



WhatsApp for Business Engagement

We offer various services with WhatsApp from traffic provisioning through our partnership with major Facebook partners to full utilization of WhatsApp channel. We can implement various use cases that are fully integrated with organization operational systems.

What we can do with WhatsApp

WHATSAPP USE CASES

This ranges from WhatsApp engagement and multi-agent support to various WhatsApp use cases (notification engine, campaign management, transactional channel, support, etc.)

CHATBOT INTEGRATION

Setting up, implement, configure, tune and integrate with our S-Bot Chatbot. Integrate with 3rd party chatbot through our API connectors

INTEGRATION SERVICES

that we can implement end-to-end integration projects for WhatsApp and middleware. This covers back-end services integration with WhatsApp channel

TRAINING & CONSULTANCY

Offering technical training and consultancy for using WhatsApp APIs

WHATSAPP TRAFFIC

Offering WhatsApp traffic through one of large worldwide WA traffic providers

WhatsApp engagement became a standard channel to interact with customers in natural way

- SocialHub empowers whatsapp through
- Utilizing WhatsApp APIs
- To provide multi-agent engagement
- Or intergration with Chatbot

Use Cases of WhatsApp Channel



Customer Service

It can be used as a channel for delivering customer services.



Notification Channel

Organizations can use it as a notification channel with customers.



Internal Users Support

WhatsApp can be used internally by organizations for support and help desk.



Field Services

A new channel for field services teams including sales force teams.



OTP Authentication

It can be used as a second factor authentication.



Customer Support

A new channel for customer complaint management and support.



Social Media Engagement

One of social media channels



Digital Call Center

Agents can receive customer messages and respond to them.



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