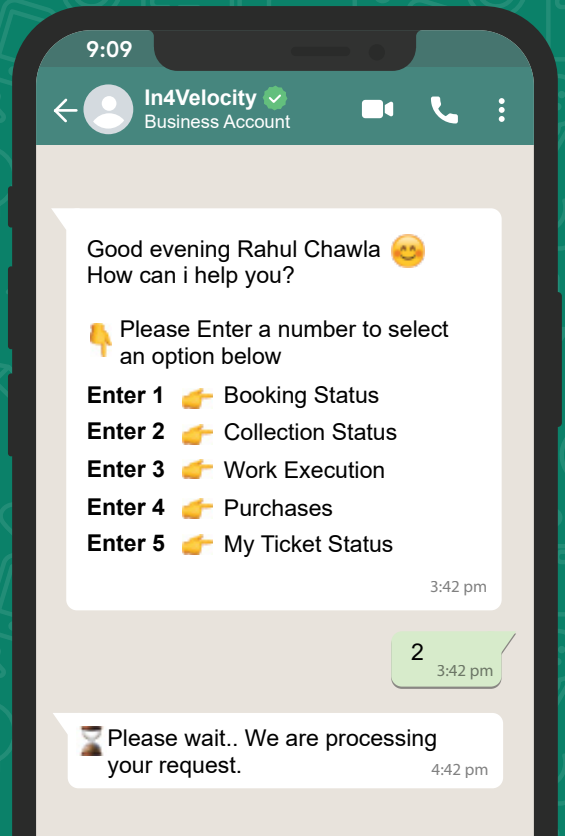


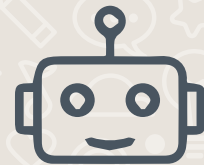
Build **efficiency, scalability, cost effectiveness** in your processes while serving your customers & managing your business.

Explore In4Suite®'s **WhatsApp BOT**



What is a BOT?

Short for Robot (Bot) - a BOT is a software program that performs repetitive automated predefined tasks all the time.



Benefits of deploying a BOT

Constantly available to respond to a request as they work 24x7x365



Zero investment required in any infrastructure - Works with your existing WhatsApp Business account and sits on top of the In4Suite® ERP solution.



Bots can **provide structured data** in an efficient manner better than a human can and provide **this data at scale** (you can have 1 or 100 people simultaneously ask the bot a service question. The response time of the bot will not change) - compare this to a human customer agent.



Reduces cost, time and errors that you might have in servicing customers or if you might be trying to get information for your own business decision making.



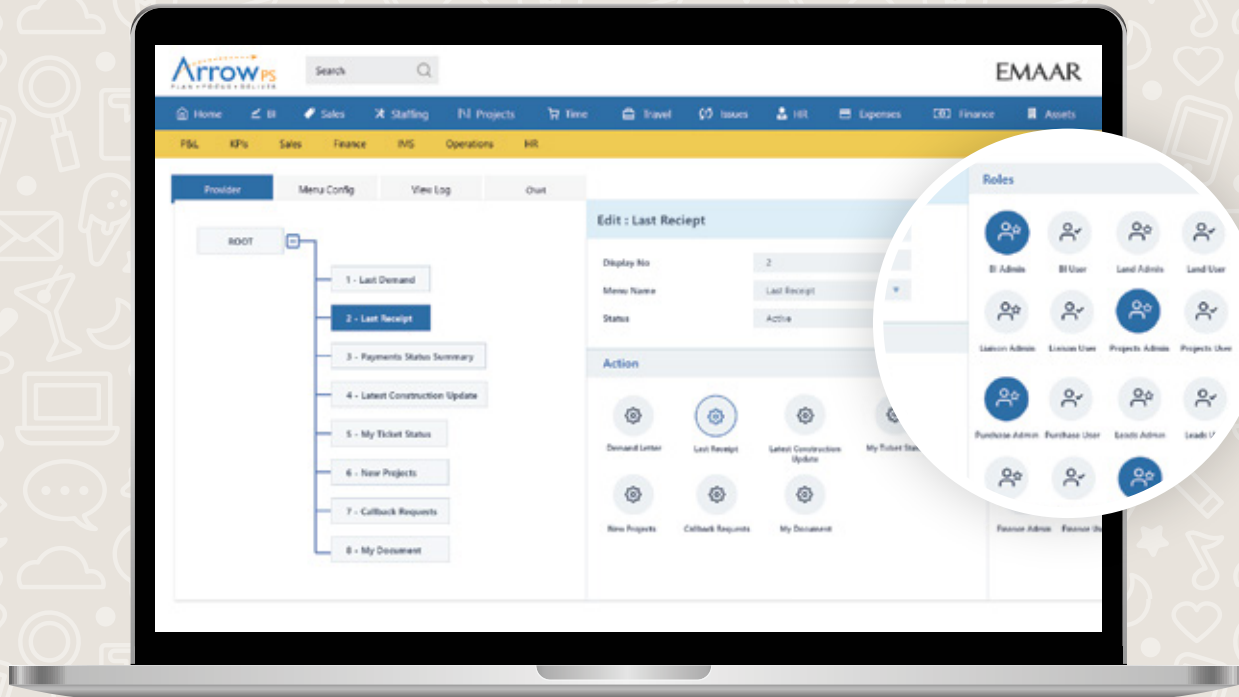
Managed and Setup by yourself to respond to specific questions that you feel your customers may ask !



In4's Whatsapp Bots: Pre-integrated & Fully Configurable

The In4Suite® Whatsapp BOTs have been designed to create a seamless interface for information exchange for: Customers, Internal users, Vendors and to generate New Sales opportunities.

The interactions (Menus) can be dynamically configured from within the In4Suite® Whatsapp configuration menu.



Different Types of In4Suite® BOTS available

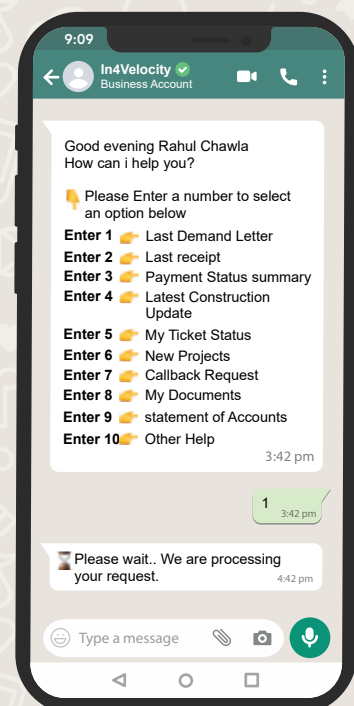
Customer is automatically recognized by name based on registered mobile number.

Client Services BOT

Our Client Services BOT will respond and act as a service agent that will interact with your existing customers including automatically recognising them and greeting them appropriately!

You can configure this BOT to chat with the customer to respond back instantly to their requests. For example, the customer can ask

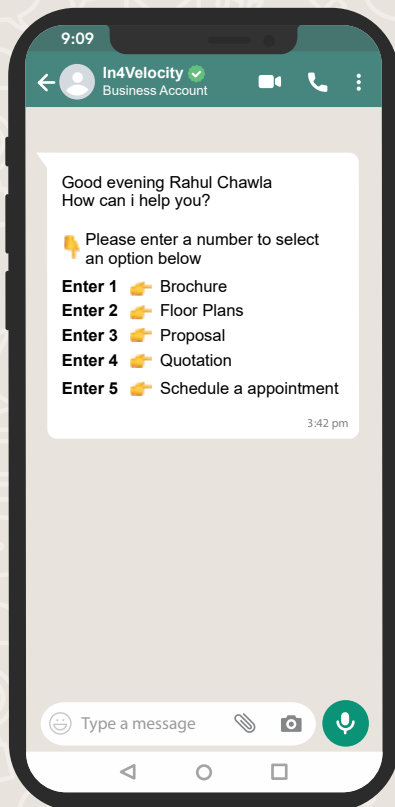
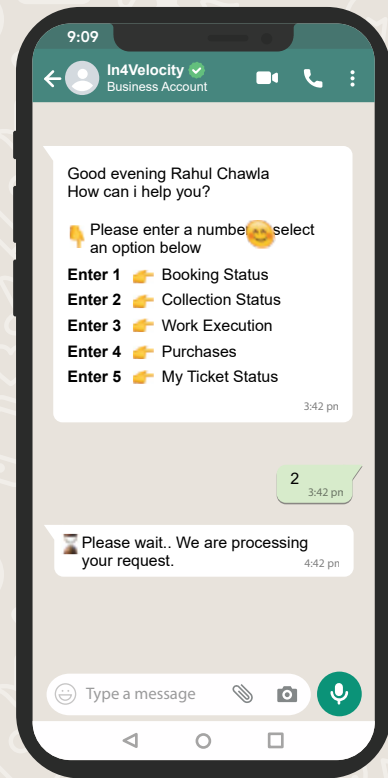
- Show me my last demand letter
- Show me my statement of accounts
- What is the project update ?
- Give me a copy of my last receipt.



Internal BOT

Internal BOT can be used by any In4Suite® user to retrieve information from the In4Suite® ERP installation about various aspects of your business.

For example - The BOT can be asked - what are my **current sales, today's collections, material stock status, cashflow requirements for the next two months, bank balances** etc. The BOT works in real time and interacts with your data to respond via a WhatsApp message.



New Lead Gen BOT

New lead generation BOTS are easily deployed to interact with new leads and prospects for your business.

They can answer the most basic questions for new potential customers.

For example - share brochures and photos about a new project with a prospective customer, share floor plans for a unit, build and submit a proposal or quotation to a potential customer, send location and directions to a project site, schedule an appointment for a site visit, ask for a call back, share statutory clearance documents or profiler templates for a project (RERA approval #, sanction plan, etc).

... the possibilities are open and actions can be defined within technical limitations.