



WHATSAPP FOR BUSINESS LINE

AN EASY TO USE SOLUTION TO CREATE
CUSTOMER DELIGHT WHICH
ALLOWS CUSTOMER TO USE BOTH VOICE AND WHATSAPP

WHATSAPP FOR BUSINESS LINE

BE WHERE YOUR CUSTOMERS ARE
THE WHATSAPP BUSINESS API POWERS CONVERSATIONAL COMMERCE



Ease To Display Your Brand

Earn recognition and create trust in your brand by building a WhatsApp business profile to share with your customers



Reach Your Customers

Speak to customers in real time. Set up automated messages in seconds and get quick replies



Rich Two Way Communication

Use audio, video, pictures , response list to create a wow customer experience



Security As Standard

Send time-sensitive messages with confidence. WhatsApp business accounts enjoy end to end encryption so messages can't be tampered

USING WHATSAPP FOR YOUR BUSINESS MESSAGING LEADS TO:



Reduced costs



Increased customer satisfaction



Increased trust



Better customer engagement



Long-term customer relationships



Business

WHATSAPP FOR BUSINESS LINE

WHATSAPP API, A NEW COMMUNICATION CHANNEL FOR COMPANIES

An end-to-end solution for Business to connect and collaborate

In order to provide a universal experience of unified communication and customer support, Jazz B2B team has developed a unified communication platform for Customer Support Services which includes both Voice Features and WhatsApp



KEY OFFERINGS

- Manage WhatsApp from Anywhere and Any Device
- Agents connect Simultaneously
- Unified Communication – One Company One number
- Get official WhatsApp Business Account
- Bring Customer Sales and support on WhatsApp
- Broadcast Template Messages and Start Conversations
- Built in Dashboard, APIs and Integrations on Business line Platform

SERVICE FEATURES

DIGITAL ONBOARDING

- Customer Registration
- Service Sign up
- Package Selection
- Package Activation
- Package Deactivation
- Digital Payments

CHAT TOOLS

- Automated Responses
- Template Messages
- File Sharing
- Canned Responses
- Rich Messages
- Notifications
- Message Forwarding

CUSTOMER ENGAGEMENT

- Targeted Responses
- Chat Assignments
- Chat History
- Chat Transcripts
- Eye Catchers

PERSONALIZATION

- Custom Agent Profiles
- Language Support
- Accessibility
- Quick Response

REPORTS & ANALYTICS

- Summary Reports
- Chat Reports
- Chat Exports
- Agent Reports
- NPS report
- Customer Reports

SECURITY

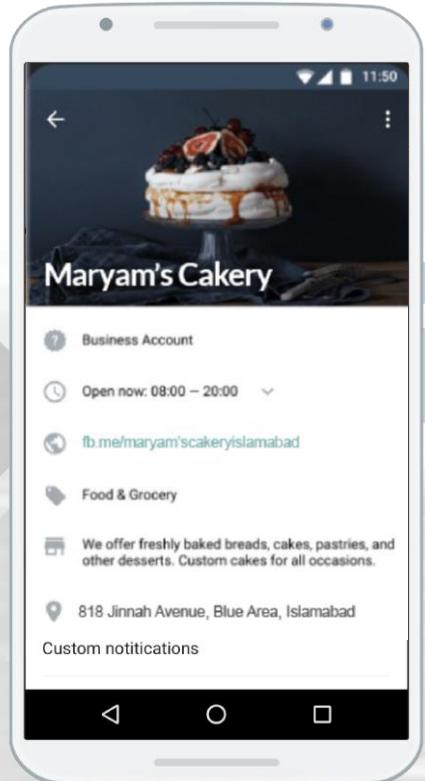
- Encryption
- Data Storage
- Visitor Banning
- Customer Profile Masking
- Access Restriction
- Compliance



BENEFITS FOR THE BUSINESS

BUSINESS VERIFICATION

BRANDED COMMUNICATION



BRANDING
CUSTOMER NAME AND LOGO.

RICH MEDIA

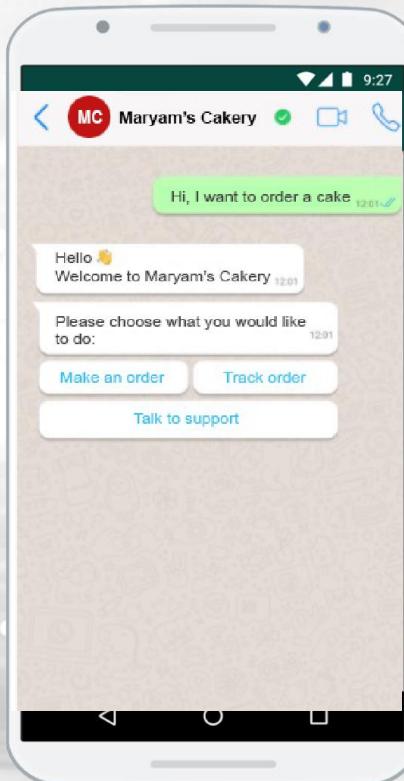
QR CODES FOR TICKETS/TRACKING,
PICTURES, FILES ETC.



TRUE METRICS
MESSAGES DELIVERED STATUS
UPDATES.

TWO-WAY COMMUNICATION

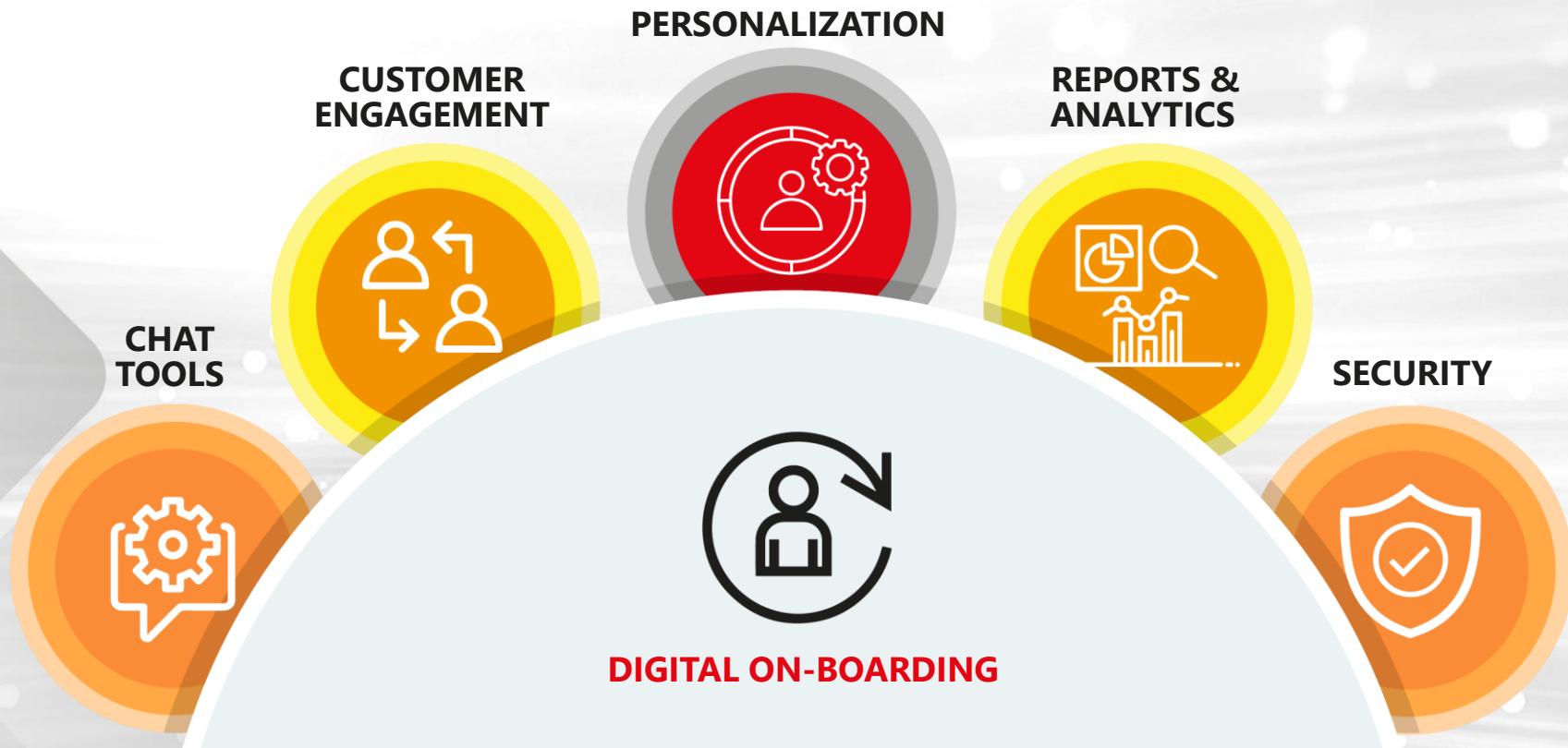
SEND AND RECEIVE MESSAGES
FROM YOUR CUSTOMERS.



FAMILIAR EXPERIENCE
THE SAME LOOK AND FEEL OF
WHATSAPP EXPERIENCE.



FEATURE SET WITH WHATSAPP BUSINESS LINE





DIGITAL ON-BOARDING

Complete Automated Digital journey for customer to get WhatsApp Services on Business Line Platform which allows for unlimited Agents to correspond with Customer and provide the necessary customer support services.

Create your Facebook and WhatsApp business account



Create your WhatsApp business profile



Verify your WhatsApp business number



CHAT TOOLS



Automated
Responses



Canned
Responses



Template
Messages



Rich
Messages



File sharing

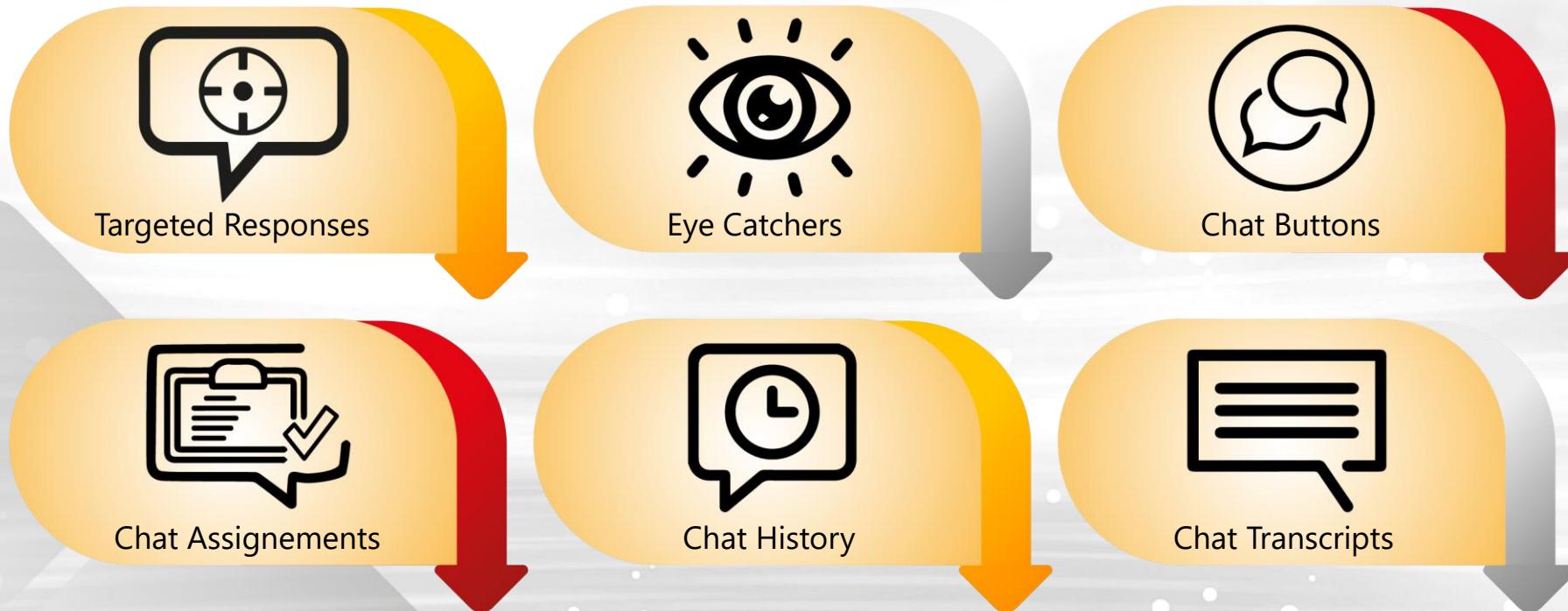


Notifications



Message
Forwarding

CUSTOMER ENGAGEMENT

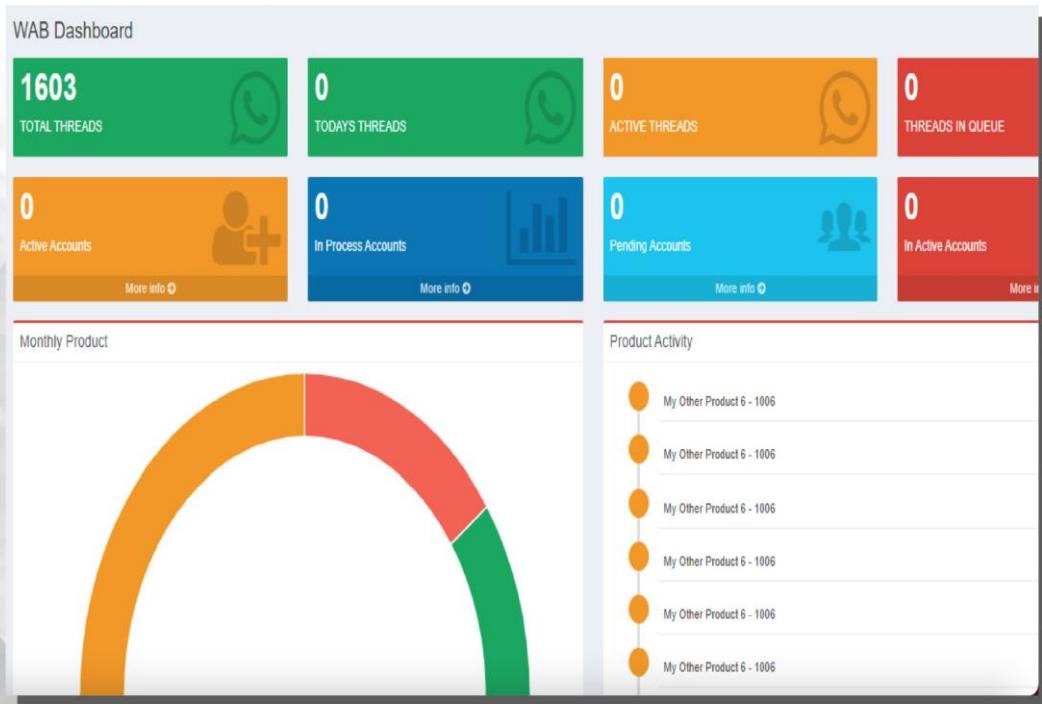




CHAT CUSTOMIZATION



REPORTING ANALYTICS



 Summary

 Chat Reports

 Chat Exports

 Agent Reports

 NPS Report

 Customer Reports

SECURITY





WHATSAPP FOR BUSINESS LINE

Features

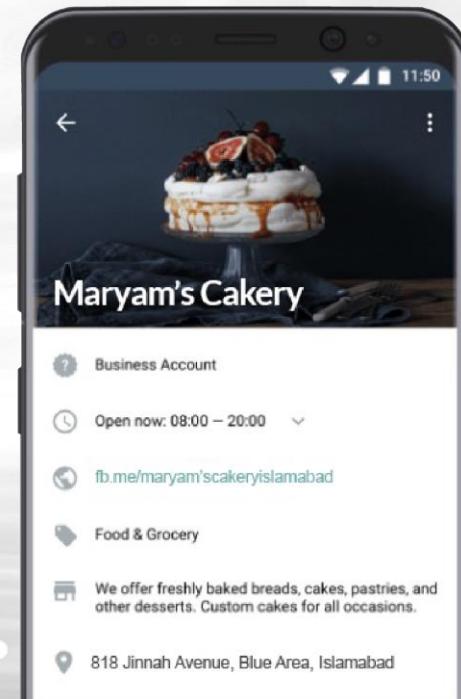
- Business Profile
- Quick Replies
- Automatic Greeting Message
- Scheduling
- Message Statistics
- Types of Messages

WHATSAPP FOR BUSINESS LINE

FEATURES DETAILS

Business Profile

Create a business profile with helpful information for your customers, like your address, business description, email address, and website. Business accounts help brands to gain a user's loyalty. A business profile gives the company a familiar "face" and identity. To have a "Verified" badge next to your company name, WhatsApp has to confirm that this is a verified business account.





Business

WHATSAPP FOR BUSINESS LINE

FEATURES DETAILS

Quick Reply

Allows users to answer with the predefined options without having to type in the answer manually

WHATSAPP FOR BUSINESS LINE

FEATURES DETAILS

Automatic Greeting Message

WhatsApp for business enables you to create a greeting message that users will receive when they start a dialog with your company. By sending an instant message, you welcome and introduce a company to a new potential customer with no delays and waiting time.





WHATSAPP FOR BUSINESS LINE

FEATURES DETAILS

Message Statistics

WhatsApp for Business lets you access vital metrics like how many of your messages were sent, delivered, and read.

Steps to access statistics

WHATSAPP FOR BUSINESS LINE

FEATURES DETAILS

Types of Messages

WhatsApp Template Message

Whatsapp Template messages use pre-approved message templates for outbound notifications like delivery alerts and appointment reminders. They can not be used for marketing. You must use a Whatsapp Template Message if more than 24 hours have elapsed since the user last responded to you. Any other type of message

will be a session message.

Good news! Items from your order {{1}} were delivered {{2}} at {{3}}

WhatsApp Session Message

Whatsapp Session messages are any messages sent and received in response to a user-initiated message to your application. A messaging session starts when a user sends your application a message, and lasts for 24 hours from the most recently received message. You can wait for users to message your app, or you can send a Template Message (see left) to invite the user to respond.

Good news! Items from your order {{1}} were delivered {{2}} at {{3}}

12:01 PM

Good news! Items from your order {{1}} were delivered {{2}} at {{3}}

12:01 PM

Great!
BTW, do you have any sales right now?

12:02 PM ✓

Hey, Ali. We have a ton of inventory that's currently 50% off.
Here's a [link you can check out](#)

12:03 PM

PRICING

Bolt On Pricing

Whatsapp bolt on	Basic	Standard	Advanced	Premium
Monthly Price(PKR)	25,000	50,000	100,000	200,000
Template Rate	8.50	8.50	8.50	8.50
Session Rate	3.00	3.00	3.00	3.00

Bundle Pricing

Whatsapp bolt on	Bundle 1	Bundle 2	Bundle 3	Bundle 4
Monthly Price(PKR)	25,000	50,000	100,000	200,000
Template Rate	8.50	8.50	8.50	8.50
Session Rate	3.00	3.00	3.00	3.00

-Template &Session prices are unit prices and in PKR.
-Prices are exclusive of taxes . All govt taxes will apply



WHY BUY FROM JAZZ?



Step-by-Step Onboarding Assistance

From opening your account and getting templates registered to offering consultation on use cases to increase customer opt-ins and engagement, we've got you fully covered



24x7 Customer Support

We work together with you to quickly resolve queries and offer lower SLA timings for support queries



Faster Go-to-Market

We get you up and running in no time so you can start engaging with customers on WABA



Unmatched Pricing

We are competitively priced to ensure you get more bang for your buck



Thank you

Interested Or Require More Info

Call @03000 160 160

Or Your Dedicated Account Manager