Brand Information: zoko.io

Source URL: https://www.zoko.io/

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Category: tech

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# Content

Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Better Business on WhatsApp  
Make WhatsApp your #1 revenue channel  
Growing brands need smarter ways to target customers and drive repeat revenue on WhatsApp. Let Zoko turn your WhatsApp number into your #1 revenue channel.  
Start 7-Day Free Trial  
You'll be in good company.  
Join the thousands of ecommerce merchants winning with WhatsApp  
WhatsApp Catalog  
Sell products right inside WhatsApp  
Zoko's market-leading AI tools sync your website's catalog with WhatsApp and automatically sell products to customers right inside WhatsApp!  
WhatsApp Broadcasts  
WhatsApp broadcasts are 500% better than email!  
WhatsApp has 500% better open rates than emails. Customers who message you on WhatsApp are your most engaged customers and prospects. Have personalized conversations with them at scale – with Zoko you can engage, qualify, and convert them in real time, day or night.  
Drag and Drop Workflow Automation  
Doing it more than once? Automate it!  
You wont find a better WhatsApp automation tool than FlowHippo. Build simple COD order confirmations or multi-step workflows that connect with Shopify and other apps like judge.me . FlowHippo gives you a canvas to automate any repetitive tasks, so you can focus on your making more revenue.  
Discover FlowHippo  
Still doing tickets?  
Still opening tickets? Customers expect support on WhatsApp  
Today, customers expect instant, automated support from brands on WhatsApp!  
93 of the top 100 Shopify Brands in "WhatsApp first" markets like India and Brazil offer support on WhatsApp. What are you waiting for?  
Official Meta Business Partner  
Trusted by Meta  
We are experts in driving client success across the Meta technologies such as WhatsApp, Facebook, Instagram and more.  
Customers love the best in class performance of Zoko.  
Baba E Shop  
Gardening Store  
I used this app to allow more agents to work on our business account for replying to customers' inquiries. It's a completed WhatsApp CRM tool to manage. Great customer service support from Zoko as well.  
Green Soul Ergonomics  
Furniture Store  
One of the best WhatsApp Automation App. seamless integration with Shopify and works wonders. More than that, The ZOKO team is very friendly and supports promptly and effectively. Cheers to them for this awesome App and their team.  
Chemist at Play  
Cosmetics Store  
Best whatsapp CRM tools out there. handles all our use cases pretty well. also the customer support is awesome  
Petfood Store  
I stumbled upon Zoko quite randomly, and I've been really happy with their service! Starting with the demo and installation process - the team was super friendly, supportive and hands on. It made the whole process a lot less daunting and very easy. Post installation, the team gave the much needed support to ensure we were onboarded properly and this was really appreciated because not a lot apps do that! We have really enjoyed using the dashboard - super easy to use, we can also keep a track of the chats easily, and have more than one person using the chat! The thing that really impresses me is that the team are constantly innovating, coming up with new features. Anytime we have an issue, they are extremely responsive and their timeliness is commendable. 100% recommend Zoko.  
CuidaMiMascota  
Pet Services  
This app change our operations team world! We've wanted everything this app has for a lot of time, but could no find anything as easy to setup and with such a great support team like Zoko. We got verified in Whatsapp which is a big PRO, and in every step Zoko team was very supportive, obviously through whatsapp! Highly recommend!  
WaterScience  
Water Filters Store  
"We really like your interface and as i said earlier we were exactly looking for this…"  
Juicy Chemistry  
Cosmetics  
Perfect Whatsapp automation tool. # Automated Team Routing  
# Excellent UI which makes things smoother.  
# Plug-N-Play Integration  
# Quick Replies, Templates, Orders Status Automation  
# Most Notably friendly team, who responds promptly.  
Postcard.in  
Snack Boxes  
...Zoko has helped us in our WhatsApp marketing reachouts and I can vouch for the solution for what I understood as your requirement.  
Award winning design!  
What is the Blue Tick Mark?  
Blue Tick Mark  
Notable companies can qualify for the Verified Blue Tick Mark. As an Official Meta Business partner, we guide you on how to get the coveted blue tick mark.  
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Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

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Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
\_\_cf\_bm  
Duration  
1 hour  
Description  
Duration  
1 year  
Description  
Functional  
Duration  
6 months  
Description  
Duration  
Description  
Analytics  
Duration  
1 year  
Description  
ajs\_user\_id  
Duration  
1 year  
Description  
ajs\_group\_id  
Duration  
1 year  
Description  
ajs\_anonymous\_id  
Duration  
1 year  
Description  
\_gcl\_au  
Duration  
3 months  
Description  
Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
\_gat\_gtag\_UA\_\*  
Duration  
1 minute  
Description  
Duration  
1 year  
Description  
Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
Duration  
7 days  
Description  
Duration  
session  
Description  
mp\_\*\_mixpanel  
Duration  
1 year  
Description  
bugsnag-anonymous-id  
Duration  
Never Expires  
Description  
Performance  
Duration  
1 year 24 days  
Description  
Used by Microsoft Advertising as a unique ID for visitors.  
Advertisement  
Duration  
1 year  
Description  
Duration  
1 year 24 days  
Description  
ANONCHK  
Duration  
10 minutes  
Description  
Duration  
15 minutes  
Description  
Duration  
1 year 24 days  
Description  
Uncategorised  
\_\_tld\_\_  
Duration  
session  
Description  
Description is currently not available.  
ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
Duration  
Never Expires  
Description  
No description available.  
ph\_phc\_TXdpocbGVeZVm5VJmAsHTMrCofBQu3e0kN8HGMNGTVW\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
ajs%3Atest  
Duration  
1 year  
Description  
No description available.  
Duration  
1 year  
Description  
No description available.  
mintlify-auth-key  
Duration  
session  
Description  
Description is currently not available.  
UTMData  
Duration  
10 days  
Description  
Description is currently not available.  
dmn\_chk\_\*  
Duration  
session  
Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Pricing Plans  
7-day Free Trial,  
No Card Needed  
Start for Free  •  Cancel anytime  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
Instagram:  Free  
WhatsApp:  
rate card  
Shopify:  
$4.99/mo  
EXTRAS  
Fair Use Charges  
All applicable taxes and payment fees  
per month\*  
per conversation\*  
Card Not Required  
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$24.99/m\*  
STARTER  
FREE MUC  
Monthly Unique User. See FAQ below.  
Sign Up  
FREE Incoming  
Any message that a customer sends to your Official WhatsApp Number.  
FREE Outgoing  
Any message sent from your Official WhatsApp Number within 24-hours of an incoming customer message.  
All Features Included  
EXTRAS  
- Shopify Add On -  
$4.99/m  
- Excess MUC -  
- All Template Messages  
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Most Popular  
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Features  
STARTER  
WhatsApp Catalog  
Chat Widget  
Customer Tags  
CTWA Ads  
Auto Distribute Chats  
Quick Replies  
Pop Up Campaigns  
Agent Analytics  
API & Webhooks  
ZOKO BRANDING  
Chat Widget  
Pop Up Campaigns  
Catalog Messages  
\*Fair Use Limits and associated charges  
STARTER  
CONVERSATIONS  
Hard Limit  
Fair Use Limit  
100K/mo  
Each additional conversation  
0.049 cents  
0.099 cents  
0.199 cents  
AGENTS  
Fair Use Limit  
30 Agents  
10 Agents  
5 Agents  
Each additional Agent  
$12/mo  
$15/mo  
Fair Use Limit  
30 Teams  
10 Teams  
5 Teams  
Each additional Team  
$0.99/mo  
$0.99/mo  
$0.99/mo  
ROUTING RULES  
Fair Use Limit  
30 Rules  
10 Rules  
5 Rules  
Each additional Rule  
$0.99/mo  
$0.99/mo  
$0.99/mo  
SEGMENTS  
Fair Use Limit  
20 Segments  
10 Segments  
5 Segments  
Each additional Segment  
$0.99/mo  
$0.99/mo  
$0.99/mo  
CUSTOM INBOXES  
Fair Use Limit  
15 Inboxes  
10 Inboxes  
5 Inboxes  
5 Inboxes  
Each additional Inbox  
$1.49/mo  
$1.49/mo  
$1.49/mo  
$1.49/mo  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
Instagram:  Free  
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9.9 paisa  
19.9 paisa  
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₹99/mo  
₹99/mo  
AGENTS  
Fair Use Limit  
Each additional Agent  
₹749/mo  
₹999/mo  
₹1249/mo  
Fair Use Limit  
Each additional Team  
₹99/mo  
₹99/mo  
₹99/mo  
ROUTING RULES  
Fair Use Limit  
Each additional Rule  
₹99/mo  
₹99/mo  
₹99/mo  
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10 Inboxes  
5 Inboxes  
5 Inboxes  
Each additional Inbox  
₹149/mo  
₹149/mo  
₹149/mo  
₹149/mo  
Minutes Invested, Hours Saved  
Flow Builder  
A powerful WhatsApp automation toolkit built for growing businesses. From automated order updates to collecting reviews, our platform helps you sell more while working less. Perfect for merchants who want to turn WhatsApp into their highest-converting sales channel.  
19 Prebuilt Free Flows  
Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
Free 7 day trial  •  No credit card required  
FREE Flows👇 . Unlimited use of essential automation flows – no cost, no catch!  
Recover Abandoned Checkouts  
Collect Reviews on WhatsApp  
Convert COD to prepaid  
Reconfirm COD orders  
Shipping Confirmation  
Order Delivered  
Shipping Updates  
Shipping (partially fulfilled orders)  
Order Cancelled  
Upsell Products  
Reorder Reminders  
\*Fair Use Limits and excess charges  
Account Limit  
Excess Charges  
Fair Use Limit of Steps  
500K/account  
$0.0002/step  
All accounts are subject to Fair Use policy as described below  
Each account gets 500K Steps per month  
Each additional Step will cost an extra $0.0002/Step  
The use of free flows do not count towards your fair use limits.  
Note that 98% of our customers never exceed the the monthly fair use limits.  
MInutes Invested, Hours Saved  
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Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
Free 7 day trial  •  No credit card required  
FREE Flows👇 . Unlimited use of essential automation flows – no cost, no catch!  
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Common Questions  
Let's answer some questions you may have.  
What are conversations?  
Conversations are 24-hour increments, or "sessions", that start whenever the first message from a business is delivered. The first message can be initiated by the business or a business reply within 24 hours of a user message. A user is defined as the person or entity with whom the business is messaging.  
What are Steps?  
Each action in your flow = 1 step  
Simple flow example (3 steps):  
- Receive order  
- Add Shopify tag  
- Send message  
Steps are counted each time your flow runs. Every component you drag from our toolbox = 1 step when used. Every account gets 500K free steps in a month.  
Do unused steps carry over to the next month?  
No. Unused ops will not carry over.  
If I run a flow only for 1 day, will I be charged for only 1 day?  
Yes. We calculate a daily rate for a flow and you pay only for the days that the flow was actually published/used.  
What happens if i exceed the fair use policy limits of a Zoko plan?  
Your messages and flows will continue to work. But, if you exceed the Fair Use Limits, you will charged excess charges according to the rates set forth in the Fair Use Limits and associated charges of the pricing page.  
Are all charges prepaid on Zoko?  
Yes. You pay first and use later. You will be charged your Monthly Susbcription fees on the first day of your billing period. You would then need to recharge your account with prepaid credits in order to have any Conversations.  
How long are your contracts? Can I change plans?  
You can choose to pay by month or by year. You can start/stop or make changes to your plan at any time.  
How do upgrades and downgrades work?  
You can upgrade and downgrade plans, right inside Zoko. Upgrades are effective immediately. Downgrades are effective from the next billing period.  
What discounts are available?  
We offer a discounted price for brands that have annual committed messaging volumes of 250K conversations or more per month. Please contact Sales for more information.  
What is an Agent?  
Once you sign up for a Zoko account, you become the first Agent. You can then add your team members as Agents by inviting them, using their email IDs. Let’s say you have added 100 agents. Your brand can now have 100s ofparallel conversations with customers on a single WhatsApp number.  
Does Zoko give me a number or may I set up my own number as my Official WhatsApp number?  
Bring your own number. You can give us any valid number (from any country) and we can set it up as your Official WhatsApp API number. We will send a One Time Password (OTP) to verify that you own the number. Remember that once you set up a number on the Official WhatsApp API, you cannot downgrade to a WhatsApp Business Account or regular WhatsApp Account.  
What if I want to re-use a number? I already have a WhatsApp number to talk to my customers.  
Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
Should I keep my phone always ON, to use Zoko?  
No. You will only need the phone to receive the activation OTP. Once you are verified, we don’t need the phone anymore for WhatsApp. You can continue to use it for making regular phone calls, receiving SMS text messages etc. But you can’t use WhatsApp on that phone with that number, again. You will need to use WhatsApp via the Zoko dashboard or the Official WhatsApp API.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/case-study

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
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bugsnag-anonymous-id  
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1 year 24 days  
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Used by Microsoft Advertising as a unique ID for visitors.  
Advertisement  
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ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
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Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Case Studies  
Learn from the smartest brands using Zoko  
“We needed an effective solution to convert these interactions into sales. Zoko's WhatsApp Catalog integration turned out to be our best decision.”  
Vipul Patil  
View Case Study  
“Zoko...integrates all chats and enables our agents to manage customer success operations efficiently,... The best part was that it took us less than a day to set it up.”  
Anuradha Nagar  
Marketing Specialist  
View Case Study  
"Zoko's AI assistant was extremely helpful in managing our order requests and increased our customer satisfaction rate by 20%......has an amazing UI"  
Rupinder Kaur  
Brand Marketing Manager  
View Case Study  
"By integrating Zoko's....flow, we were able to qualify leads based on their specific needs....  
We achieved ₹487K in sales from chat, resulting in an ROI of 2330% with Zoko."  
Sreerag AR  
Founder  
View Case Study  
"Zoko's abandoned cart recovery feature...allowed us to re-engage potential ......  
The results speak for themselves - $57K recovered in 90 days."  
Raina Grover  
Cofounder  
View Case Study  
"..Zoko has helped us connect... in a more meaningful way..... truly enhanced the customer experience, making it easier for us to maintain strong relationships...."  
Shan Abdul Salam  
Growth Consultant  
View Case Study  
"Our customers seem really happy with the new WhatsApp chat option. It’s so much easier for them to reach us .....  
......We’ve been able to respond to queries 40% faster, .."  
Navjyoti Kaur  
Marketing Manager  
View Case Study  
"With Zoko, we could schedule our messages in advance ......using their bulk sender feature. ....ended up generating almost USD 79,000 from our WhatsApp broadcasts alone.  ......  
Bijay Rungta  
Campaign Manager  
View Case Study  
"Before we started using Zoko, managing COD orders was a challenge. We had a high return rate...In just a few months, we saw a 15% reduction in returns ...a noticeable improvement ... It’s made a huge difference ."  
Tushar Chhabra  
Marketing Lead  
View Case Study  
"..The Reattempt Delivery Flow completely changed that for us..... asking them if they’d like a reattempt and letting them choose ... saw a 40% reduction in failed deliveries in just three months."  
Arup Kumar  
Cofounder  
View Case Study  
"Zoko’s Order taking bot helped us .... by managing customer orders from product selection to final payment... increase revenue, reduce labor costs, and offer a great shopping experience on WhatsApp."  
Sai Vardhan Pamarthi  
Cofounder  
View Case Study  
"..we were able to capture over 30,000 unique phone numbers from our website visitors. ...Integrating Zoko was straightforward, and the impact on our ability to remarket and drive sales has been tremendous.."  
Pragya Sopra  
Marketing Manager  
View Case Study  
"..We started by creating six templated responses and integrating them with Guru. The results were astounding — Guru successfully handled 1,079 queries, freeing up our agents to focus on more complex customer issues."  
Ankit Shetty  
Marketing  
View Case Study  
Pricing  
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Sign Up  
Case Studies  
Developer API  
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A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/learning-centre/home

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
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Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Learning Centre  
Lessons  
Micro Lessons  
zoko.io  
Zoko Learning Center  
Search for something, or browse by topic below  
Featured topics  
Getting Started  
A step-by-step guide to get you started on Zoko in the most thoughtful manner  
Explore articles  
Billing & Pricing  
Understand everything about the charges you’ll be paying for Zoko  
Explore articles  
FlowHippo Flows  
Learn how Flows can automate some of the most frequently asked customer queries  
Explore articles  
ChatGPT Bots  
Learn everything about ChatGPT bots to automate your messages.  
Explore articles  
Broadcast  
Learn everything about the Broadcast feature  
Explore articles  
Segments  
Learn everything about the Segments feature  
Explore articles  
Beginner topics  
Chat Screen  
Learn about the Chat Screen where you will have all your customer interactions  
Explore articles  
ChatGPT Bots  
Learn everything about ChatGPT bots to automate your messages.  
Explore articles  
WhatsApp Templates  
Learn everything about templates and how these can be used effectively  
Explore articles  
Broadcast  
Learn everything about the Broadcast feature  
Explore articles  
Pop-Up Campaigns  
Learn everything about Pop-up campaigns.  
Explore articles  
Quick Reply  
Learn how Quick Replies can save precious time while chatting with customers  
Explore articles  
Agents & Teams  
Learn how Agents & Teams can help you better manage your customer chats  
Explore articles  
Advanced topics  
WhatsApp Catalog  
Learn all about the WhatsApp Catalog, where customers can browse and purchase your products.  
Explore articles  
All Integrations  
Learn everything about integrating your Shopify, ChatGPT, and many more with Zoko.  
Explore articles  
Learn how Rules can automate repetitive processes that you do on Zoko  
Explore articles  
Analytics  
Learn how our reports can help you track key metrics and measure performance  
Explore articles  
Facebook Business Manager  
Learn about the various steps to getting your Facebook Business Manager verified  
Explore articles  
General Settings  
Learn about reports, adding contacts, changing your WhatsApp DP & more  
Explore articles  
Segments  
Learn everything about the Segments feature  
Explore articles  
Developer Topics  
WhatsApp API Documentation  
Answers to all the queries around WhatsApp API  
Explore articles  
How long does it take for Facebook Verification  
This can take anywhere between 2 to 8 business days. For more information refer  
this link  
How many days does it take for the WhatsApp API approval  
3 to 5 business days  
How do I get the WhatsApp verified green tick  
Zoko assists you in getting the green tick mark. Once you become a customer, our concierge team will help you with the process. You can know more  
What are the costs of using Zoko?  
Our pricing is public and given here -  
Zoko Pricing  
Does Zoko give me a number?  
No, we don't. Instead we upgrade whatever number you give us to an API.  
Could you please explain your pricing?  
Sure. Please watch our video to understand the pricing better. Click  
Does Zoko work in all countries  
Just like WhatsApp, Zoko works in all countries.  
Frequently asked questions  
Can’t find the answer you’re looking for?  
Explore all  
Still need help?  
Contact Support  
We are available, Monday-Saturday, 10AM-7PM IST  
WhatsApp Us  
Stay in touch with us  
Sign up for our awesome newsletter! No spam ever.  
Thank you! Your subscription is confirmed.  
Oops! Something went wrong while submitting the form.  
Better Business on WhatsApp  
© Bourbon Science, Inc

## Content from: https://www.zoko.io/whatsapp-plugin-for-shopify

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
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Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Shopify + WhatsApp  
Connect your Shopify Store to WhatsApp  
A powerful suite of features to help you sell more on WhatsApp.  
Please enter a valid email address.  
How did you hear about us\*  
Received an email from Zoko  
Received WhatsApp Message from Zoko  
Shopify Ad  
Google Ad  
LinkedIn Ad  
Referred by Zoko Customer  
Searched for WhatsApp API Providers  
Thank you! Your submission has been received!  
Oops! Something went wrong while submitting the form.  
You'll be in good company.  
Join the delighted Shopify merchants growing their businesses with the powerful suite of features from Zoko  
Sell on WhatsApp  
Take Orders on WhatsApp.  
Allow customers to place orders, track shipments, cancel items — all from within WhatsApp.  
Use WhatsApp not just for support, but to increase conversion!  
The Verified Green Tick Mark  
Green Tick Mark  
Merchants, who meet certain WhatsApp requirements, get the green badge next to the business name.  
Customers then know that your messages are authentic and from a notable merchant account.  
Shopify Notifications  
Deliver Shopify Notifications Automagically  
Merge your Shopify customer data to Zoko and delight customers by making it easy for them to confirm COD orders and giving answers like Order Status, even before they ask!  
Ratings & Reviews on WhatsApp  
Collect Ratings & Reviews on WhatsApp  
Use the familiar interface of WhatsApp to collect reviews and user generated content on WhatsApp.  
Our Customers experience a 20% uptick in ratings provided!  
Abandoned Cart Recovery  
Recover Abandoned Checkouts on WhatsApp  
Once a customer starts a checkout and does not complete a purchase, send a reminder on WhatsApp with a  
button that helps them pay right inside WhatsApp.  
See our Shopify Reviews!  
Baba E Shop  
Gardening Store  
I used this app to allow more agents to work on our business account for replying to customers' inquiries. It's a completed WhatsApp CRM tool to manage. Great customer service support from Zoko as well.  
Green Soul Ergonomics  
Furniture Store  
One of the best WhatsApp Automation App. seamless integration with Shopify and works wonders. More than that, The ZOKO team is very friendly and supports promptly and effectively. Cheers to them for this awesome App and their team.  
Chemist at Play  
Cosmetics Store  
Best whatsapp CRM tools out there. handles all our use cases pretty well. also the customer support is awesome  
Petfood Store  
I stumbled upon Zoko quite randomly, and I've been really happy with their service! Starting with the demo and installation process - the team was super friendly, supportive and hands on. It made the whole process a lot less daunting and very easy. Post installation, the team gave the much needed support to ensure we were onboarded properly and this was really appreciated because not a lot apps do that! We have really enjoyed using the dashboard - super easy to use, we can also keep a track of the chats easily, and have more than one person using the chat! The thing that really impresses me is that the team are constantly innovating, coming up with new features. Anytime we have an issue, they are extremely responsive and their timeliness is commendable. 100% recommend Zoko.  
CuidaMiMascota  
Pet Services  
This app change our operations team world! We've wanted everything this app has for a lot of time, but could no find anything as easy to setup and with such a great support team like Zoko. We got verified in Whatsapp which is a big PRO, and in every step Zoko team was very supportive, obviously through whatsapp! Highly recommend!  
WaterScience  
Water Filters Store  
"We really like your interface and as i said earlier we were exactly looking for this…"  
Juicy Chemistry  
Cosmetics  
Perfect Whatsapp automation tool. # Automated Team Routing  
# Excellent UI which makes things smoother.  
# Plug-N-Play Integration  
# Quick Replies, Templates, Orders Status Automation  
# Most Notably friendly team, who responds promptly.  
Postcard.in  
Snack Boxes  
...Zoko has helped us in our WhatsApp marketing reachouts and I can vouch for the solution for what I understood as your requirement.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://docs.zoko.io

home page  
Search or ask...  
Ctrl K  
Sign In  
Sign Up  
Sign Up  
Search...  
Navigation  
Introduction  
Authentication  
Documentation  
API Reference  
Contact Us  
Introduction  
Authentication  
Messaging API  
Message API  
Customer API  
Agent API  
Webhook API  
Guides  
Webhooks  
Introduction  
Authentication  
Zoko API authentication  
API Key  
The ZOKO API uses API keys to authenticate requests. You can view and manage your API key in the Zoko Dashboard.  
The API key needs to passed as a header into every API call you make.  
apikey: 'your-api-key-here'  
All API requests must be made over HTTPS.  
Calls made over plain HTTP will fail.  
API requests without authentication will also fail.  
Your API keys carry many privileges, so be sure to keep them confidential! Do  
not share your secret API keys in publicly accessible areas such as GitHub,  
client-side code, and so forth.  
Before you start using the API, make sure you have your API key ready. If you haven’t received this yet, please contact our helpdesk.  
Sample Code  
JavaScript  
Python  
--request  
https://chat.zoko.io/v2/message/e202794d-15f6-487a-971b-5e2b6ea8a2a5/history  
--header  
'accept: application/json'  
--header  
'apikey: your-api-key-here'  
Overview  
twitter  
linkedin  
facebook  
Powered by Mintlify  
On this page  
API Key  
Sample Code

## Content from: https://www.zoko.io/legal

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
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Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
EFFECTIVE DATE: 23 AUGUST 2020  
EFFECTIVE DATE: 23 AUGUST 2020  
Service Level Agreement  
Refund Policies  
The following document highlights our refund policies  
NOTE IMPORTANT. READ CAREFULLY.  
What information does Bourbon Collect?  
Information you voluntarily provide to us  
We receive and store any information you provide to us. For example, through the registration process and/or through the use of our Services, we may collect Personal Information such as your name, address, email address, or phone number. Certain information may be required to register with us or to take advantage of some of our features.We may communicate with you if you’ve provided us the means to do so. For example, if you’ve given us your email address, we may send you promotional email offers, or email you about your use of theServices. Also, we may receive a confirmation when you open an email from us. This confirmation helps us make our communications with you more interesting and improve our services. If you do not want to receive communications from us, please indicate your preference by contacting us at contact@zoko.io.  
Information automatically collected by Bourbon  
Will Bourbon share or sell any Personal Information it receives?  
We do not rent or sell Personal Information in personally identifiable form to anyone, except as expressly provided below. We may transmit your Personal Information with third parties as described in this section  
Information that’s no longer personally identifiable  
We may anonymize Personal Information so that you are not individually identified and provide aggregate usage information to our partners, who may use such information to provide you with an optimal online experience. However, we never disclose aggregate usage information to a partner in a manner that would identify you or your customers personally, as an individual.  
Affiliated Businesses and API’s  
Agents  
We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you; for example, we may use a payment processing company to receive and process your credit card transactions for us. Unless we tell you differently, our agents do not have any right to use the Personal Information we share with them beyond what is necessary to assist us in providing you the Service.  
User Profiles and Submissions  
Please remember that any Personal Information or content that you voluntarily disclose online in a manner other users can view becomes publicly available, and can be collected and used by anyone.Such instances include but not limited to discussion boards, in comments, in messages and chat areas, etc.  
Business Transfers  
We may choose to buy or sell assets, and may share and/or transfer customer information in connection with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party.  
Protection of Bourbon and Others  
Is the Personal Information secure?  
What Personal Information can I access?  
Through your account settings, you may access, and, in some cases, edit or delete the any information you’ve provided to us The information you can view, update, and delete may change as the Services change. If you have any questions about viewing or updating information we have on file about you, please contact us at contact@zoko.io.  
What choices do I have?  
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## Content from: https://www.zoko.io/learning-centre/pages/home/qr-code-generator-page

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
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Save My Preferences  
Accept All  
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Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
QR Code Generator  
Create WhatsApp Click to Chat QR Codes  
WhatsApp Click to Chat QR Codes for your website  
This simple tool makes it easy for contacts to start a chat from your website or landing pages on WhatsApp by using QR codes.  
Type your WhatsApp Number  
Enter your WhatsApp number along with your country code (without the ‘+’ symbol). For instance, if your country code is +91 and your WhatsApp number is 872849182, just type 91872849182.  
Share your Email ID  
Welcome Message (Optional)  
Automatically send this text when a user clicks on your chat link, making it easier to start a conversation.  
Thank you! here's your requested QR Code  
Oops! Something went wrong while submitting the form.  
Your WhatsApp Click-To-Chat Link  
Copy Link  
Your WhatsApp QR Code  
Download QR Code

## Content from: https://app.live.zoko.io/login

v4.0.93  
By clicking below to continue, you confirm that you agree to all our  
and the  
Continue with Google  
Email address  
Password  
Forgot password?  
Continue

## Content from: https://www.zoko.io/contact

Customise  
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A wealth of features and integrations makes Zoko perfect for doing business on WhatsApp.  
Sexy Beast  
Fashion & Apparrel  
Superb app and amazing support from Rahul and his team. I have recommended them to many friends and colleagues. The team have always been there to answer queries and guide me. They are also open to customisations if they make sense to the wider community. Good stuff!  
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## Content from: https://app.live.zoko.io/signup

v4.0.93  
By clicking below to continue, you confirm that you agree to all our  
and the  
Continue with Google  
Email address  
Password  
Forgot password?  
Continue

## Content from: https://docs.zoko.io/

home page  
Search or ask...  
Ctrl K  
Sign In  
Sign Up  
Sign Up  
Search...  
Navigation  
Introduction  
Authentication  
Documentation  
API Reference  
Contact Us  
Introduction  
Authentication  
Messaging API  
Message API  
Customer API  
Agent API  
Webhook API  
Guides  
Webhooks  
Introduction  
Authentication  
Zoko API authentication  
API Key  
The ZOKO API uses API keys to authenticate requests. You can view and manage your API key in the Zoko Dashboard.  
The API key needs to passed as a header into every API call you make.  
apikey: 'your-api-key-here'  
All API requests must be made over HTTPS.  
Calls made over plain HTTP will fail.  
API requests without authentication will also fail.  
Your API keys carry many privileges, so be sure to keep them confidential! Do  
not share your secret API keys in publicly accessible areas such as GitHub,  
client-side code, and so forth.  
Before you start using the API, make sure you have your API key ready. If you haven’t received this yet, please contact our helpdesk.  
Sample Code  
JavaScript  
Python  
--request  
https://chat.zoko.io/v2/message/e202794d-15f6-487a-971b-5e2b6ea8a2a5/history  
--header  
'accept: application/json'  
--header  
'apikey: your-api-key-here'  
Overview  
twitter  
linkedin  
facebook  
Powered by Mintlify  
On this page  
API Key  
Sample Code

## Content from: https://www.zoko.io/blog

Customise  
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Starting on WhatsApp  
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## Content from: mailto:contact@zoko.io?subject=I%20am%20interested%20to%20learn%20more%20about%20Zoko

Customise  
Reject All  
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Customise Consent Preferences  
Show more  
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Duration  
1 year  
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Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
Duration  
7 days  
Description  
Duration  
session  
Description  
mp\_\*\_mixpanel  
Duration  
1 year  
Description  
bugsnag-anonymous-id  
Duration  
Never Expires  
Description  
Performance  
Duration  
1 year 24 days  
Description  
Used by Microsoft Advertising as a unique ID for visitors.  
Advertisement  
Duration  
1 year  
Description  
Duration  
1 year 24 days  
Description  
ANONCHK  
Duration  
10 minutes  
Description  
Duration  
15 minutes  
Description  
Duration  
1 year 24 days  
Description  
Uncategorised  
\_\_tld\_\_  
Duration  
session  
Description  
Description is currently not available.  
ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
Duration  
Never Expires  
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No description available.  
ph\_phc\_TXdpocbGVeZVm5VJmAsHTMrCofBQu3e0kN8HGMNGTVW\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
ajs%3Atest  
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mintlify-auth-key  
Duration  
session  
Description  
Description is currently not available.  
UTMData  
Duration  
10 days  
Description  
Description is currently not available.  
dmn\_chk\_\*  
Duration  
session  
Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Pricing Plans  
7-day Free Trial,  
No Card Needed  
Start for Free  •  Cancel anytime  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
Instagram:  Free  
WhatsApp:  
rate card  
Shopify:  
$4.99/mo  
EXTRAS  
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FREE MUC  
Monthly Unique User. See FAQ below.  
Sign Up  
FREE Incoming  
Any message that a customer sends to your Official WhatsApp Number.  
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All Features Included  
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CONVERSATIONS  
Hard Limit  
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Each additional conversation  
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₹749/mo  
₹999/mo  
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₹149/mo  
Minutes Invested, Hours Saved  
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A powerful WhatsApp automation toolkit built for growing businesses. From automated order updates to collecting reviews, our platform helps you sell more while working less. Perfect for merchants who want to turn WhatsApp into their highest-converting sales channel.  
19 Prebuilt Free Flows  
Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
Free 7 day trial  •  No credit card required  
FREE Flows👇 . Unlimited use of essential automation flows – no cost, no catch!  
Recover Abandoned Checkouts  
Collect Reviews on WhatsApp  
Convert COD to prepaid  
Reconfirm COD orders  
Shipping Confirmation  
Order Delivered  
Shipping Updates  
Shipping (partially fulfilled orders)  
Order Cancelled  
Upsell Products  
Reorder Reminders  
\*Fair Use Limits and excess charges  
Account Limit  
Excess Charges  
Fair Use Limit of Steps  
500K/account  
$0.0002/step  
All accounts are subject to Fair Use policy as described below  
Each account gets 500K Steps per month  
Each additional Step will cost an extra $0.0002/Step  
The use of free flows do not count towards your fair use limits.  
Note that 98% of our customers never exceed the the monthly fair use limits.  
MInutes Invested, Hours Saved  
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Common Questions  
Let's answer some questions you may have.  
What are conversations?  
Conversations are 24-hour increments, or "sessions", that start whenever the first message from a business is delivered. The first message can be initiated by the business or a business reply within 24 hours of a user message. A user is defined as the person or entity with whom the business is messaging.  
What are Steps?  
Each action in your flow = 1 step  
Simple flow example (3 steps):  
- Receive order  
- Add Shopify tag  
- Send message  
Steps are counted each time your flow runs. Every component you drag from our toolbox = 1 step when used. Every account gets 500K free steps in a month.  
Do unused steps carry over to the next month?  
No. Unused ops will not carry over.  
If I run a flow only for 1 day, will I be charged for only 1 day?  
Yes. We calculate a daily rate for a flow and you pay only for the days that the flow was actually published/used.  
What happens if i exceed the fair use policy limits of a Zoko plan?  
Your messages and flows will continue to work. But, if you exceed the Fair Use Limits, you will charged excess charges according to the rates set forth in the Fair Use Limits and associated charges of the pricing page.  
Are all charges prepaid on Zoko?  
Yes. You pay first and use later. You will be charged your Monthly Susbcription fees on the first day of your billing period. You would then need to recharge your account with prepaid credits in order to have any Conversations.  
How long are your contracts? Can I change plans?  
You can choose to pay by month or by year. You can start/stop or make changes to your plan at any time.  
How do upgrades and downgrades work?  
You can upgrade and downgrade plans, right inside Zoko. Upgrades are effective immediately. Downgrades are effective from the next billing period.  
What discounts are available?  
We offer a discounted price for brands that have annual committed messaging volumes of 250K conversations or more per month. Please contact Sales for more information.  
What is an Agent?  
Once you sign up for a Zoko account, you become the first Agent. You can then add your team members as Agents by inviting them, using their email IDs. Let’s say you have added 100 agents. Your brand can now have 100s ofparallel conversations with customers on a single WhatsApp number.  
Does Zoko give me a number or may I set up my own number as my Official WhatsApp number?  
Bring your own number. You can give us any valid number (from any country) and we can set it up as your Official WhatsApp API number. We will send a One Time Password (OTP) to verify that you own the number. Remember that once you set up a number on the Official WhatsApp API, you cannot downgrade to a WhatsApp Business Account or regular WhatsApp Account.  
What if I want to re-use a number? I already have a WhatsApp number to talk to my customers.  
Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
Should I keep my phone always ON, to use Zoko?  
No. You will only need the phone to receive the activation OTP. Once you are verified, we don’t need the phone anymore for WhatsApp. You can continue to use it for making regular phone calls, receiving SMS text messages etc. But you can’t use WhatsApp on that phone with that number, again. You will need to use WhatsApp via the Zoko dashboard or the Official WhatsApp API.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/pricing#w-tabs-0-data-w-pane-1

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
\_\_cf\_bm  
Duration  
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Description  
Duration  
1 year  
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Functional  
Duration  
6 months  
Description  
Duration  
Description  
Analytics  
Duration  
1 year  
Description  
ajs\_user\_id  
Duration  
1 year  
Description  
ajs\_group\_id  
Duration  
1 year  
Description  
ajs\_anonymous\_id  
Duration  
1 year  
Description  
\_gcl\_au  
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3 months  
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Facebook: Free  
Instagram:  Free  
WhatsApp:  
rate card  
Shopify:  
$4.99/mo  
EXTRAS  
Fair Use Charges  
All applicable taxes and payment fees  
$24.99/m\*  
STARTER  
FREE MUC  
Monthly Unique User. See FAQ below.  
Sign Up  
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4.9 paisa  
9.9 paisa  
19.9 paisa  
SEGMENTS  
Fair Use Limit  
Each additional Segment  
₹99/mo  
₹99/mo  
₹99/mo  
AGENTS  
Fair Use Limit  
Each additional Agent  
₹749/mo  
₹999/mo  
₹1249/mo  
Fair Use Limit  
Each additional Team  
₹99/mo  
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₹99/mo  
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How long are your contracts? Can I change plans?  
You can choose to pay by month or by year. You can start/stop or make changes to your plan at any time.  
How do upgrades and downgrades work?  
You can upgrade and downgrade plans, right inside Zoko. Upgrades are effective immediately. Downgrades are effective from the next billing period.  
What discounts are available?  
We offer a discounted price for brands that have annual committed messaging volumes of 250K conversations or more per month. Please contact Sales for more information.  
What is an Agent?  
Once you sign up for a Zoko account, you become the first Agent. You can then add your team members as Agents by inviting them, using their email IDs. Let’s say you have added 100 agents. Your brand can now have 100s ofparallel conversations with customers on a single WhatsApp number.  
Does Zoko give me a number or may I set up my own number as my Official WhatsApp number?  
Bring your own number. You can give us any valid number (from any country) and we can set it up as your Official WhatsApp API number. We will send a One Time Password (OTP) to verify that you own the number. Remember that once you set up a number on the Official WhatsApp API, you cannot downgrade to a WhatsApp Business Account or regular WhatsApp Account.  
What if I want to re-use a number? I already have a WhatsApp number to talk to my customers.  
Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
Should I keep my phone always ON, to use Zoko?  
No. You will only need the phone to receive the activation OTP. Once you are verified, we don’t need the phone anymore for WhatsApp. You can continue to use it for making regular phone calls, receiving SMS text messages etc. But you can’t use WhatsApp on that phone with that number, again. You will need to use WhatsApp via the Zoko dashboard or the Official WhatsApp API.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/pricing#w-tabs-1-data-w-pane-0

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
\_\_cf\_bm  
Duration  
1 hour  
Description  
Duration  
1 year  
Description  
Functional  
Duration  
6 months  
Description  
Duration  
Description  
Analytics  
Duration  
1 year  
Description  
ajs\_user\_id  
Duration  
1 year  
Description  
ajs\_group\_id  
Duration  
1 year  
Description  
ajs\_anonymous\_id  
Duration  
1 year  
Description  
\_gcl\_au  
Duration  
3 months  
Description  
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1 year 1 month 4 days  
Description  
Duration  
Description  
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1 minute  
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1 year  
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1 year 1 month 4 days  
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Description  
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7 days  
Description  
Duration  
session  
Description  
mp\_\*\_mixpanel  
Duration  
1 year  
Description  
bugsnag-anonymous-id  
Duration  
Never Expires  
Description  
Performance  
Duration  
1 year 24 days  
Description  
Used by Microsoft Advertising as a unique ID for visitors.  
Advertisement  
Duration  
1 year  
Description  
Duration  
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1 year 24 days  
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session  
Description  
Description is currently not available.  
ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
Duration  
Never Expires  
Description  
No description available.  
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Description is currently not available.  
ajs%3Atest  
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1 year  
Description  
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Duration  
1 year  
Description  
No description available.  
mintlify-auth-key  
Duration  
session  
Description  
Description is currently not available.  
UTMData  
Duration  
10 days  
Description  
Description is currently not available.  
dmn\_chk\_\*  
Duration  
session  
Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Pricing Plans  
7-day Free Trial,  
No Card Needed  
Start for Free  •  Cancel anytime  
per month\*  
per conversation\*  
Card Not Required  
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Facebook: Free  
Instagram:  Free  
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Hard Limit  
Fair Use Limit  
100K/mo  
Each additional conversation  
0.049 cents  
0.099 cents  
0.199 cents  
AGENTS  
Fair Use Limit  
30 Agents  
10 Agents  
5 Agents  
Each additional Agent  
$12/mo  
$15/mo  
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30 Teams  
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We offer a discounted price for brands that have annual committed messaging volumes of 250K conversations or more per month. Please contact Sales for more information.  
What is an Agent?  
Once you sign up for a Zoko account, you become the first Agent. You can then add your team members as Agents by inviting them, using their email IDs. Let’s say you have added 100 agents. Your brand can now have 100s ofparallel conversations with customers on a single WhatsApp number.  
Does Zoko give me a number or may I set up my own number as my Official WhatsApp number?  
Bring your own number. You can give us any valid number (from any country) and we can set it up as your Official WhatsApp API number. We will send a One Time Password (OTP) to verify that you own the number. Remember that once you set up a number on the Official WhatsApp API, you cannot downgrade to a WhatsApp Business Account or regular WhatsApp Account.  
What if I want to re-use a number? I already have a WhatsApp number to talk to my customers.  
Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
Should I keep my phone always ON, to use Zoko?  
No. You will only need the phone to receive the activation OTP. Once you are verified, we don’t need the phone anymore for WhatsApp. You can continue to use it for making regular phone calls, receiving SMS text messages etc. But you can’t use WhatsApp on that phone with that number, again. You will need to use WhatsApp via the Zoko dashboard or the Official WhatsApp API.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/pricing#w-tabs-1-data-w-pane-1

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
\_\_cf\_bm  
Duration  
1 hour  
Description  
Duration  
1 year  
Description  
Functional  
Duration  
6 months  
Description  
Duration  
Description  
Analytics  
Duration  
1 year  
Description  
ajs\_user\_id  
Duration  
1 year  
Description  
ajs\_group\_id  
Duration  
1 year  
Description  
ajs\_anonymous\_id  
Duration  
1 year  
Description  
\_gcl\_au  
Duration  
3 months  
Description  
Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
\_gat\_gtag\_UA\_\*  
Duration  
1 minute  
Description  
Duration  
1 year  
Description  
Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
Duration  
7 days  
Description  
Duration  
session  
Description  
mp\_\*\_mixpanel  
Duration  
1 year  
Description  
bugsnag-anonymous-id  
Duration  
Never Expires  
Description  
Performance  
Duration  
1 year 24 days  
Description  
Used by Microsoft Advertising as a unique ID for visitors.  
Advertisement  
Duration  
1 year  
Description  
Duration  
1 year 24 days  
Description  
ANONCHK  
Duration  
10 minutes  
Description  
Duration  
15 minutes  
Description  
Duration  
1 year 24 days  
Description  
Uncategorised  
\_\_tld\_\_  
Duration  
session  
Description  
Description is currently not available.  
ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
Duration  
Never Expires  
Description  
No description available.  
ph\_phc\_TXdpocbGVeZVm5VJmAsHTMrCofBQu3e0kN8HGMNGTVW\_posthog  
Duration  
1 year  
Description  
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Duration  
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Description  
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mintlify-auth-key  
Duration  
session  
Description  
Description is currently not available.  
UTMData  
Duration  
10 days  
Description  
Description is currently not available.  
dmn\_chk\_\*  
Duration  
session  
Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Pricing Plans  
7-day Free Trial,  
No Card Needed  
Start for Free  •  Cancel anytime  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
Instagram:  Free  
WhatsApp:  
rate card  
Shopify:  
$4.99/mo  
EXTRAS  
Fair Use Charges  
All applicable taxes and payment fees  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
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$24.99/m\*  
STARTER  
FREE MUC  
Monthly Unique User. See FAQ below.  
Sign Up  
FREE Incoming  
Any message that a customer sends to your Official WhatsApp Number.  
FREE Outgoing  
Any message sent from your Official WhatsApp Number within 24-hours of an incoming customer message.  
All Features Included  
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$4.99/m  
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Most Popular  
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Compare Plans  
Features  
STARTER  
WhatsApp Catalog  
Chat Widget  
Customer Tags  
CTWA Ads  
Auto Distribute Chats  
Quick Replies  
Pop Up Campaigns  
Agent Analytics  
API & Webhooks  
ZOKO BRANDING  
Chat Widget  
Pop Up Campaigns  
Catalog Messages  
\*Fair Use Limits and associated charges  
STARTER  
CONVERSATIONS  
Hard Limit  
Fair Use Limit  
100K/mo  
Each additional conversation  
0.049 cents  
0.099 cents  
0.199 cents  
AGENTS  
Fair Use Limit  
30 Agents  
10 Agents  
5 Agents  
Each additional Agent  
$12/mo  
$15/mo  
Fair Use Limit  
30 Teams  
10 Teams  
5 Teams  
Each additional Team  
$0.99/mo  
$0.99/mo  
$0.99/mo  
ROUTING RULES  
Fair Use Limit  
30 Rules  
10 Rules  
5 Rules  
Each additional Rule  
$0.99/mo  
$0.99/mo  
$0.99/mo  
SEGMENTS  
Fair Use Limit  
20 Segments  
10 Segments  
5 Segments  
Each additional Segment  
$0.99/mo  
$0.99/mo  
$0.99/mo  
CUSTOM INBOXES  
Fair Use Limit  
15 Inboxes  
10 Inboxes  
5 Inboxes  
5 Inboxes  
Each additional Inbox  
$1.49/mo  
$1.49/mo  
$1.49/mo  
$1.49/mo  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
Instagram:  Free  
WhatsApp:  
rate card  
Shopify:  
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Fair Use Charges  
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Card Not Required  
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Facebook: Free  
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per month\*  
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Features  
STARTER  
Broadcasts  
WhatsApp Catalog  
Chat Widget  
Customer Tags  
CTWA Ads  
Auto Distribute Chats  
Quick Replies  
Pop Up Campaigns  
Agent Analytics  
API & Webhooks  
ZOKO BRANDING  
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STARTER  
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\*Fair Use Limits and associated charges  
Features  
STARTER  
CONVERSATIONS  
Hard Limit  
Fair Use Limit  
100K/mo  
Each additional conversation  
4.9 paisa  
9.9 paisa  
19.9 paisa  
SEGMENTS  
Fair Use Limit  
Each additional Segment  
₹99/mo  
₹99/mo  
₹99/mo  
AGENTS  
Fair Use Limit  
Each additional Agent  
₹749/mo  
₹999/mo  
₹1249/mo  
Fair Use Limit  
Each additional Team  
₹99/mo  
₹99/mo  
₹99/mo  
ROUTING RULES  
Fair Use Limit  
Each additional Rule  
₹99/mo  
₹99/mo  
₹99/mo  
CUSTOM INBOXES  
Fair Use Limit  
15 Inboxes  
10 Inboxes  
5 Inboxes  
5 Inboxes  
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₹149/mo  
₹149/mo  
₹149/mo  
₹149/mo  
Minutes Invested, Hours Saved  
Flow Builder  
A powerful WhatsApp automation toolkit built for growing businesses. From automated order updates to collecting reviews, our platform helps you sell more while working less. Perfect for merchants who want to turn WhatsApp into their highest-converting sales channel.  
19 Prebuilt Free Flows  
Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
Free 7 day trial  •  No credit card required  
FREE Flows👇 . Unlimited use of essential automation flows – no cost, no catch!  
Recover Abandoned Checkouts  
Collect Reviews on WhatsApp  
Convert COD to prepaid  
Reconfirm COD orders  
Shipping Confirmation  
Order Delivered  
Shipping Updates  
Shipping (partially fulfilled orders)  
Order Cancelled  
Upsell Products  
Reorder Reminders  
\*Fair Use Limits and excess charges  
Account Limit  
Excess Charges  
Fair Use Limit of Steps  
500K/account  
$0.0002/step  
All accounts are subject to Fair Use policy as described below  
Each account gets 500K Steps per month  
Each additional Step will cost an extra $0.0002/Step  
The use of free flows do not count towards your fair use limits.  
Note that 98% of our customers never exceed the the monthly fair use limits.  
MInutes Invested, Hours Saved  
Flow Builder  
A powerful WhatsApp automation toolkit built for growing businesses. From automated order updates to collecting reviews, our platform helps you sell more while working less. Perfect for merchants who want to turn WhatsApp into their highest-converting sales channel.  
Free Prebuilt Flows  
Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
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0.02/step  
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Common Questions  
Let's answer some questions you may have.  
What are conversations?  
Conversations are 24-hour increments, or "sessions", that start whenever the first message from a business is delivered. The first message can be initiated by the business or a business reply within 24 hours of a user message. A user is defined as the person or entity with whom the business is messaging.  
What are Steps?  
Each action in your flow = 1 step  
Simple flow example (3 steps):  
- Receive order  
- Add Shopify tag  
- Send message  
Steps are counted each time your flow runs. Every component you drag from our toolbox = 1 step when used. Every account gets 500K free steps in a month.  
Do unused steps carry over to the next month?  
No. Unused ops will not carry over.  
If I run a flow only for 1 day, will I be charged for only 1 day?  
Yes. We calculate a daily rate for a flow and you pay only for the days that the flow was actually published/used.  
What happens if i exceed the fair use policy limits of a Zoko plan?  
Your messages and flows will continue to work. But, if you exceed the Fair Use Limits, you will charged excess charges according to the rates set forth in the Fair Use Limits and associated charges of the pricing page.  
Are all charges prepaid on Zoko?  
Yes. You pay first and use later. You will be charged your Monthly Susbcription fees on the first day of your billing period. You would then need to recharge your account with prepaid credits in order to have any Conversations.  
How long are your contracts? Can I change plans?  
You can choose to pay by month or by year. You can start/stop or make changes to your plan at any time.  
How do upgrades and downgrades work?  
You can upgrade and downgrade plans, right inside Zoko. Upgrades are effective immediately. Downgrades are effective from the next billing period.  
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Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
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Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/pricing#fair-use-charges-USD

Customise  
Reject All  
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\_\_cf\_bm  
Duration  
1 hour  
Description  
Duration  
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Description  
Duration  
Description  
Analytics  
Duration  
1 year  
Description  
ajs\_user\_id  
Duration  
1 year  
Description  
ajs\_group\_id  
Duration  
1 year  
Description  
ajs\_anonymous\_id  
Duration  
1 year  
Description  
\_gcl\_au  
Duration  
3 months  
Description  
Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
\_gat\_gtag\_UA\_\*  
Duration  
1 minute  
Description  
Duration  
1 year  
Description  
Duration  
1 year 1 month 4 days  
Description  
Duration  
Description  
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Uncategorised  
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Duration  
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Description is currently not available.  
ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
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Duration  
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Description  
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Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
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All Features Included  
EXTRAS  
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$4.99/m  
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Compare Plans  
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\*Fair Use Limits and associated charges  
STARTER  
CONVERSATIONS  
Hard Limit  
Fair Use Limit  
100K/mo  
Each additional conversation  
0.049 cents  
0.099 cents  
0.199 cents  
AGENTS  
Fair Use Limit  
30 Agents  
10 Agents  
5 Agents  
Each additional Agent  
$12/mo  
$15/mo  
Fair Use Limit  
30 Teams  
10 Teams  
5 Teams  
Each additional Team  
$0.99/mo  
$0.99/mo  
$0.99/mo  
ROUTING RULES  
Fair Use Limit  
30 Rules  
10 Rules  
5 Rules  
Each additional Rule  
$0.99/mo  
$0.99/mo  
$0.99/mo  
SEGMENTS  
Fair Use Limit  
20 Segments  
10 Segments  
5 Segments  
Each additional Segment  
$0.99/mo  
$0.99/mo  
$0.99/mo  
CUSTOM INBOXES  
Fair Use Limit  
15 Inboxes  
10 Inboxes  
5 Inboxes  
5 Inboxes  
Each additional Inbox  
$1.49/mo  
$1.49/mo  
$1.49/mo  
$1.49/mo  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
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Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
Free 7 day trial  •  No credit card required  
FREE Flows👇 . Unlimited use of essential automation flows – no cost, no catch!  
Recover Abandoned Checkouts  
Collect Reviews on WhatsApp  
Convert COD to prepaid  
Reconfirm COD orders  
Shipping Confirmation  
Order Delivered  
Shipping Updates  
Shipping (partially fulfilled orders)  
Order Cancelled  
Upsell Products  
Reorder Reminders  
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Excess Charges  
Fair Use Limit of Steps  
500K/account  
$0.0002/step  
All accounts are subject to Fair Use policy as described below  
Each account gets 500K Steps per month  
Each additional Step will cost an extra $0.0002/Step  
The use of free flows do not count towards your fair use limits.  
Note that 98% of our customers never exceed the the monthly fair use limits.  
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Common Questions  
Let's answer some questions you may have.  
What are conversations?  
Conversations are 24-hour increments, or "sessions", that start whenever the first message from a business is delivered. The first message can be initiated by the business or a business reply within 24 hours of a user message. A user is defined as the person or entity with whom the business is messaging.  
What are Steps?  
Each action in your flow = 1 step  
Simple flow example (3 steps):  
- Receive order  
- Add Shopify tag  
- Send message  
Steps are counted each time your flow runs. Every component you drag from our toolbox = 1 step when used. Every account gets 500K free steps in a month.  
Do unused steps carry over to the next month?  
No. Unused ops will not carry over.  
If I run a flow only for 1 day, will I be charged for only 1 day?  
Yes. We calculate a daily rate for a flow and you pay only for the days that the flow was actually published/used.  
What happens if i exceed the fair use policy limits of a Zoko plan?  
Your messages and flows will continue to work. But, if you exceed the Fair Use Limits, you will charged excess charges according to the rates set forth in the Fair Use Limits and associated charges of the pricing page.  
Are all charges prepaid on Zoko?  
Yes. You pay first and use later. You will be charged your Monthly Susbcription fees on the first day of your billing period. You would then need to recharge your account with prepaid credits in order to have any Conversations.  
How long are your contracts? Can I change plans?  
You can choose to pay by month or by year. You can start/stop or make changes to your plan at any time.  
How do upgrades and downgrades work?  
You can upgrade and downgrade plans, right inside Zoko. Upgrades are effective immediately. Downgrades are effective from the next billing period.  
What discounts are available?  
We offer a discounted price for brands that have annual committed messaging volumes of 250K conversations or more per month. Please contact Sales for more information.  
What is an Agent?  
Once you sign up for a Zoko account, you become the first Agent. You can then add your team members as Agents by inviting them, using their email IDs. Let’s say you have added 100 agents. Your brand can now have 100s ofparallel conversations with customers on a single WhatsApp number.  
Does Zoko give me a number or may I set up my own number as my Official WhatsApp number?  
Bring your own number. You can give us any valid number (from any country) and we can set it up as your Official WhatsApp API number. We will send a One Time Password (OTP) to verify that you own the number. Remember that once you set up a number on the Official WhatsApp API, you cannot downgrade to a WhatsApp Business Account or regular WhatsApp Account.  
What if I want to re-use a number? I already have a WhatsApp number to talk to my customers.  
Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
Should I keep my phone always ON, to use Zoko?  
No. You will only need the phone to receive the activation OTP. Once you are verified, we don’t need the phone anymore for WhatsApp. You can continue to use it for making regular phone calls, receiving SMS text messages etc. But you can’t use WhatsApp on that phone with that number, again. You will need to use WhatsApp via the Zoko dashboard or the Official WhatsApp API.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
A/4M, IG KHB COLONY, 5TH BLK, KORMANGALA,BANGALORE, Bengaluru (Bangalore) Urban, Karnataka, 560034

## Content from: https://www.zoko.io/pricing#fair-use-charges-INR

Customise  
Reject All  
Accept All  
Customise Consent Preferences  
Show more  
Necessary  
Always Active  
\_\_cf\_bm  
Duration  
1 hour  
Description  
Duration  
1 year  
Description  
Functional  
Duration  
6 months  
Description  
Duration  
Description  
Analytics  
Duration  
1 year  
Description  
ajs\_user\_id  
Duration  
1 year  
Description  
ajs\_group\_id  
Duration  
1 year  
Description  
ajs\_anonymous\_id  
Duration  
1 year  
Description  
\_gcl\_au  
Duration  
3 months  
Description  
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Description  
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Description  
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1 minute  
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1 year  
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1 year 1 month 4 days  
Description  
Duration  
Description  
Duration  
7 days  
Description  
Duration  
session  
Description  
mp\_\*\_mixpanel  
Duration  
1 year  
Description  
bugsnag-anonymous-id  
Duration  
Never Expires  
Description  
Performance  
Duration  
1 year 24 days  
Description  
Used by Microsoft Advertising as a unique ID for visitors.  
Advertisement  
Duration  
1 year  
Description  
Duration  
1 year 24 days  
Description  
ANONCHK  
Duration  
10 minutes  
Description  
Duration  
15 minutes  
Description  
Duration  
1 year 24 days  
Description  
Uncategorised  
\_\_tld\_\_  
Duration  
session  
Description  
Description is currently not available.  
ph\_phc\_TfWRbK1TiDmkMCRroVuWFlRNAZXHD4lYs1YujfOoO38\_posthog  
Duration  
1 year  
Description  
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Duration  
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ph\_phc\_TXdpocbGVeZVm5VJmAsHTMrCofBQu3e0kN8HGMNGTVW\_posthog  
Duration  
1 year  
Description  
Description is currently not available.  
ajs%3Atest  
Duration  
1 year  
Description  
No description available.  
Duration  
1 year  
Description  
No description available.  
mintlify-auth-key  
Duration  
session  
Description  
Description is currently not available.  
UTMData  
Duration  
10 days  
Description  
Description is currently not available.  
dmn\_chk\_\*  
Duration  
session  
Description  
Reject All  
Save My Preferences  
Accept All  
Powered by  
Pricing  
Case Studies  
Learning Centre  
Shopify  
Developer API  
QR Code Generator  
Existing User? Sign in  
Pricing Plans  
7-day Free Trial,  
No Card Needed  
Start for Free  •  Cancel anytime  
per month\*  
per conversation\*  
Card Not Required  
PLATFORM FEES  
Facebook: Free  
Instagram:  Free  
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MInutes Invested, Hours Saved  
Flow Builder  
A powerful WhatsApp automation toolkit built for growing businesses. From automated order updates to collecting reviews, our platform helps you sell more while working less. Perfect for merchants who want to turn WhatsApp into their highest-converting sales channel.  
Free Prebuilt Flows  
Automate complex tasks  
Used by 3000+ merchants  
ChatGPT Integration  
Built for Shopify  
Built for WhatsApp  
per user, per month  
Start free trial  
Free 30 day trial  •  No credit card required  
/month\*  
per custom flow  
Free 7 day trial  •  No credit card required  
FREE Flows👇 . Unlimited use of essential automation flows – no cost, no catch!  
Recover Abandoned Checkouts  
Collect Reviews on WhatsApp  
Convert COD to prepaid  
Reconfirm COD orders  
Shipping Confirmation  
Order Delivered  
Shipping Updates  
Shipping (partially fulfilled orders)  
Order Cancelled  
Upsell Products  
Reorder Reminders  
\*Fair Use Limits and excess charges  
Account Limit  
Excess Charges  
Fair Use Limit of Steps  
500K/account  
0.02/step  
All accounts are subject to Fair Use policy as described below  
Each account gets 500K Steps per month  
Each additional Step will cost an extra ₹0.02/Step  
The use of free flows do not count towards your fair use limits.  
Note that 98% of our customers never exceed the the monthly fair use limits.  
Common Questions  
Let's answer some questions you may have.  
What are conversations?  
Conversations are 24-hour increments, or "sessions", that start whenever the first message from a business is delivered. The first message can be initiated by the business or a business reply within 24 hours of a user message. A user is defined as the person or entity with whom the business is messaging.  
What are Steps?  
Each action in your flow = 1 step  
Simple flow example (3 steps):  
- Receive order  
- Add Shopify tag  
- Send message  
Steps are counted each time your flow runs. Every component you drag from our toolbox = 1 step when used. Every account gets 500K free steps in a month.  
Do unused steps carry over to the next month?  
No. Unused ops will not carry over.  
If I run a flow only for 1 day, will I be charged for only 1 day?  
Yes. We calculate a daily rate for a flow and you pay only for the days that the flow was actually published/used.  
What happens if i exceed the fair use policy limits of a Zoko plan?  
Your messages and flows will continue to work. But, if you exceed the Fair Use Limits, you will charged excess charges according to the rates set forth in the Fair Use Limits and associated charges of the pricing page.  
Are all charges prepaid on Zoko?  
Yes. You pay first and use later. You will be charged your Monthly Susbcription fees on the first day of your billing period. You would then need to recharge your account with prepaid credits in order to have any Conversations.  
How long are your contracts? Can I change plans?  
You can choose to pay by month or by year. You can start/stop or make changes to your plan at any time.  
How do upgrades and downgrades work?  
You can upgrade and downgrade plans, right inside Zoko. Upgrades are effective immediately. Downgrades are effective from the next billing period.  
What discounts are available?  
We offer a discounted price for brands that have annual committed messaging volumes of 250K conversations or more per month. Please contact Sales for more information.  
What is an Agent?  
Once you sign up for a Zoko account, you become the first Agent. You can then add your team members as Agents by inviting them, using their email IDs. Let’s say you have added 100 agents. Your brand can now have 100s ofparallel conversations with customers on a single WhatsApp number.  
Does Zoko give me a number or may I set up my own number as my Official WhatsApp number?  
Bring your own number. You can give us any valid number (from any country) and we can set it up as your Official WhatsApp API number. We will send a One Time Password (OTP) to verify that you own the number. Remember that once you set up a number on the Official WhatsApp API, you cannot downgrade to a WhatsApp Business Account or regular WhatsApp Account.  
What if I want to re-use a number? I already have a WhatsApp number to talk to my customers.  
Yes you can re-use a number but you’d need to delete your existing WhatsApp account before we activate it as your Official WhatsApp API number.  
Once my number is activated, can I reinstall WhatsApp on my phone?  
No. That would be like trying to install WhatsApp on 2 numbers. Once a number is setup on the API, it cannot be used on a phone.  
Should I keep my phone always ON, to use Zoko?  
No. You will only need the phone to receive the activation OTP. Once you are verified, we don’t need the phone anymore for WhatsApp. You can continue to use it for making regular phone calls, receiving SMS text messages etc. But you can’t use WhatsApp on that phone with that number, again. You will need to use WhatsApp via the Zoko dashboard or the Official WhatsApp API.  
Pricing  
Contact Us  
Sign Up  
Case Studies  
Developer API  
Start your 7-day Free Trial. No card needed  
7 Day Free Trial  
contact@zoko.io  
United States  
3297 Mill Springs Circle Northeast  
Buford  
Georgia - 30519  
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