark background and a header bar at the top with a back arrow and the text "Provide Address".

Left Screenshot (Customer Selection):

- Header: "Provide Address" with a "Back" button.
- Section: "SELECT ADDRESS".
- Content: A saved address entry for "Vivek" with the phone number "9628651579". Below it is the address: "271001, Noida, Shilja School, 101, 1st, Noida, Uttar Pradesh".
- Bottom: A grey button labeled "Send Address".

Right Screenshot (Customer Input):

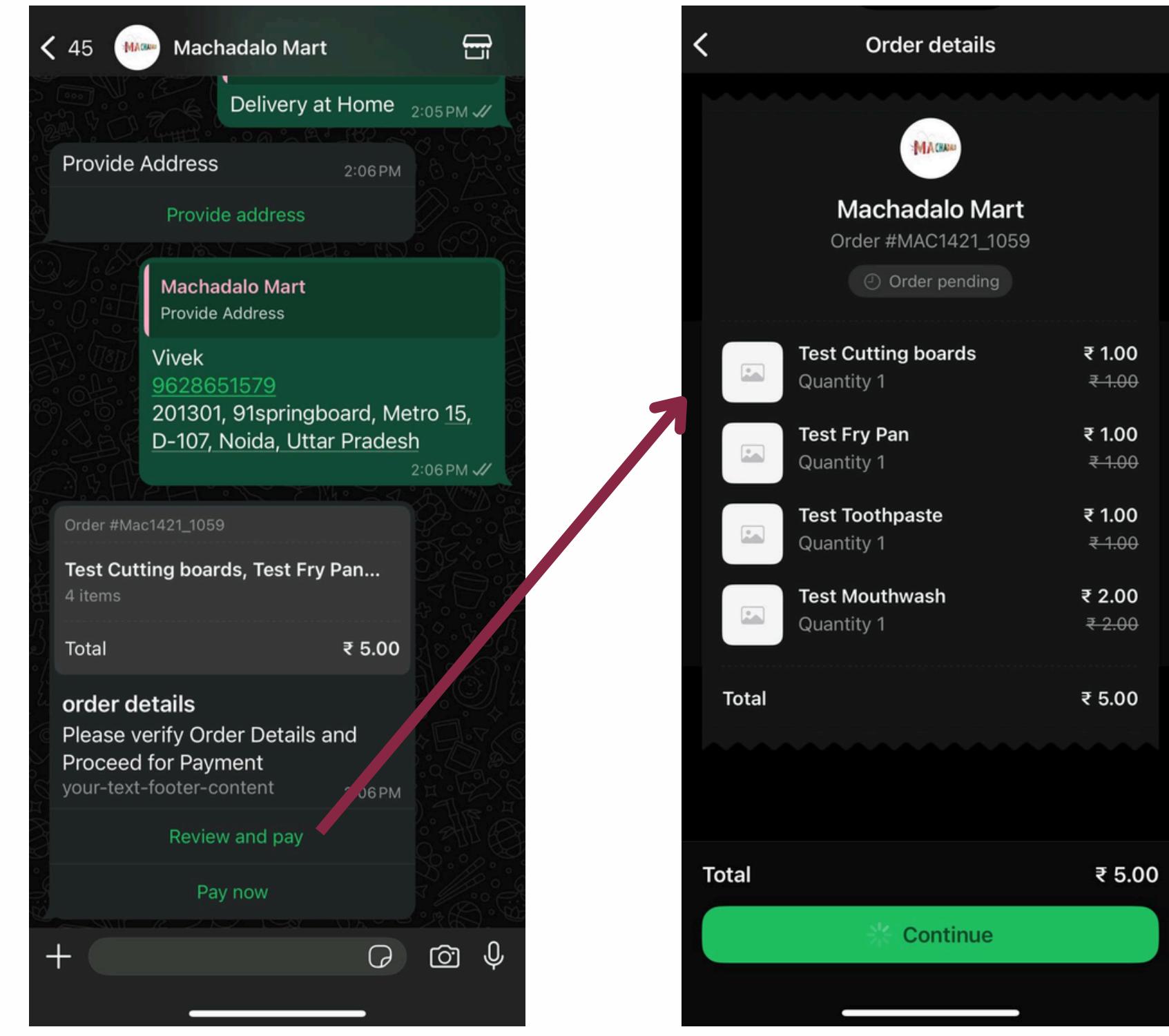
- Header: "Provide Address" with a "Back" button.
- Section: "CONTACT DETAILS".
- Content: Fields for "Name" (Vivek Verma) and "Phone Number" (9628651579).
- Section: "ADDRESS DETAILS".
- Content: Fields for "Pincode" (201301), "Area" (91springboard), "Building Name" (Metro 15), "Floor" (D-107), "Tower" (Floor Number Optional), "Apartment" (Tower Number Optional), and "City" (Noida). There are also optional fields for "State" (Uttar Pradesh) and "Address Details".
- Bottom: A green button labeled "Send Address".

A red arrow points from the "SELECT ADDRESS" section of the left screenshot to the "Name" field of the right screenshot, indicating the transition from selecting a saved address to entering a new one.



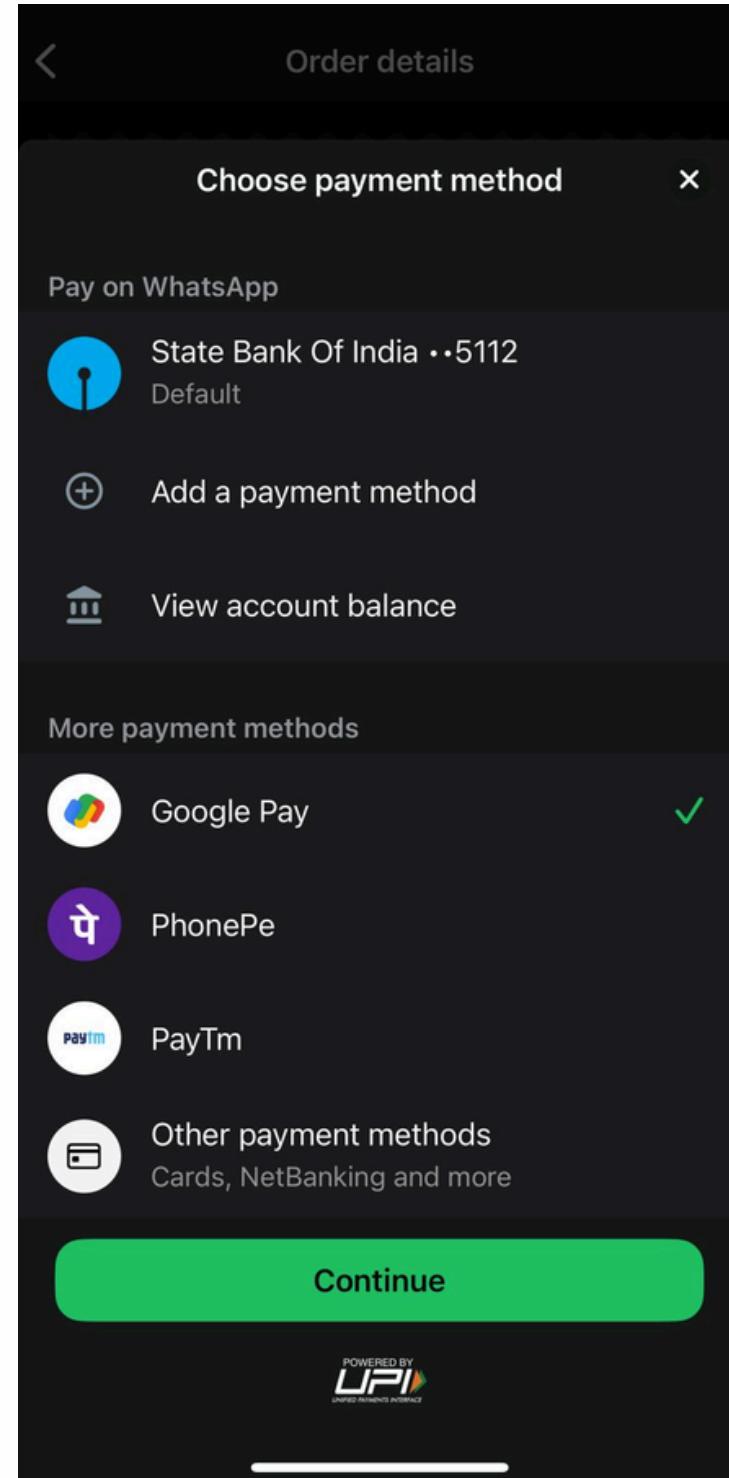
Review Order & Proceed The Payment

Step 6.Customer reviews the order detail and proceed for payment

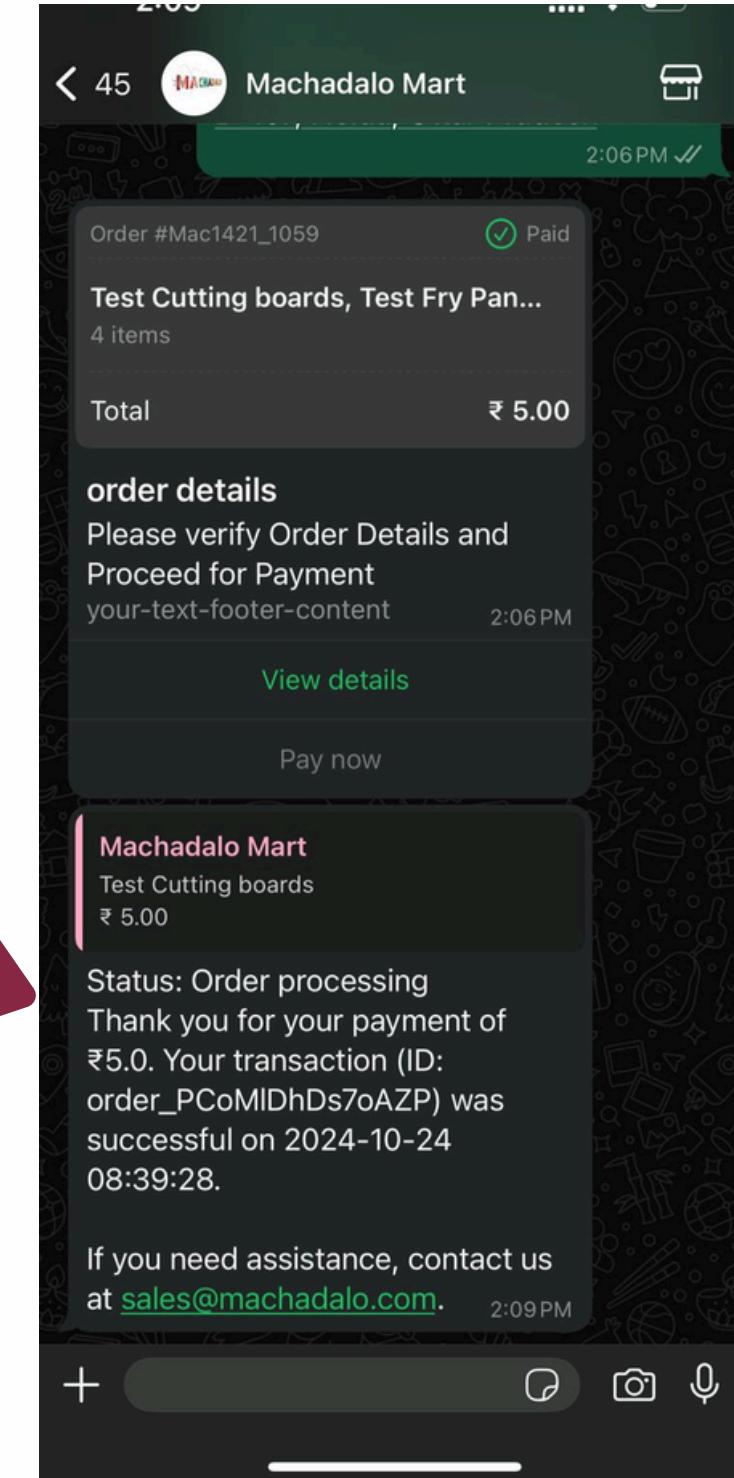


Select Mode of Payment

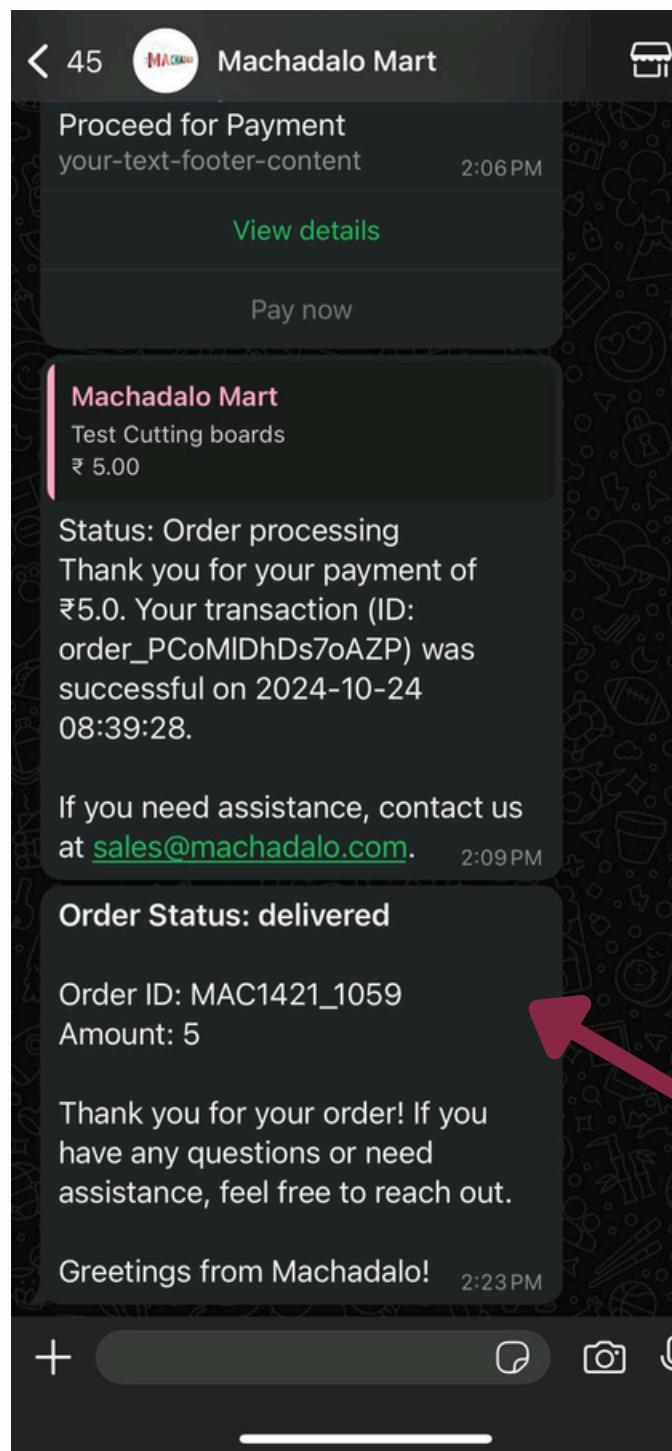
Step 7.
Customer selects the payment mode and make payments directly from whatsApp



Step 8.
Customer receives payment confirmation notification



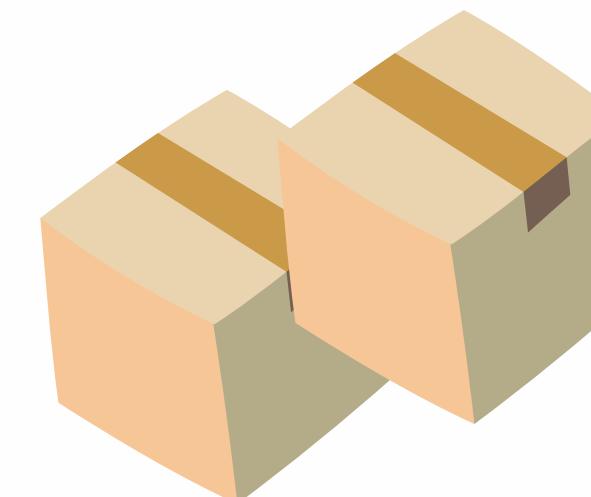
Get Order Deliever Notification



Step 9. The customer receives the Order Delivered Notification over WhatsApp



Customer gets the product

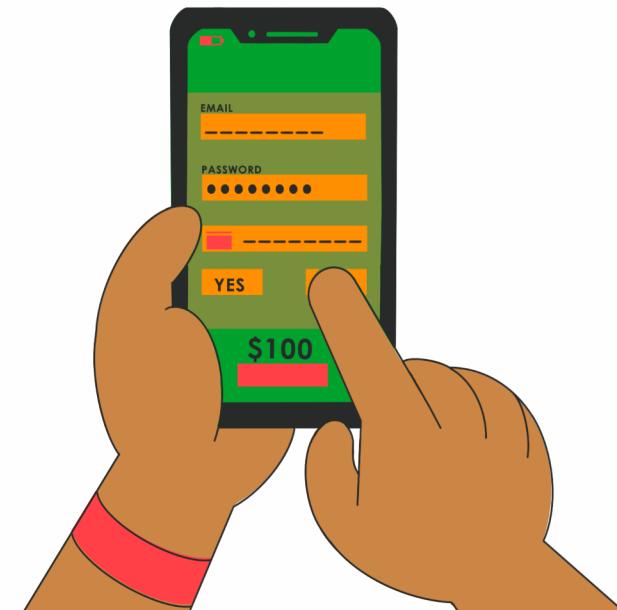




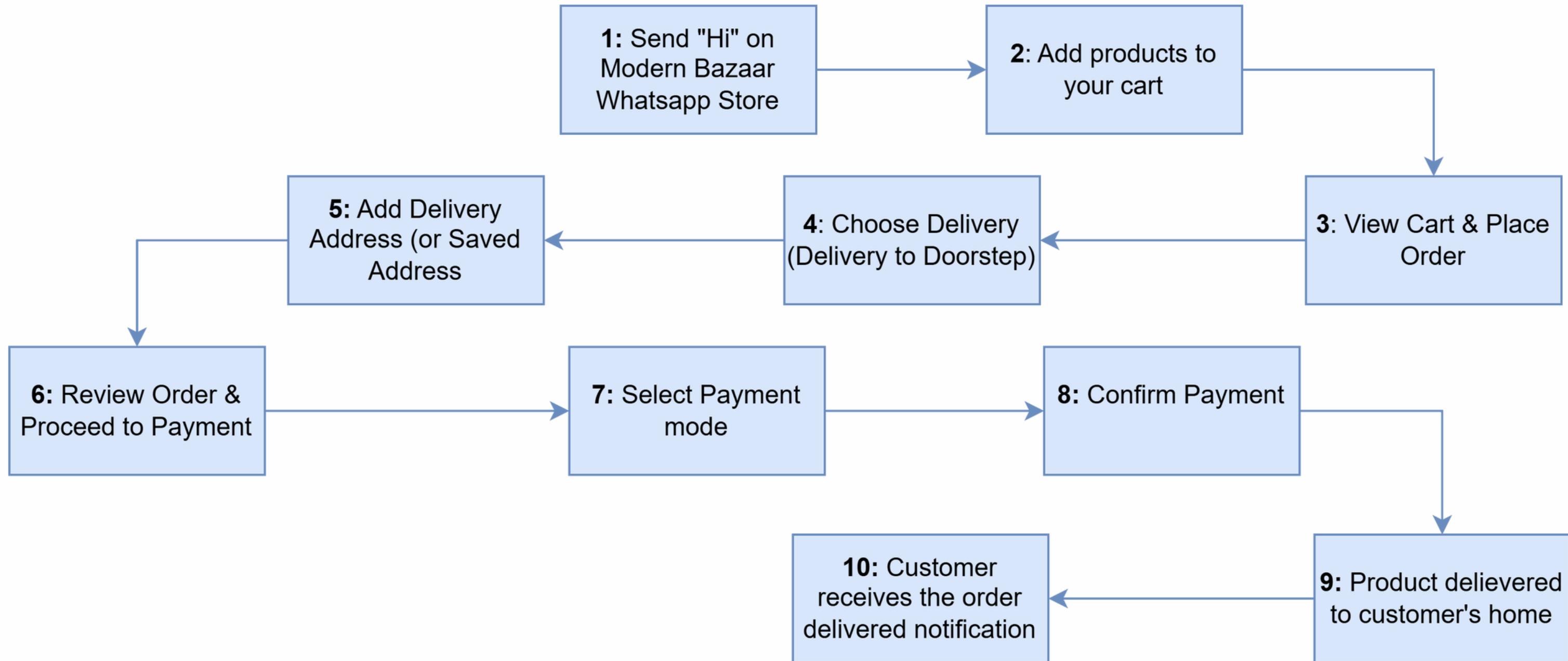
Loyalty Programme & Enhancement of Revenue

- **Exclusive Discounts at a Glance:** Customers can effortlessly browse discounted products on our WhatsApp platform, making it easy to spot the best deals.
- **Streamlined Checkout:** Skip the lines with our seamless and efficient payment process.
- **Flexible Delivery Options:** Enjoy the convenience of takeaway or opt for reliable home delivery tailored to your needs.
- **Hassle-Free Shopping:** Experience smooth and swift check-in and check-out for a truly stress-free visit.

Customer Journey when they order online



Customer Journey Flowchart for Order Online

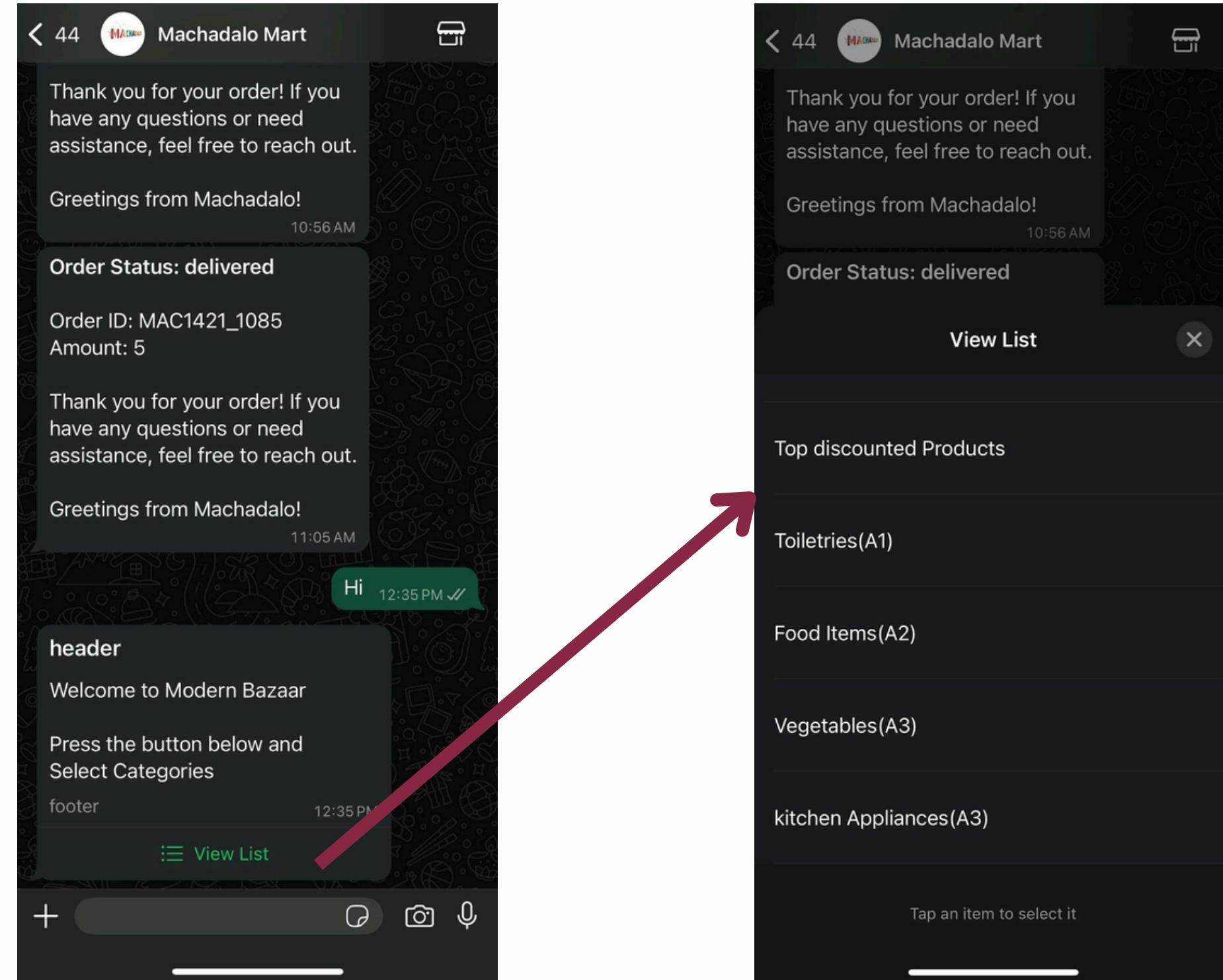




Visit Modern Bazaar Whatsapp Store

Step 1a. The Customer sends hi on Modern Bazaar WhatsApp store

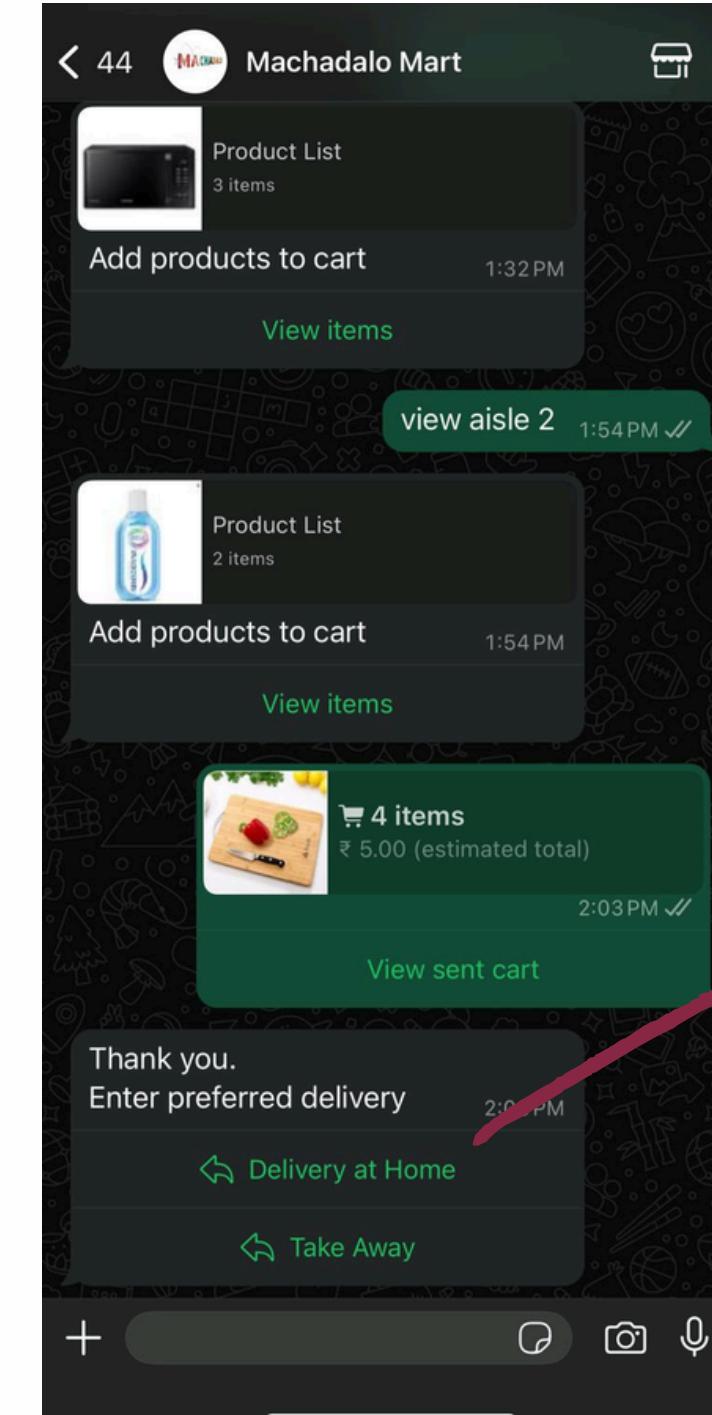
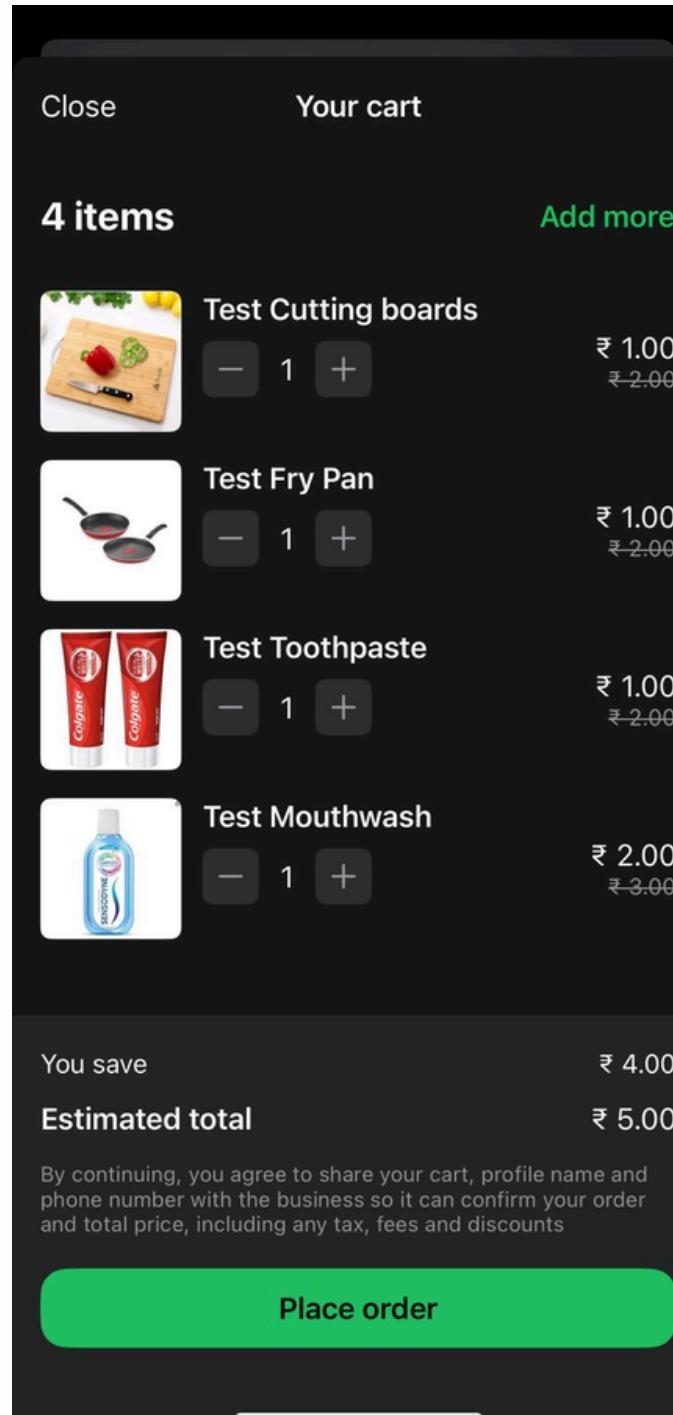
Step 1b. Selects Categories





Select the Product & Add them to the Cart

Step 2. The Customer add products to the cart and places an order



Step 3. Customer Chooses delivery at home.



Add Delivery Address

Step 4. Customer adds Delivery address

Customer can also choose from saved address

The image shows two screenshots of a mobile application interface for adding a delivery address. Both screens have a dark background and a header with a back arrow and the text "Provide Address".

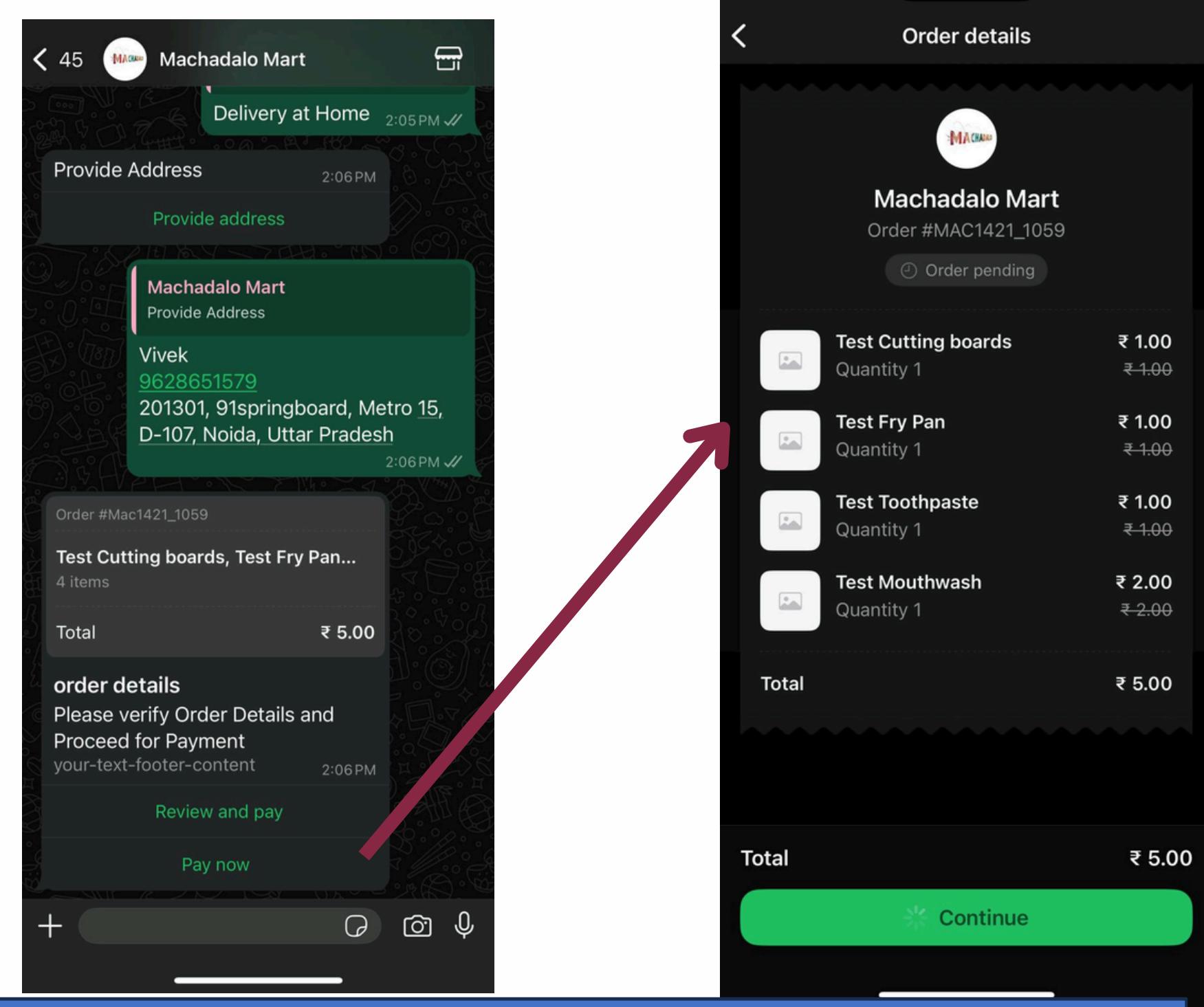
Screenshot 1 (Left): This screen is titled "Provide Address" and has a sub-section "SELECT ADDRESS". It displays a saved address: "Vivek" with phone number "9628651579", followed by the address "271001, Noida, Shailja School, 101, 1st, Noida, Uttar Pradesh". A red arrow points from the text "Customer can also choose from saved address" to this section. At the bottom is a grey button labeled "Send Address".

Screenshot 2 (Right): This screen is also titled "Provide Address" and has sections for "CONTACT DETAILS" and "ADDRESS DETAILS". In "CONTACT DETAILS", it shows "Vivek Verma" and "9628651579". In "ADDRESS DETAILS", it shows "201301", "91springboard", "Metro 15", "D-107", and "Noida, Uttar Pradesh". Below these fields is a green button labeled "Send Address". A red arrow points from the text "Customer can also choose from saved address" to the "ADDRESS DETAILS" section of the second screenshot.



Review Order & Proceed The Payment

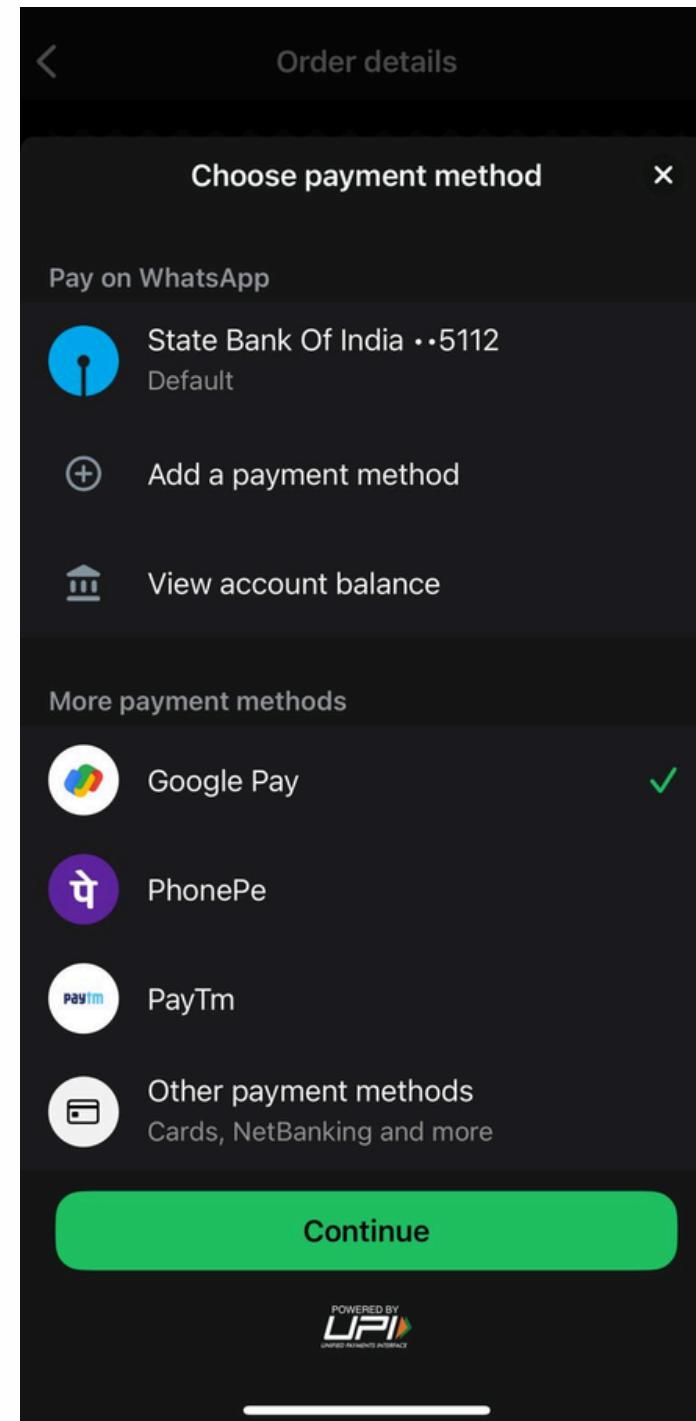
Step 5.Customer reviews the order detail and proceed for payment



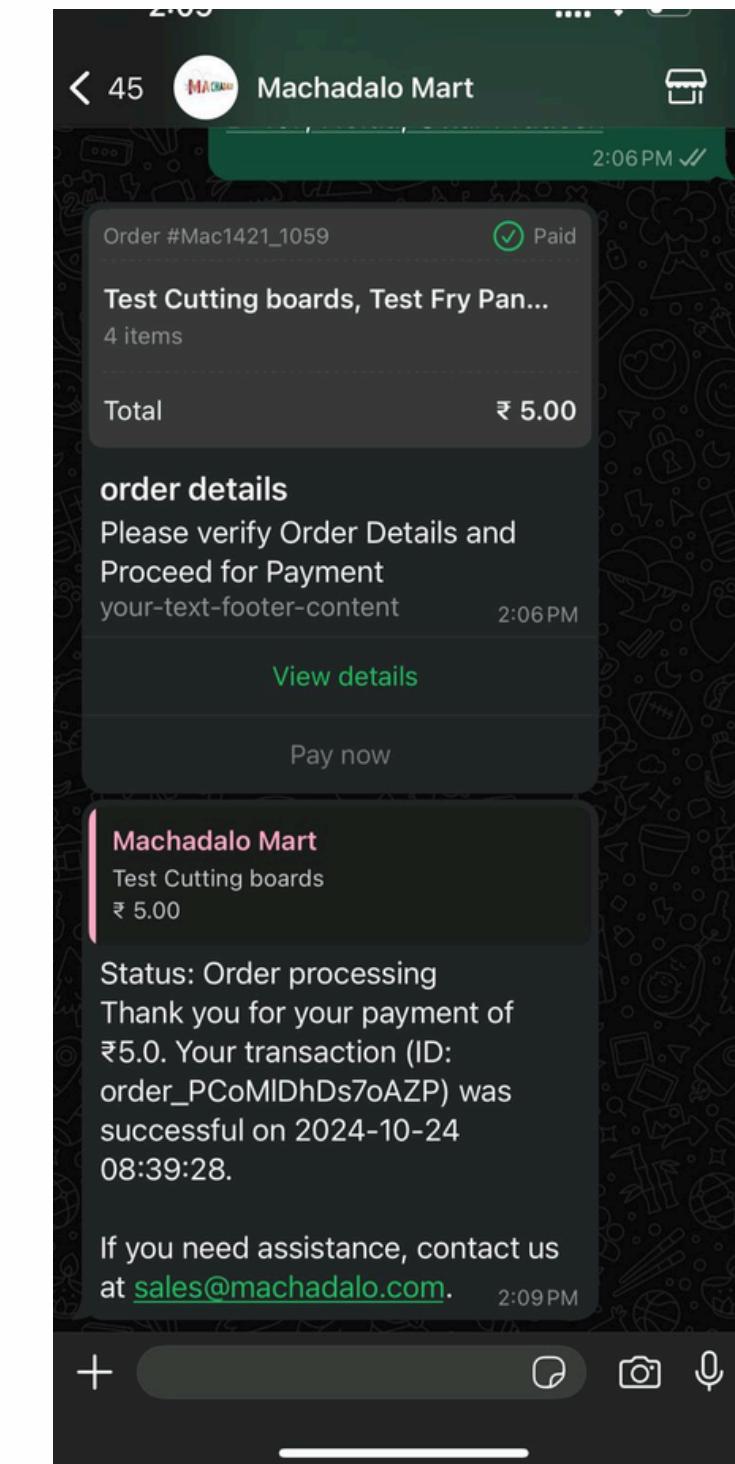
Select Mode of Payment



Step 6.
Customer
selects the
payment
mode and
make
payments
directly from
whatsApp



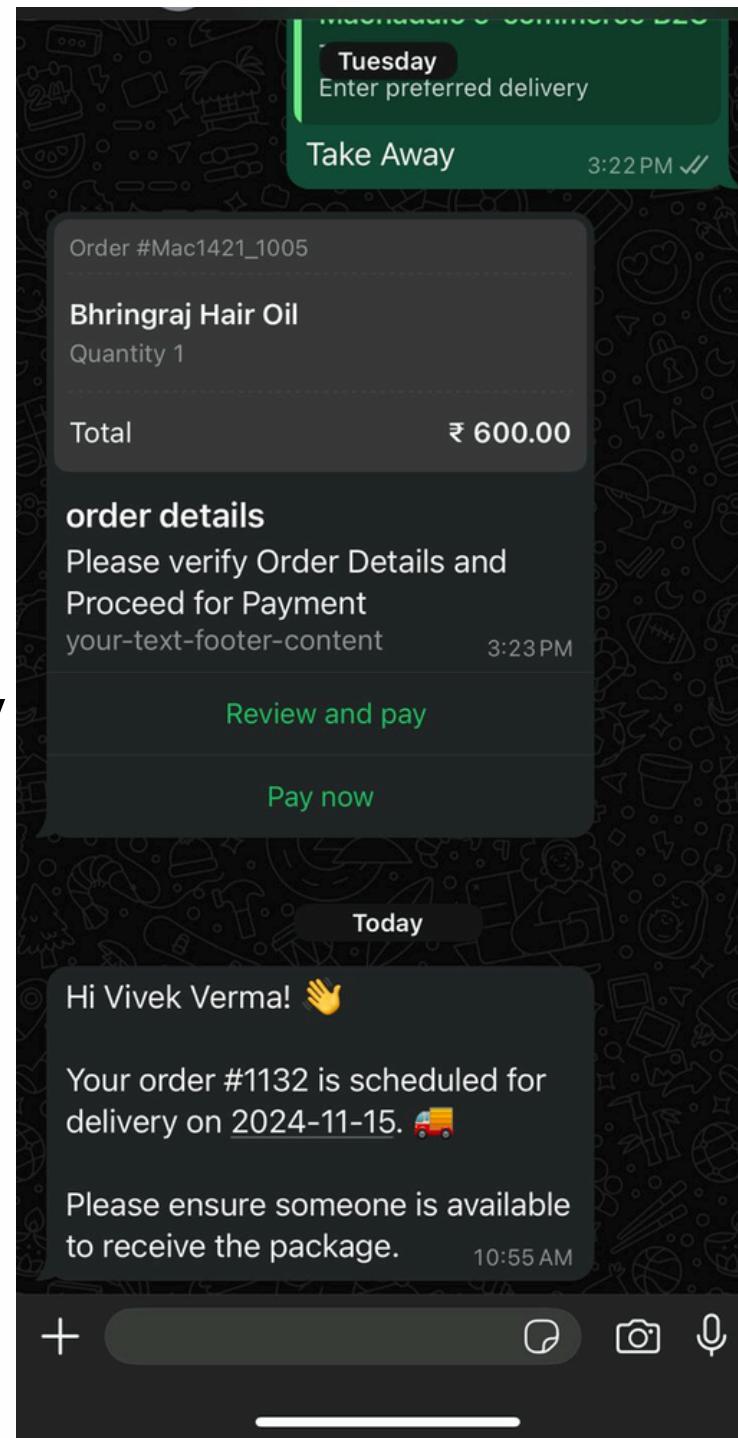
Step 7.
Customer
receives
payment
confirmation
notification



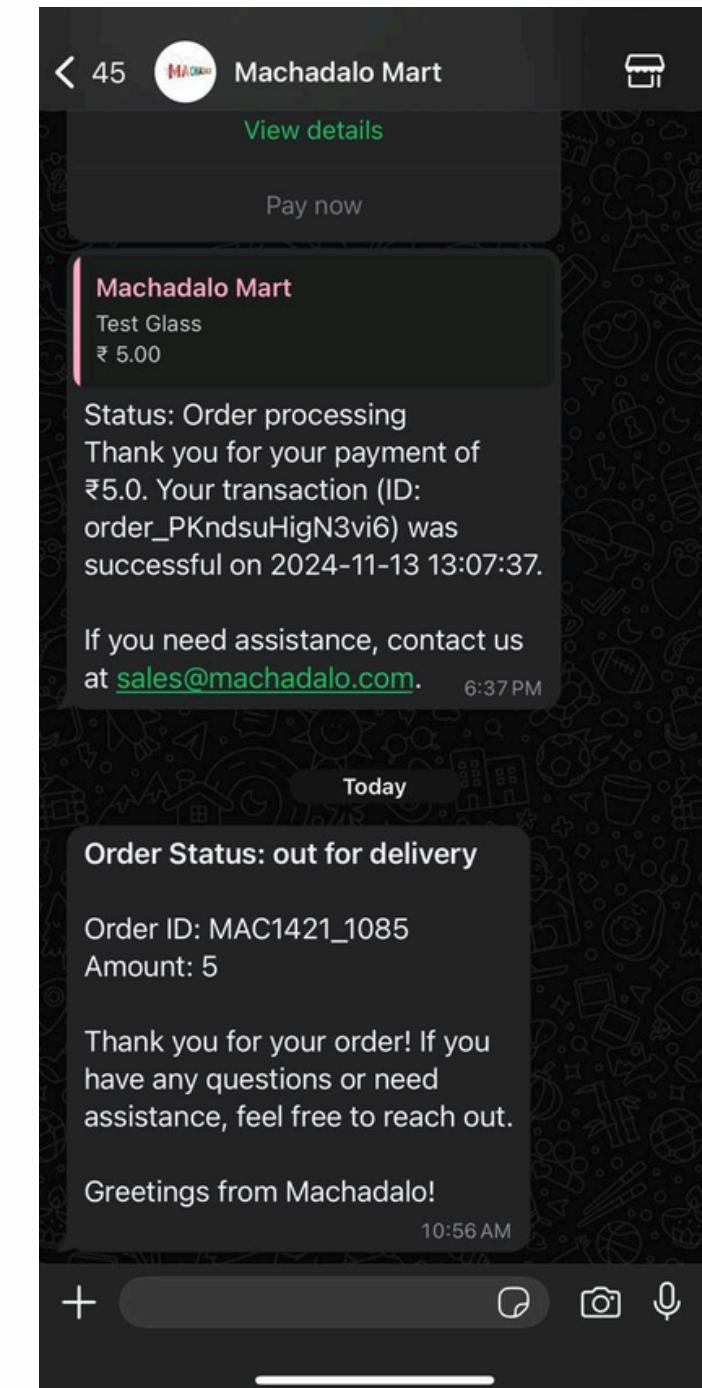
Delivery Updates



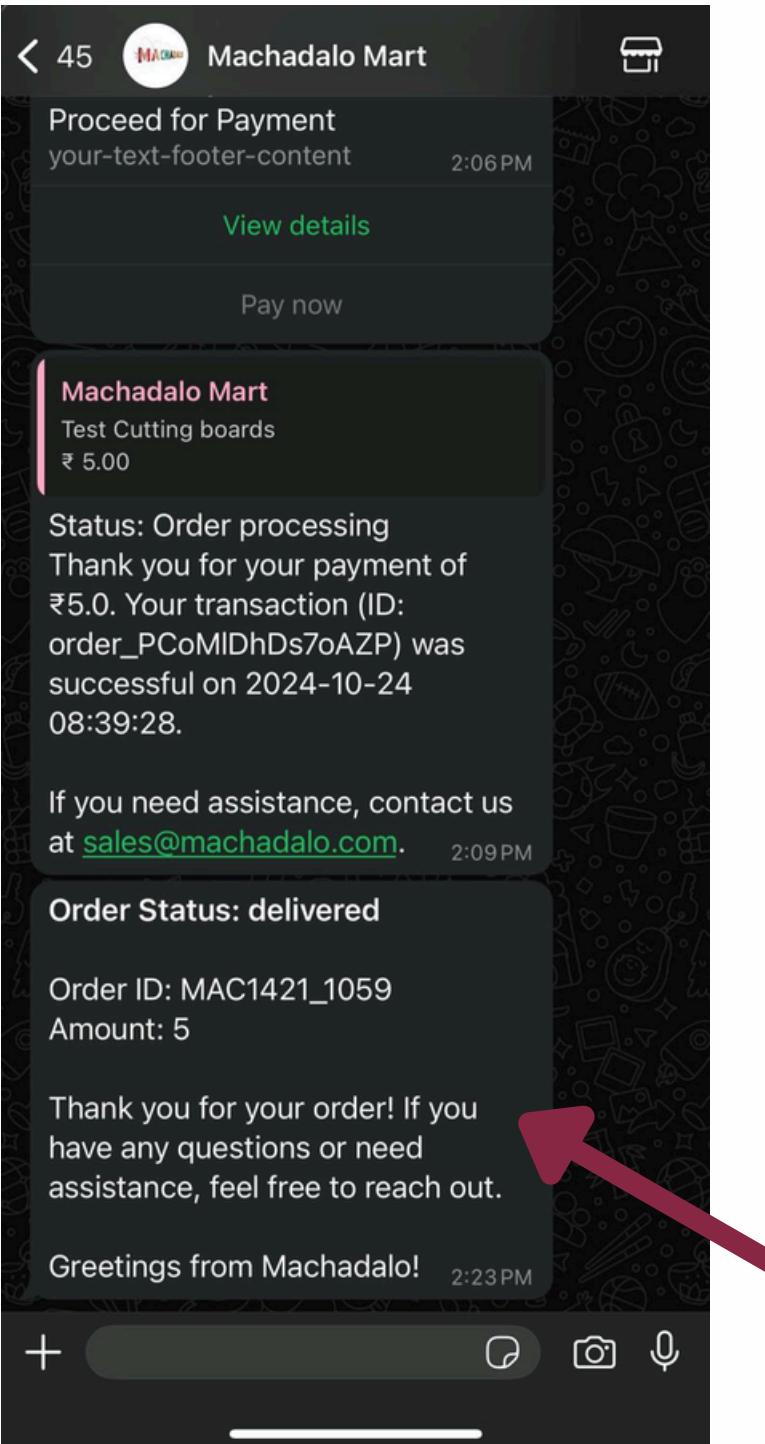
Step 8a. Delivery scheduled notification to customer



Step 8b. Out for Delivery notification



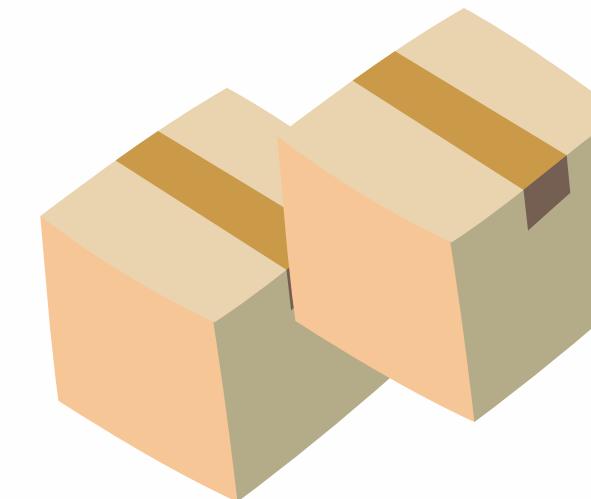
Get Order Deliever Notification



Step 9. Customer receives the Order Delivered Notification over WhatsApp



Customer gets the product



Repeated Customer at Lower CAC

- We Offer unique, high-quality services that go beyond what platforms like **zepto** **blinkit** **Pincode** **amazon** **bigbasket** provide to capture the market and attract audiences currently.
- We offer 3 convenient delivery options to meet diverse customer needs:
 - a. **1-Hour Delivery:** For those seeking immediate access to products.
 - b. **2 to 6-Hour Delivery:** An option for customers who need a quick but flexible delivery window.
 - c. **1 to 2-Day Delivery:** Ideal for planned purchases that do not require urgent delivery.
- With these advanced e-commerce solutions, we deliver exceptional speed and flexibility that set us apart from other online platforms, offering an unmatched shopping experience for our customers.

Deep Customer Engagement

- **Deploy QR Codes:** Place QR codes for top discounted products across store shelves.
- **Staff Training:** Train store staff to assist customers in scanning QR codes and accessing the WhatsApp catalog.
- **Real-Time Communication:** Set up an Intervene Dashboard for real-time customer communication.
- **Bulk Messaging Templates:** Develop a template dashboard for sending personalized or bulk messages.
- **Actionable Analytics:** Leverage WhatsApp interaction analytics to identify trends and refine engagement strategies.



Increase Order Size

- **Bulk Purchase Offers:** Identify high-demand product categories (e.g., fruits, and vegetables) for bulk purchasing and create QR codes linking to these offers.
- **Promotions:** Use WhatsApp campaigns to promote repeat bulk purchases with loyalty points or discounts.
- **Customer Incentives:** Reward bulk buyers through loyalty programs, targeted campaigns, and seasonal discounts

Increase Online Order Quality and Quantity

- **WhatsApp Campaigns:** Launch targeted campaigns for existing online customers, highlighting features like direct order placement and delivery.
- **Feedback Loop:** Collect customer feedback and analyze order patterns to fine-tune campaigns and enhance user experience.
- **Referral Programs:** Introduce referral initiatives to encourage new customer acquisition and incentivize existing customers.
- **Seasonal Campaigns:** Roll out campaigns aligned with customer preferences and trends to boost engagement and sales.

Data We Need From Modern Bazaar

- Average Monthly Sales
- Average Monthly Revenue
- Number of Average Monthly Footfalls / Number of Average Monthly Bill Generated
- Average Margin on 4000 products
- Average Online Sales to Offline Sales Ration
- Average Online Ticket Size
- Average number of Delievery per Store
- Overall Sales Ration



Dashboards for Retailers/Companies



1A. Retailer Dashboard

The dashboard features a top navigation bar with the MACHADALO logo, a home icon, and a user profile icon labeled 'A'. On the left, there's a sidebar with icons for Orders, Channel Sales Partner, Payment Status, Settings, and Help. The main area displays key performance metrics: Total Order (10), Total Orders Price (₹ 5510.00), Total Unit wise sell (13), Total Delivered Product (3), Total Pending Delivery (7), and Total Commission (₹ 275.5). Below these are filters for Date Range, City (Noida, New Delhi, Indore, Delhi), Channel Sales Partner (Shahid, Vivek, shahid-1), and Payment Status (Payment Pending, Partially Paid, Fully Paid, Payment Failed). The central part of the dashboard shows a table of recent orders with columns: ORDER ID, DATE, EXPECTED DELIVERY DATE, ORDER STATUS, TOTAL AMOUNT, PAYMENT STATUS, and CUSTOMER. The table lists five orders, all marked as 'DELIVERED' and 'FULLY PAID'.

ORDER ID	DATE	EXPECTED DELIVERY DATE	ORDER STATUS	TOTAL AMOUNT	PAYMENT STATUS	CUSTOMER
MAC1421_1008	15-10-2024 02:52 PM	16-10-2024 02:24 PM	ORDER PLACED	₹ 3	SUCCESS	7
MAC1421_1007	15-10-2024 01:37 PM	16-10-2024 02:24 PM	ORDER PLACED	₹ 3098	SUCCESS	7
BUSLIF40BE_1019	14-10-2024 12:21 PM	16-10-2024 02:24 PM	DELIVERED	₹ 2	FULLY PAID	+9
BUSNIS9776_1007	14-10-2024 12:12 PM	16-10-2024 02:24 PM	DELIVERED	₹ 399	FULLY PAID	Ta +9
BUSLIF40BE_1017	14-10-2024 12:03 PM	16-10-2024 02:24 PM	DELIVERED	₹ 2	FULLY PAID	sh +9

**Using the dashboard,
Retailer can view**

- Orders generated from his shop,
- Sales commission
- Track delivery

1B. Company Dashboard (For Ecomm)

The dashboard features a sidebar with icons for Orders, Channel Sales Partner, Payment Status, and Settings. The main area displays key metrics: Total Order (10), Total Orders Price (₹ 5510.00), Total Unit wise sell (13), Total Delivered Product (3), Total Pending Delivery (7), and Total Commission (₹ 275.5). Below these are filters for Date Range, City, and Channel Sales Partner, along with a table of 5 recent orders.

Order ID	Date	Expected Delivery Date	Order Status	Total Amount	Payment Status	Customer
MAC1421_1008	15-10-2024 02:52 PM	16-10-2024 02:24 PM	ORDER PLACED	₹ 3	SUCCESS	7
MAC1421_1007	15-10-2024 01:37 PM	16-10-2024 02:24 PM	ORDER PLACED	₹ 3098	SUCCESS	7
BUSLIF40BE_1019	14-10-2024 12:21 PM	16-10-2024 02:24 PM	DELIVERED	₹ 2	FULLY PAID	+9
BUSNIS9776_1007	14-10-2024 12:12 PM	16-10-2024 02:24 PM	DELIVERED	₹ 399	FULLY PAID	Ta +9
BUSLIF40BE_1017	14-10-2024 12:03 PM	16-10-2024 02:24 PM	DELIVERED	₹ 2	FULLY PAID	sh +9

Using the dashboard, companies can track:

- Customer phone number,
- Orders,
- Channel partner commissions,
- Geography-wise sales



Deep Engagement Dashboards



Deep Engagement Dashboard

Machadalo will Send templates to

- **Customer** : Delivery templates and Consumer behaviour based templates using deep statistics and AI/ML.
- **Retailer**: Sales Report, Commission and Payments Reports
- **Companies (only for E-com)**: Store wise Sales Report, Commission and Payments Reports

The screenshot shows the 'Template List' page of the Machadalo Deep Engagement Dashboard. At the top, there is a header with a search bar labeled 'Search...', a magnifying glass icon, and a blue button labeled 'Add Template'. Below the header is a table with the following columns: S.NO., NAME, CATEGORY, STATUS, LANGUAGE, DELIVERED, READ, TOP BLOCK REASON, and LAST UPDATED. The table contains 8 rows of data:

S.NO.	NAME	CATEGORY	STATUS	LANGUAGE	DELIVERED	READ	TOP BLOCK REASON	LAST UPDATED
1	shop_virtual_meeting_confirmation	MARKETING	APPROVED	en				18-09-2024 08:57 AM
2	shop_physical_meeting_confirmation	MARKETING	APPROVED	en				18-09-2024 08:53 AM
3	neighbourhood_living_index_benchmarking_report	UTILITY	APPROVED	en				17-09-2024 10:14 AM
4	nli_survey_summary	UTILITY	APPROVED	en				09-09-2024 09:57 AM
5	b2b_recalling_summary	MARKETING	APPROVED	en				07-09-2024 06:14 AM
6	sharda_hospital_event_feedback	UTILITY	APPROVED	hi				06-09-2024 02:45 PM
7	event_feedback_sharda_hospital	UTILITY	APPROVED	hi				06-09-2024 02:14 PM
8	requirement_call_summary	MARKETING	APPROVED	en				06-09-2024 11:55 AM



Live Chat Dashboard

1. To chat with Customer
2. To chat with Channel Partner
3. To chat with Companies (only for E-com)

- Map customers' needs
- Offer the right products and appropriate additional discounts.
- Offer support around delivery & invoicing
- Ensure issue resolution (if any)

The screenshot shows the Live Chat Dashboard interface. On the left, a sidebar lists active chats with users like Shahid, Vivek, Ekta, Anand Prakash, Ritikjain, Rishabh, and Rohit Bhatia. Each entry includes a small profile picture, the user's name, a message preview, and the timestamp of the last message. The main area displays a detailed conversation with 'Ekta (8770356174)'. The top right of this panel shows a payment summary: ₹1.00 Paid to Vivek Verma (via Paytm) on 30 August 2024, 6:02 pm. Below this, Ekta's profile information is listed: City - Noida, Pincode - 452011, Address - 91 Springboard sector 2 Noida. A message from Ekta is shown: 'Thank you for buying...'. At the bottom of the main panel, there is a text input field with the placeholder 'Type message...' and a '+' button for sending new messages.



MIS Support for Retailers & Companies

Companies

- Daily and weekly sales reports
- Payments after Machadalo's deductions with invoices
- Client relationship officer acting as a single point of contact

Retailers

- Daily and weekly sales reports
- Commissions after 7 days of product delivery.
- Payment Reports



Customer Journey Phase 2

Focusing on enhancing customer experience, leveraging AI capabilities, and minimizing human intervention costs.

Phase 2a: Search and Repeat Old Orders

Objective: Allow customers to easily search for and repeat their past orders, improving the efficiency of the ordering process.

Phase 2b: Predictive AI

Objective: To anticipate customer needs and provide personalized recommendations. By analyzing customer behavior and trends, this phase will suggest relevant products proactively, enhancing user experience and driving upselling and cross-selling to boost revenue.

- **Customer Loyalty Ranking:** Identify and engage high-value customers with personalized strategies.

Phase 2c: Generative AI Features

Objective: Integrate generative AI for advanced capabilities:

- **Sentiment Analysis:** Analyze customer feedback to prioritize support and improve services.
- **Smart Visuals:** Create automated graphs for quick data insights and decision-making.
- **Enhanced Search Prompts:** Use AI to refine search results for better customer satisfaction.
- **Voice Ordering** (English & German): Implement multilingual voice ordering to improve accessibility and streamline the ordering process.



Value Proposition for Modern Bazaar

Phase 1: Initial Pilot (3 Stores)

- **Enhanced In-Store Engagement:** QR codes strategically placed on each aisle to highlight discounted products, enabling a seamless customer journey from physical browsing to online engagement.
- **Seamless Product Addition:** Customers can scan and add products directly to their carts via WhatsApp.
- **Hassle-Free Checkout Experience:** Integrated WhatsApp Payment for quick and secure transactions, reducing waiting time at counters and improving customer satisfaction.
- **Store Management Interface:** User-friendly frontend for product uploads, managing listings, tracking orders, and delivery management, simplifying staff workflow.

Phase 2: Full Integration and Scalability **Machadalo - Contact us for more information**

- **Real-Time Inventory Updates:** API integration for automatic inventory synchronization.
- **Enhanced Analytics:** Customer behavior insights for targeted promotions.
- **Personalized Offers:** Potential for tailored promotions based on shopping history.
- **Scalability:** Expand to more stores and increase product variety with ease.

Outcome

- Drives customer engagement, simplifies shopping, and streamlines store operations, giving Modern Bazaar a competitive advantage.



Live Platform: B2B Lightweight CRM





Lead Gathering by machadalo - Physically

STEP 1.

Machadalo Has build Physical teams in last 1 month launching after Diwali



1. Physical team will capture lead
2. Bulk leads will be updated here



Lead Form

Repainting B2B

Save Edit Quick Template Disposition

User information

Person Name: Shahidtest

State: delhi

City: delhi

Area: Vasant kunj1

Designation: Manager

Internal Comments:

Repainting

Form Name: Repainting B2B

7006501835

Lead Form Info:

Total Submitted: 1

Approved By QC: 0

Approved By Client: 0

Requirement Gatherer: vidhiddevelopment

Comment Writer:

Reviewer & Monitor:

QC Name:

Status: Complete Requirements

Assigned Lead

OTHER DETAILS

Q1. When was your last painting done? 2-5 Years

Q2. Have you discussed about repainting in the AGM? Has fund collection started? Yes

Q3. When do you plan to avail painting? 0-3 months

Q4. Company Selection

All Dulux(akzonobel)

Berger paints ltd Kansai Nerolac Paints Limited

Asian Paints Ltd JSW Paints Private Limited

Grasim Paints JK Paints

Other

Q5. Flat count/ Tower Count within 1 week

Q6. Schedule Meeting as soon as possible

Save Edit Recordings



Lead Verification by machadalo Call Center

STEP 2.

Machadalo has established a dedicated call center team to verify leads .
1. Call Center person adds Lead here



B2B Form

Number	Sector *	<input checked="" type="checkbox"/> Enter New		
7006501835	Painting			
Sub Sector	Select Society *	Current Partner	Select Status *	
Sub Sector	Akash Apartme...	Asian Paints Ltd	verified	
Feedback	L4 * ⓘ	L5 * ⓘ	L6 * ⓘ	
Enter Feedback	0-3 months	2 to 5 years	within 1 week	
Prefferred Partner	Supplier Agency *	Agency User		
Kansai N...	MACHADALO	Kamal - Das		
Comment	Internal comment	Price	Lead Id	External Id
<button>View</button>	<button>View</button>	Enter Price	17785	
Lead Status	Submitted Date	Ops Verify Date	Lead Given By	Ops Verified By
	16-10-2024-05:07 PM	16-10-2024-05:07 PM	()	
<button>Update</button> <button>Ops Verify</button>				

Lead uploaded to Company's dashboard

The screenshot shows the Machadalo company dashboard. At the top, there are navigation links for Home, Setting, and a user profile for Pranav Gupta with a Logout option. Below this is a section titled "Current Campaigns" with three entries:

S.No.	Campaign Name	Start Date	Lead Count	View Leads	Email Leads	Download Leads	Create Field
1	Dulux (Before Package)	Mar 10, 2022	826 (763)	View Leads	Email Leads	Download Leads	Create Field
2	Dulux (After Package)	Sep 1, 2022	1368 (1019)	View Leads	Email Leads	Download Leads	Create Field
3	Dulux PO #8080032357-2	Jul 6, 2023	482 (441)	View Leads	Email Leads	Download Leads	Create Field

Below the campaign list is a section titled "Leads of Dulux PO #8080032357-2". It includes a search bar and filter buttons for "Filters" and "Refresh Filter". The lead list table has columns: S.No., Customer Name, Customer Type, Area, City, Primary Count, Lead Time Stamp, Current Status, Next Action, Next Action Date, Client Comment, Lead Details, and Images. Three leads are listed:

S.No.	Customer Name	Customer Type	Area	City	Primary Count	Lead Time Stamp	Current Status	Next Action	Next Action Date	Client Comment	Lead Details	Images
1	West Metro Lake Front	RS	Chanda Nagar	Hyderabad	250	2024-09-09 12:45:15	2024-09-19 03:40 PM	Select Status	dd-mm-yyyy	View / Add	Lead Details	View Image
2	Aswani Aeesha	RS	Electronic City	Bengaluru	20	2024-09-05 12:39:01	2024-09-19 03:40 PM	Select Status	dd-mm-yyyy	View / Add	Lead Details	View Image
3	Flourish Klapataru	RS	Peenya	Bengaluru	130	2024-09-05 12:31:44	2024-09-19 03:45 PM	Select Status	dd-mm-yyyy	View / Add	Lead Details	View Image

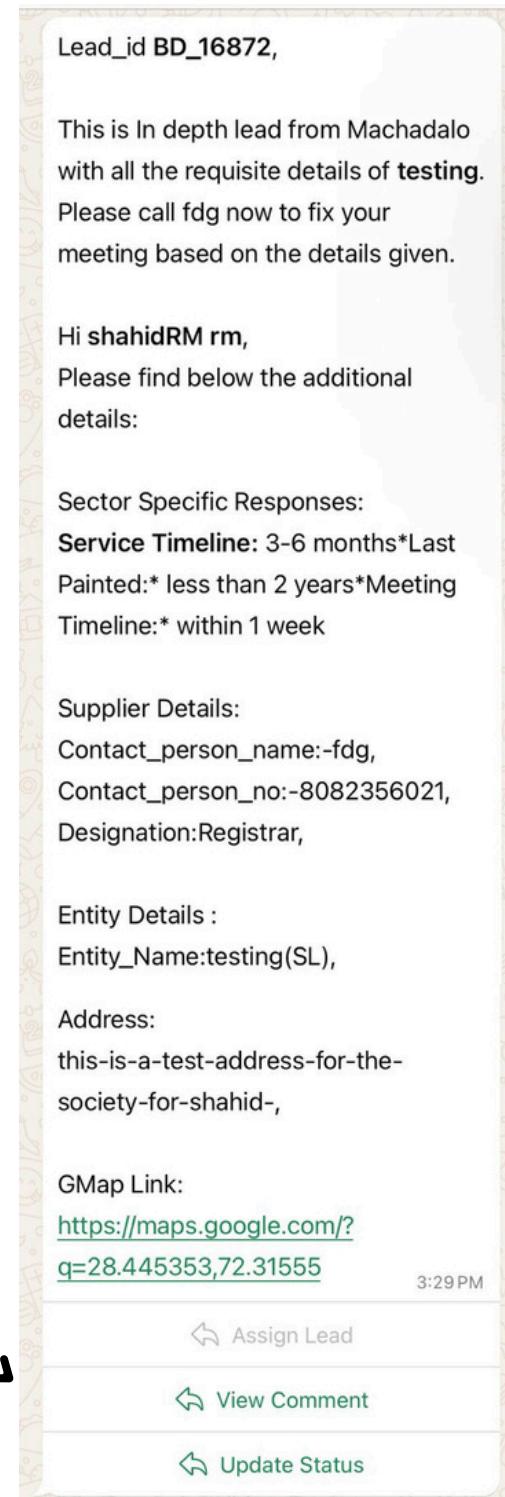
1. Dulux can update Status

2. Dulux can update Comment

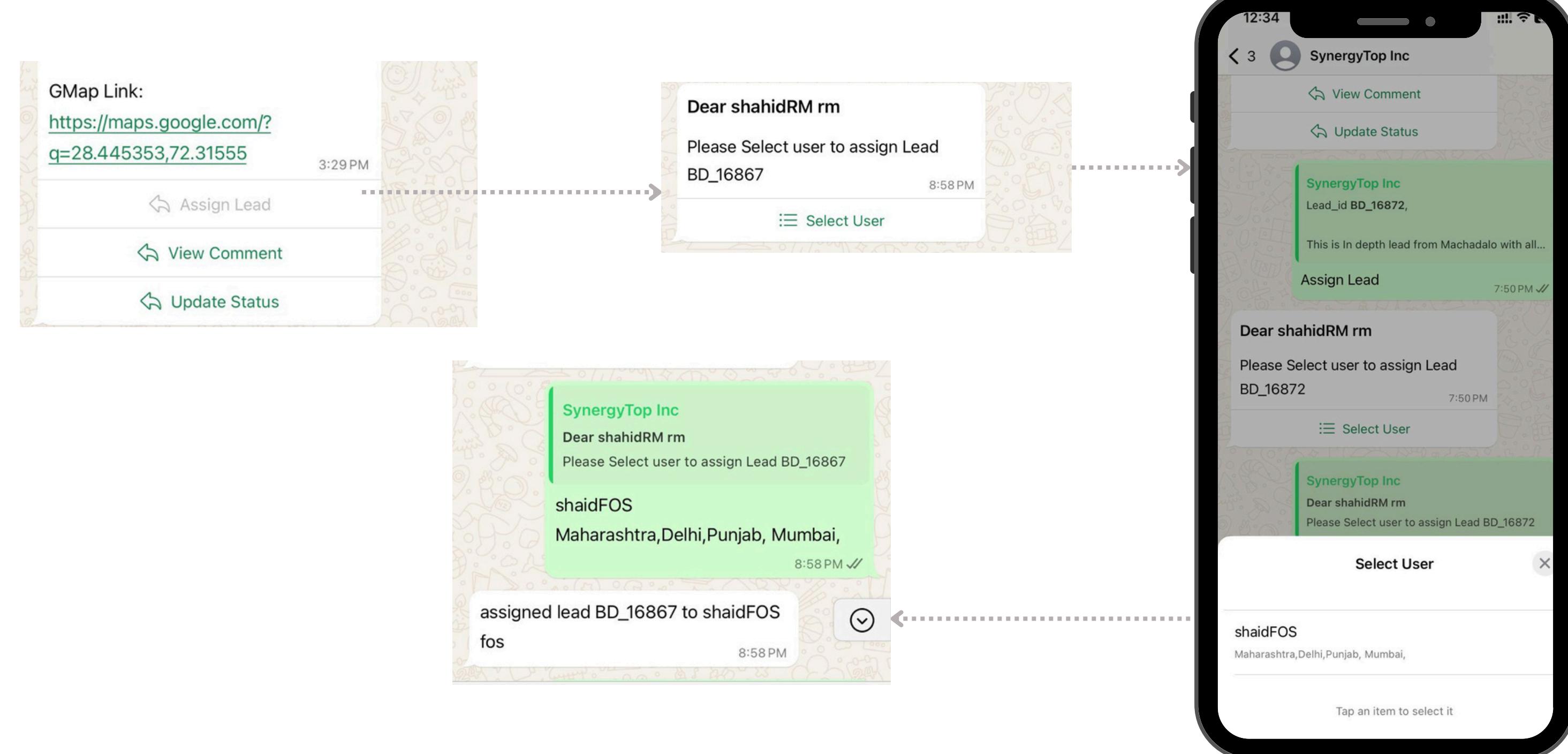
3. Dulux can update view Entire Lead Details and Lead Journey

Lead assignment on Company's dedicated WhatsApp channel

- 1. Manager can Assign Lead to FOS Person from whatsapp**
- 2. Manager can add comment**
- 3. Manager can view all the comments**



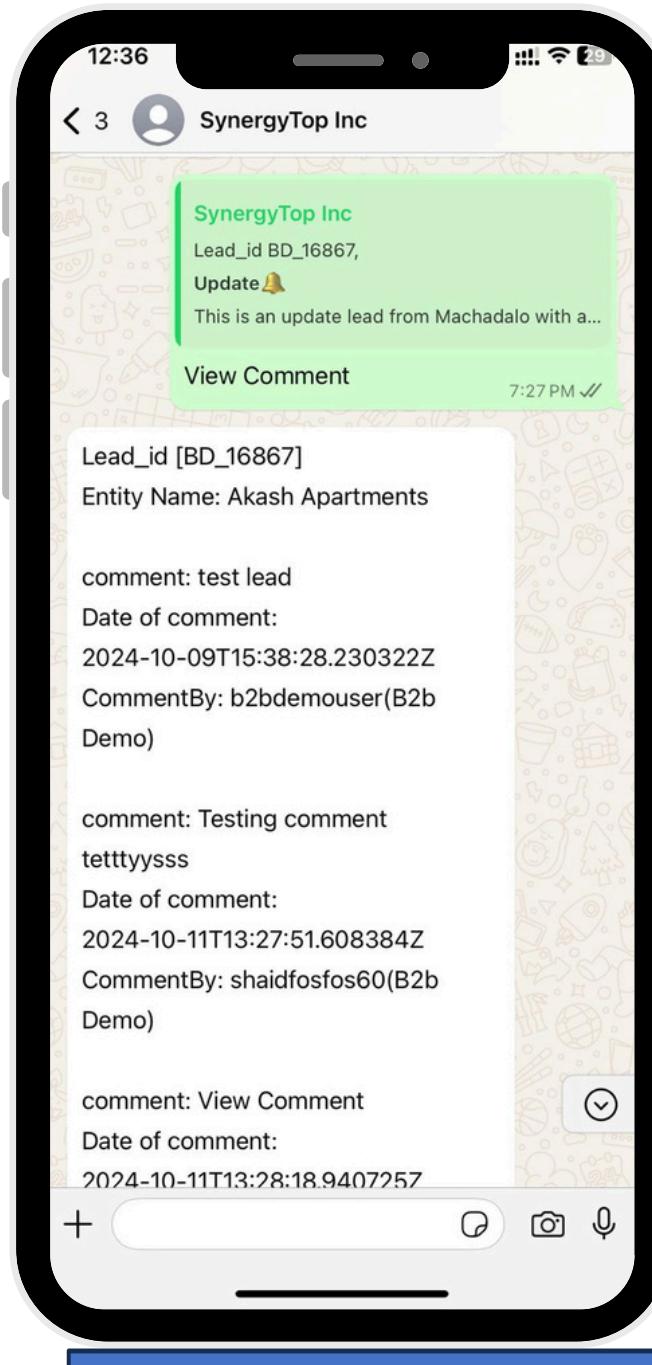
Lead assignment as per region & city



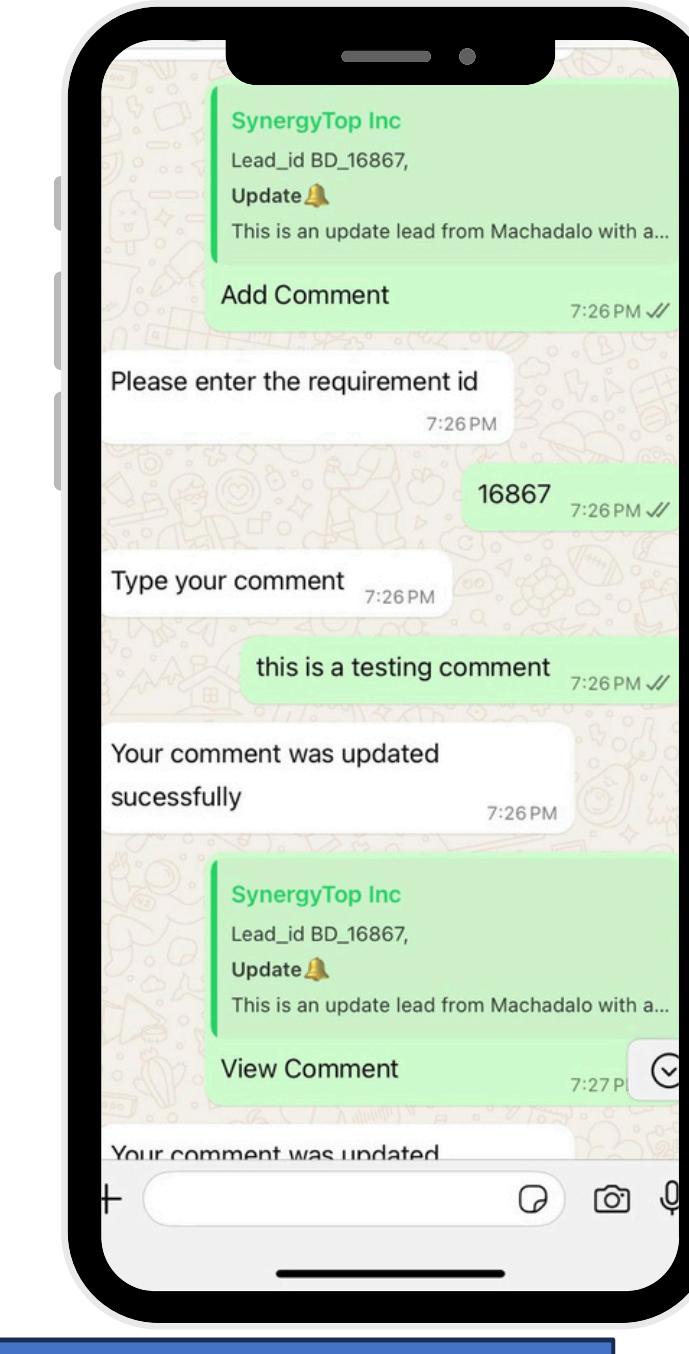


Update lead add comment/view comment

View All Comments



Add New Comment

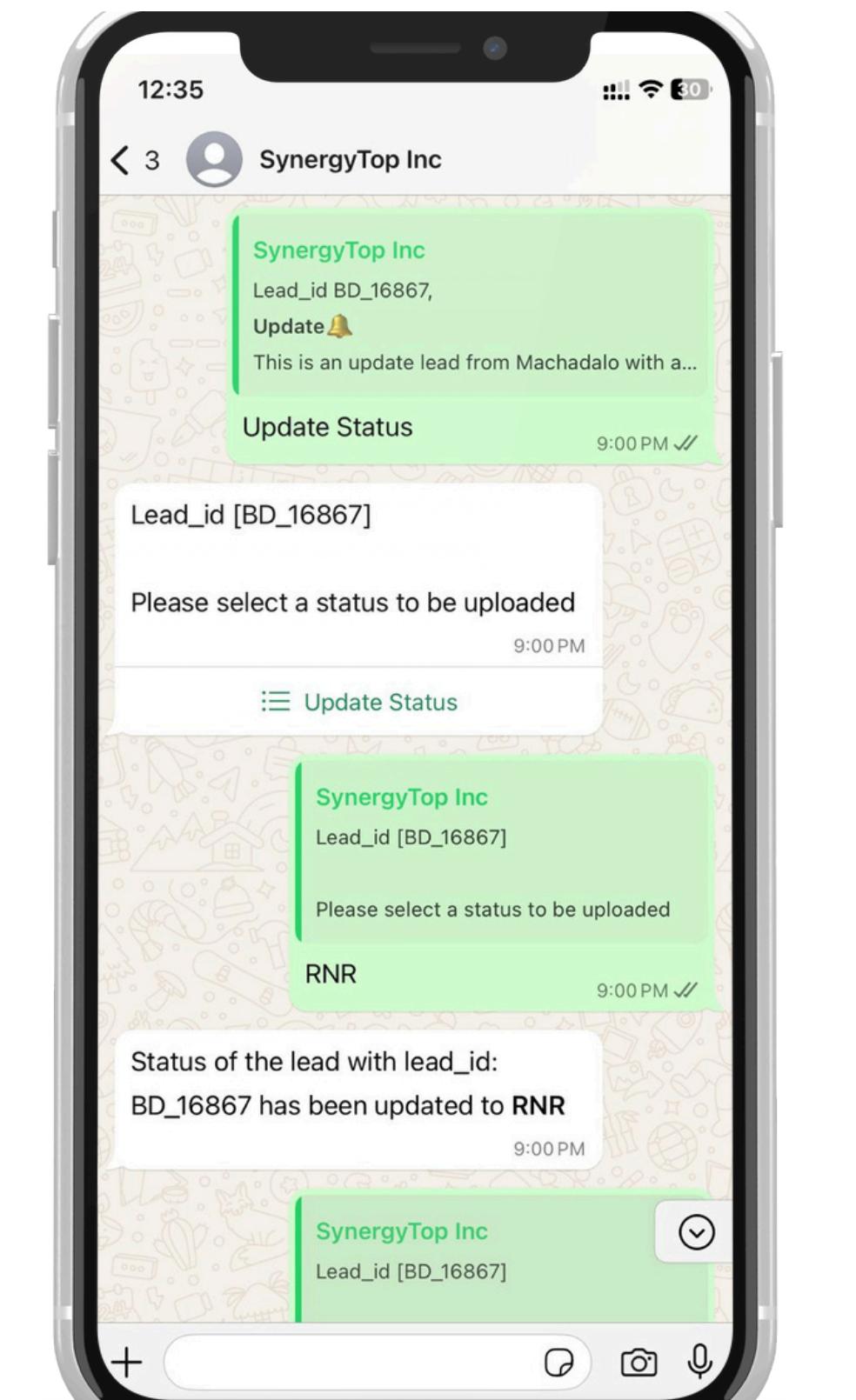


comment will get reflected
to dashboard in realtime



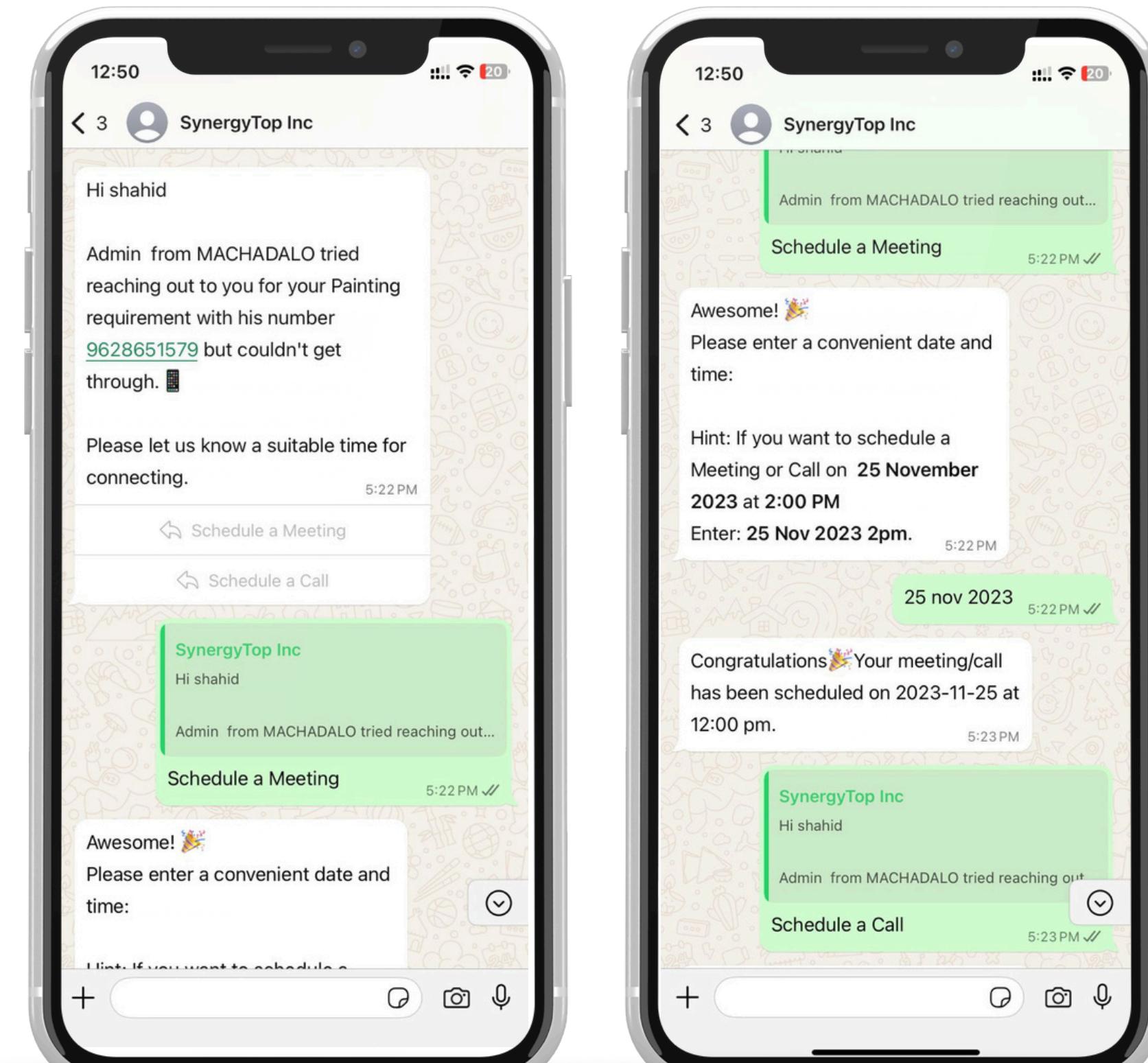
Update lead Status

Feet on street person can update the lead status from whatsapp



RNR USECASE 1

Once FOS updates the status to RNR(Ringing Not Responding)
A Trigger Bot will be send to End Customer to provide the suitable date and time to connect.



RealTime Lead Updates on Company's dashboard

Leads of Dulux PO #8080032357-2

Filters Refresh Filter search

S.No.	Customer Name	Customer Type	Area	City	Primary Count	Lead Time Stamp	Current Status	Action	Next Action Date	Client Comment	Lead Details	Images
1 ▾	West Metro Lake Front	RS	Chanda Nagar	Hyderabad	250	2024-09-09 12:45:15	Select Status dd-mm-yyyy	<input type="button" value="View / Add"/>	<input type="button" value="Lead Details"/>	<input type="button" value="View Image"/>		
2 ▾	Aswani Aeesha	RS	Electronic City	Bengaluru	20	2024-09-05 12:39:01	Select Status dd-mm-yyyy	<input type="button" value="View / Add"/>	<input type="button" value="Lead Details"/>	<input type="button" value="View Image"/>		

View Comments X

Comments

All

Spoke to Mr.Srikanth, the committee member of West Metro Lake Front. He said they have requirement for painting to Clubhouse in their society(Total area17000 Sqft). Painting salesperson please contact him and visit the society for a survey asap.
sitaramya444(MACHADALO): Sep 9, 2024 6:15:01 PM

Write here..

Add Comment

Updated Status

Updated Comment



Case Study: Sentiment Analysis

Link: Click Here

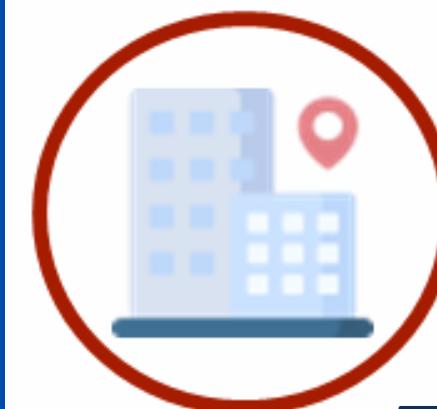




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