

Business Line – WhatsApp Business APIs

Jazz Business Line 3.0.

FAQ

Date: 18th Oct, 2021

1. How do I get the WhatsApp Business APIs?

In order to ensure a high-quality experience for businesses and users, you can get the WhatsApp Business API and communication platform through the Jazz business line platform.

2. Is Encryption maintained in WhatsApp Business solution being offered through Business Line?

WhatsApp considers communications with Business API users who manage the API endpoint on servers they control to be end-to-end encrypted since there is no third-party access to content between endpoints

3. What are WhatsApp Business APIs?

WhatsApp Business API allows businesses to set up profiles and communicate with customers through enterprise grade messaging on the world's most popular messaging app.

WhatsApp is now available to set up via Jazz Business Platform. This means that along with your existing Voice communication for the team, you can also integrate WhatsApp to reach customers on their most preferred channels.

4. What would be my number of WhatsApp for customer to communicate?

Your customer will be able to communicate to you using the same number which you are using for Business Line.

5. Can I bring in my own number for WhatsApp Business API.

No, currently we are not offering this feature on Business Line Platform.

6. How do I subscribe to WhatsApp Business API using Business Line?

You can subscribe the WhatsApp solution using your company's account to Business Line Platform.

7. What are the packages available in WhatsApp Business Solution?

You have 4 monthly options ranging from PKR 25,000 to PKR 200,000 based on your requirements.

Bolt-On	Monthly Price
WhatsApp Basic	25,000 PKR
WhatsApp Standard	50,000 PKR
WhatsApp Advance	100,000 PKR
WhatsApp Premium	200,000 PKR

Bundle	Monthly Price
	25,000 PKR
	50,000 PKR
	100,000 PKR
	200,000 PKR

Bolt on is monthly recurrent which means every month it will be applied automatically

Bundle has a validity of 30 day from the day it is subscribed

8. How am I charged for WhatsApp functionality?

You are charged based on usage of Sessions and Templates.

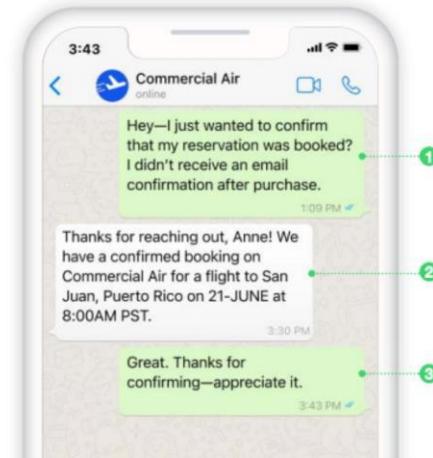
9. What are Sessions?

A Session is as following.

User-Initiated Conversations

Scenario: Customer care or general support inquiries in a single 24-hour conversation session.

1. Our user, Anne Bodelac, messages Commercial Air with a question about an upcoming reservation. When Commercial Air's reply message is delivered, it starts the 24-hour conversation session.
2. In this scenario, all additional messages are free within the 24-hour session. This encourages Commercial Air to follow-up with support inquiries in a timely manner, while providing users the ability to exchange as many messages as needed to resolve concerns within the 24-hour session.
3. If Commercial Air continues to exchange messages with Anne after the initial 24-hour conversation session has ended, they'll incur costs related to a new conversation. They'll also be required to send a message template to start a new conversation if it's been more than 24 hours since Anne's last message, which will be charged as a business-initiated conversation.

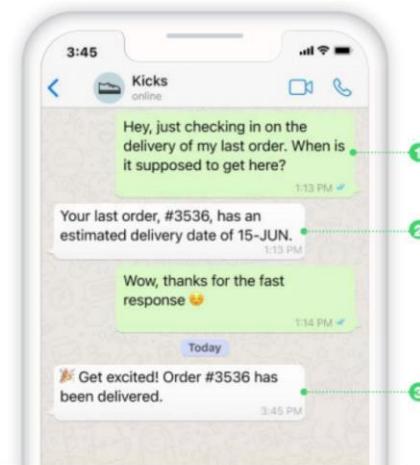


10. What are templates?

A Template is as following.

Scenario: User-initiated conversation leads to two conversations with a message template required.

1. Anne wants to check on an order she placed with Kicks, an online shoe retailer. She does so at 1:13pm.
2. Kicks has a bot set-up to reply to basic order inquiries, and responds to Anne with delivery details at 1:13pm.
3. As a follow up the next day, the Kicks bot lets Anne know that her order has been delivered at 3:45pm.



When the Kicks bot replies to Anne more than 24 hours after the first message confirming the delivery ETA, it starts a new conversation. Kicks also has to use a message template because it's been more than 24 hours since Anne's last message.

11. What happens when I put in my card details to Jazz Cash for payment.

The amount collected when you are buying the service for the first time, this amount is used to enhance your credit limit.

12. What will happen when I have already made payment and Facebook rejects my account creation request?

The amount collected from you will be used to pay for future Business line Bills and will not be lost.

13. How many bundles and bolt-ons can I subscribe to simultaneously?

You can subscribe one bolt on monthly only. However, you can subscribe multiple bundles.

14. For how long back can the admin review the conversation between end-users and agents?

You can get the messages from a agent as old as 12 months.

15. Can I get the records of two-month-old conversations?

Yes, you can get the messages from a agent as old as 12 months

16. What can a company administrator do using Business Line Platform. ?

Company Admin can Subscribe a Monthly Package for WhatsApp

Company Admin can Subscribe a Bundle Package for WhatsApp

Company Admin make payments using Jazz Cash Mobile Wallet, Credit Card and Debit Card

Company Admin can assign WhatsApp Services to any Agents
Company Admin can deactivate WhatsApp Access Services to Any Agent
Company Admin can view usage
Company Admin can view Active Agents
Company Admin can view the Queue
Company Admin can view the Conversations
Company Admin can view Complete Chats including history
Company Admin can view session (Customer initiated conversations) and Templates (Company initiated conversations)
Company Admin can see the Net Promotor Score.

17. What can an agent do using Business Line Platform?

Agent will be able to chat on WhatsApp using the agent chat portal.
Agent will be able to share customer feedback.
Agent will be able to reply to messages.
Agent will be able to share documents and images based on the customer requirements

- Text
- Emojis
- Files
- Image (JPG, PNG, JPEG)
- PDF
- Word Doc
- PPT
- Voice Files

Agent will be able to rate the customer
Agent will be able to view the conversation history when the conversation starts with a previous customer.
Agent will be able to view previously shared documents and voice notes.
Agent will be able to review reports
Agent will be able to view Dashboard.

18. What are threads?

A thread is a series of messages that make up a conversation belongs to one customer and one Agent in a single session. Threads begin with an initial message and then continue as a series of replies from either party.

19. At what interval business line platform will broadcast template messages?

The Business line platform is configured to broadcast messages every 05 minutes.

20. At what intervals business line platform will update the contact list?

The business line platform will update the contact list every 30 mins.

21. How Company Admin can delete an approved template?

The customer can raise a request to delete the approved template with the customer success manager.

22. How many template messages can the agent and Admin send in each batch?
No limit is assigned to broadcast template messages.

23. How many concurrent sessions each agent can have?
Each agent can have 01 concurrent session.