

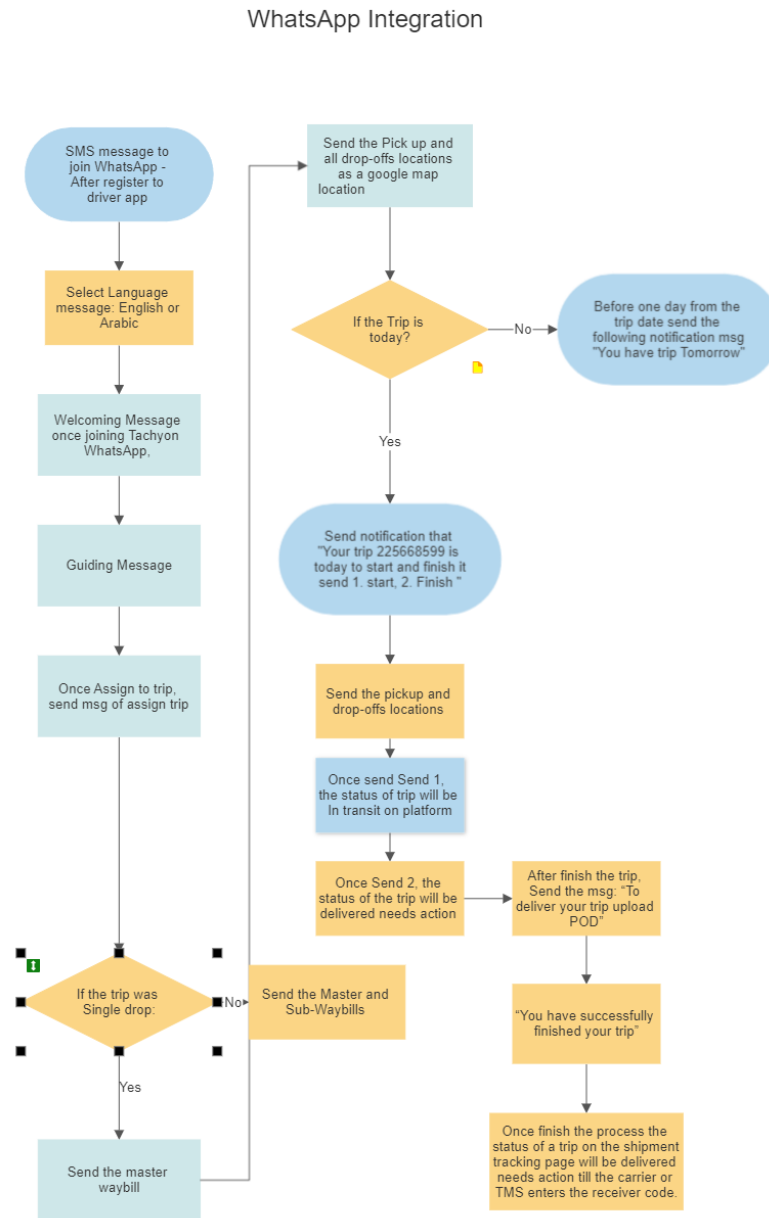
WhatsApp Integration

Tachyon virtual assistant

virtual assistant functions

1. **Pre-Qualification:** Get all the data that relate to the driver registered on platform like driver number, Automated Pre-qualification is important because it saves you time, energy, and ultimately your bottom line.
2. **Shipping request tracking:** allow the driver to deliver the trip by WhatsApp directly.
3. **Welcoming Messages:** Once the driver joins WhatsApp a welcoming message will arrive to the driver directly.
4. **Reminders and notifications:** WhatsApp allows you to send templated messages to proactively send customers updates, reminders, and notifications about their assigned trips.
5. **Two-way messaging:** Once we've automated our low-level, repetitive queries, we can focus on those critical high-level queries.
6. **Nearest pickup and drop-off locator**
7. **Feedback and CSAT:** CSAT (Customer Satisfaction Score) and NPS (Net Promoter Score) are the pillars upon which customer loyalty metrics are built.

WhatsApp Integration Workflow



WhatsApp Integration Workflow

Phase 1 - Driver side

Push Notifications

At this scope of work, we can work on pushing all of the notifications on the driver's mobile to WhatsApp such as:






First time Joining:

1. **Welcoming Message:** Once the driver finishes the registration process on the application, the system should send a welcoming SMS to the driver's number including: **"Welcome to TACHYON! To make your experience easier, use our tachyon virtual assistant on**

WhatsApp to stay updated on trips, [click here to join](#)" attach the SMS with a direct link to redirect the driver to the tachyon virtual assistant.

2. Start the chat by selecting the driver language " **Please select your language: 1. English 2. Arabic**"
3. Welcoming Message on WhatsApp: "Hello **Driver Name**, Welcome to tachyon virtual assistant, it is built to keep you updated with tachyon events, you will be alerted for all of the events here, so you can deliver trips in a proper manner"
4. Guiding Messages: (In one message represented as steps)
 - a. **You will receive this message once you have a new trip: "You have a new trip assigned to you"**
 - b. **You will receive your trip details by the master and sub-waybill PDF files**
 - c. **You will receive your pickup and drop-off locations**
 - d. **We will alert you if there's one day left for your trip**
 - e. **Once your trip appointment has come, we will send this message: "Your trip 225668599 is today to start it send 1. start, then to finish it send 2. Finish"**
 - f. **So you can start then finish you trip.**
 - g. **Once finish your trip, we will require to send the receiver code and upload the POD.**

Once Assign to the trip:

1. Alert notification about Assigning the driver to the trip. "**You have a new trip assigned to you**"
2. If the trip was a single drop, then the system should send the following message: "**You can view your trip detail by downloading your trip waybill**" and send the PDF file directly.
3. After sending the waybill file, the system should send the pickup and drop-off locations, like this: Your pickup location is:  [Gamal Abdel Nasser -Althalatheny](#) Your drop-off location is:  [Gamal Abdel Nasser -Althalatheny](#) (Note the Inserted link is a test link, and the link of location should be as google map location and redirect the driver to the location directly)
4. If the trip was multiple drops, then the system should send the following message: "**You can view your trip detail by downloading your trip master and sub-waybill**" and send the PDF files directly.
5. After sending the waybill file, the system should send the pickup and drop-off locations, like this: Your pickup location is:  [Gamal Abdel Nasser -Althalatheny](#) Your first drop-off location is:  [Gamal Abdel Nasser -Althalatheny](#) , Your second drop-off location is:  [Gamal Abdel Nasser -Althalatheny](#) , etc... (Note the Inserted link is a test link, and the link of location should be as google map location and redirect the driver to the location directly)
6. Alert the driver that has a trip on the next day "**You have a trip tomorrow with waybill number 225668599**"
7. Alert the driver that has a trip on the current day with the pickup time "**Your trip 225668599 is today to start it send 1. start, then to finish it send 2. Finish**", The inserted waybill here should be the master if the driver clicks on it, so he can view the PDF file.
8. The system should send all the pickup and drop-off locations to let the driver start the trip by following the direction from google Maps.
9. Once the driver sends **start**, the platform and application should start the trip directly and the status of the trip on the shipment tracking page will be **in transit**"
10. Once the driver sends finish, the platform should change the status of the trip to **delivered needs action**.
11. After Send **finish**, the system will request the POD from the driver and request the receiver code from the application, so the driver can't do without the application.
12. The msg will be: "**To deliver your trip send the receiver code and upload POD, 1. Receiver Code 2. POD**", Note that the document depends on the required document, it can be EIR, a Confirmation document.
13. After this step, the driver can do two scenarios to upload and send the required data, such as:
 - a. The driver can send 1 without any receiver code, so the system will send this message "**Please send your receiver code**"
 - b. The driver can send 1 with the receiver code directly like this: 1. 236654, so the system will accept the message and don't send this message "**Please send your receiver code**"
14. After sending the receiver code, the system will confirm the receiver code if it was true or not.
15. If it was true, the system will send "**You have successfully sent the receiver code**"
16. If it was wrong, the system will send a "**Receiver code is not true, please send the right code**"

17. If the driver sends 2, then the system will require to upload POD by **"Please upload your POD"**
18. Then followed directly with this msg: **"You have successfully finished your trip"**
19. Once finish the process the status of a trip on the shipment tracking page will be delivered needs action till the carrier or TMS enters the receiver code.

Edit Action

If the Driver enters the wrong data, the system will allow editing the entered data by:

For Example: If the Driver sends finish instead of start so he can send **Edit**, the system will resend the last action's the driver do to edit it and the driver will choose the action that he wants to edit such as:

- **Driver:** Edit
- **Tachyon virtual assistant:** Select the action you want to edit: 1. Trip Delivery 2. Upload POD 3. Receiver Code
- Once the driver Sends 1, the system will re-forward the following message: **"Your trip 225668599 is today to start it send 1. start, then to finish it send 2. Finish"**
- The process will continue.
- Once the Driver sends 2 then the system will re-forward the following msg: **"To deliver your trip upload POD"**
- The process will continue.

If the TMS, Shipper, or SaaS makes some changes on the trip

1. The system should send a message: **"There are some changes on a trip with waybill number: 221205028274 for more details view the following waybill document to view the changes"**
2. Then the system should send the waybills PDF files, master, and sub-waybill.

If the TMS, Carrier, or SaaS, unassigned the driver to the trip, then the system will send the following msg:

1. You have a trip with waybill no 221205028274 Unassigned to you.

Phase 2 – SMS for reciver

Pickup and drop-off Alert

1. Once the trip starts, msg will arrive to the receiver mentioning that the "Driver "Name" has just started the trip with waybill No. 24566855, and is expected will arrive at the off-loading location at 12:pm "
2. After start moving to the offloading location, the system should send msg to the receiver including, "The driver's "Name" will be at the offloading location within 15-30 m, be ready to offload"
3. After reaching the offloading location, the system should send msg including "The driver is live in off-loading location"

Phase 2 - SMS for sender

Pickup and drop-off Alert

1. Once the trip starts, msg will arrive to the receiver mentioning that the "Driver "Name" has just started the trip with waybill No. 24566855, and is expected will arrive at the off-loading location at 12:pm "
2. After start moving to the load location, the system should send msg to the receiver including, "The driver's "Name" will be at the loading location within 15-30 m, be ready to load"
3. After reaching the loading location, the system should send msg including "The driver is live on now on loading location"

Advance and future work - To be reviewed later

- **Report about the occurs incidents**

1. Provide the driver the ability to report the occurs incident via WhatsApp by writing a keyword like incident, and the platform will recognize that there's an incident with the driver.
2. Automatically the system will generate an incident question such as: Please provide us the following details about the incident.
3. Incident Type: 1. Accident 2. Mechanical failure 3. Damage of goods 4. Wrong items 5. Theft 6. Missing items
4. After sending the number of incidents, the system sends msg to require a description of the incident
5. Then the driver will ask about the driver's **side**
6. After finishing the trip, the system asks the driver to rate the overall trip
7. After finishing every pickup and drop-off, the system will ask to rate both
8. Rating results should be added to the platform directly and kept on account from the carrier and shipper rating

- **Rate the virtual assistant experience**

1. After every session, the system should send msg to the driver to rate the virtual assistant experience, from 1 to 5.
2. Ask specific questions to improve the evaluation results, and improve the virtual assistant user experience, which will be defined later after taking feedback from the operation team.

- **Two-way messaging-Technical Support (Driver, receivers, senders, companies)**

1. Provide all the technical services via WhatsApp
2. Once the user starts to use WhatsApp, the system will ask about the name and the user type, which will be defined on the plan later and be asked as the following for example: 1. Driver 2. Company (SaaS, Shipper, Carrier) 3. Receiver.
3. Send the services that the tachyon virtual assistant provides: 1. Technical support 2. Tracking 3. Shipment tracking details
4. Once the user chooses technical support, will send msg contains all the technical services categories that can tachyon provide (Will be defined later after making a discussion with the customer support team)