

Business Knowledge Base - WhatsApp AI Support System

Company Overview

Our company specializes in AI-powered automation, customer support chatbots, WhatsApp automation, and cloud integration solutions.

We help small and medium businesses streamline customer communication, reduce workload, and improve response times using AI-driven workflows.

Products & Services

1. AI-Powered WhatsApp Chatbot

- Automated replies for FAQs, orders, bookings, and support.
- Context-aware conversation handling.
- Integrated with internal business documents for accurate responses.

2. Customer Support Automation Platform

- Centralized dashboard for viewing customer interactions.
- Chat analytics: message volume, response time, customer sentiment.
- Multi-agent handover support.

3. Business Knowledge Base Engine

- Upload PDFs, text files, or web content.
- AI processes content and provides factual responses.
- Powered by advanced embeddings and semantic search.

Service Packages

Basic Package

- Suitable for individuals and freelancers.
- Handles up to 500 WhatsApp inquiries monthly.
- Email support included.
- Does not include analytics or customization.

Standard Package

- Ideal for small and medium businesses.
- Up to 5,000 inquiries monthly.
- Access to admin dashboard and analytics.
- Limited customization options.
- Priority email support.

Premium Package

- Recommended for enterprises and high-volume users.
- Unlimited inquiries.
- Full customization + API access.
- Dedicated account manager.
- 24/7 priority support.
- SLA-backed uptime guarantee.

Operating Hours

- Monday–Friday: 9:00 AM – 6:00 PM
- Saturday: 9:00 AM – 1:00 PM
- Sunday & Public Holidays: Closed

Refund & Cancellation Policy

- Customers may request a refund within 30 days of purchase.
- Refunds are applicable only for unused service credits.
- Monthly subscriptions can be canceled anytime.
- Annual plans receive prorated refunds.

Shipping & Delivery (For Hardware Add-ons)

- Orders process within 24–48 hours.

- Delivery within 3–5 business days.
- Express delivery options available.

Support Contact

- Email: support@yourcompany.com
- Hotline: +94 76 123 4567
- WhatsApp Support: +94 71 987 6543

This document is intended for AI training and as a knowledge reference source for the WhatsApp AI chatbot.