



WhatsApp

WhatsApp Business Solution with novomind iAGENT Messenger

The new WhatsApp Business solution for businesses and institutions has been launched and novomind offers the official Business interface (API) of the successful global messaging service allowing businesses of all sectors to connect to their customers. The WhatsApp channel is integrated into the novomind iAGENT omni-channel customer service software and thus complements all the other channels already present as one single unified platform.

What is WhatsApp Business Solution?

Customers want to communicate with companies in the same way they would with friends and family - quick, convenient and easy messages. The WhatsApp Business solution enables this by allowing companies to support, alert and notify their customers through WhatsApp. The WhatsApp Business solution enables businesses and customers to have a fast, simple and reliable connection on a global platform they know and trust.

Who can use the WhatsApp Business Solution?

The WhatsApp Business solution can be used from businesses of all sizes that communicate with their customers and want to inform them fast and easy. The program is however only available with a limited availability. WhatsApp needs to approve the customer before they can be set up.

NOVOMIND
iAGENT Messenger

ADVANTAGES

Official

verified enterprise solution
from WhatsApp

DSGVO conform

all rules of the EU data protection act effective since May 25th 2018 are followed

Fast

the usage of the WhatsApp Business-API requires a direct approval by WhatsApp – with us you will receive a valid statement within a few days only

Service Level Agreement

we issue you a Service-Level-Agreement (SLA)

No loss of your number

your utilized number cannot be blocked or restricted

Your entry into the WhatsApp Business Solution with novomind



novomind offers an API that easily integrates the **WhatsApp Business Solution** into your communication mix. novomind works with WhatsApp to support the platform with you. We will accompany you through the entire WhatsApp onboarding process and provide you with the necessary infrastructure with our solution.

The functions of the novomind solution for your business

- Verified accounts
- Receive text messages incl. emoticons
- Send text messages including emoticons (within 24 hours)
- Send text messages as "Highly Structured Messages" (HSM) even without prior customer contact*
- Receive photos, documents, locations, contacts, voice messages

- Send photos and documents
- Maintenance of the verified company profiles via the supervisor (profile picture, description, etc.)
- Integration of a novomind chatbot**
- Voice calls, receive / send video calls**
- Invite or add customers to a group chat**

* Customizable in the future

• ** Outlook on upcoming features

The company

novomind develops intelligent commerce and customer service solutions that can be used worldwide and is among the technology leaders in Europe. Our product portfolio includes:

NOVOMIND iSHOP

State-of-the-art shop system

NOVOMIND iPIM

Business enabler for growth and success in commerce

NOVOMIND iMARKET

Software solution for your strategic marketplace business

NOVOMIND iAGENT

Intelligent customer service software

Any questions? Then please get in touch.
We look forward to your enquiry.

2nd Floor, Makeen Building, Airport Road, Dubai - UAE.
P.O. Box 52137 | Tel: +971 4 238 4400
www.cns-me.com | info@cns-me.com

