whatex

Team Inbox for WhatsApp

About Whatex

Whatex is a business WhatsApp solutions provider, enabling brands and teams to connect with consumers over WhatsApp.

Consumers have moved on from email and the modern lifestyle means people are harder to connect to.

Utilising the power of WhatsApp API, Whatex opens up WhatsApp as an official communications channel for yoursales and service teams.

Why WhatsApp?

Messaging is the preferred method of communication in our personal lives.

WhatsApp is the most popular messaging app in over 100 countries and boasts over 2 billion active users.

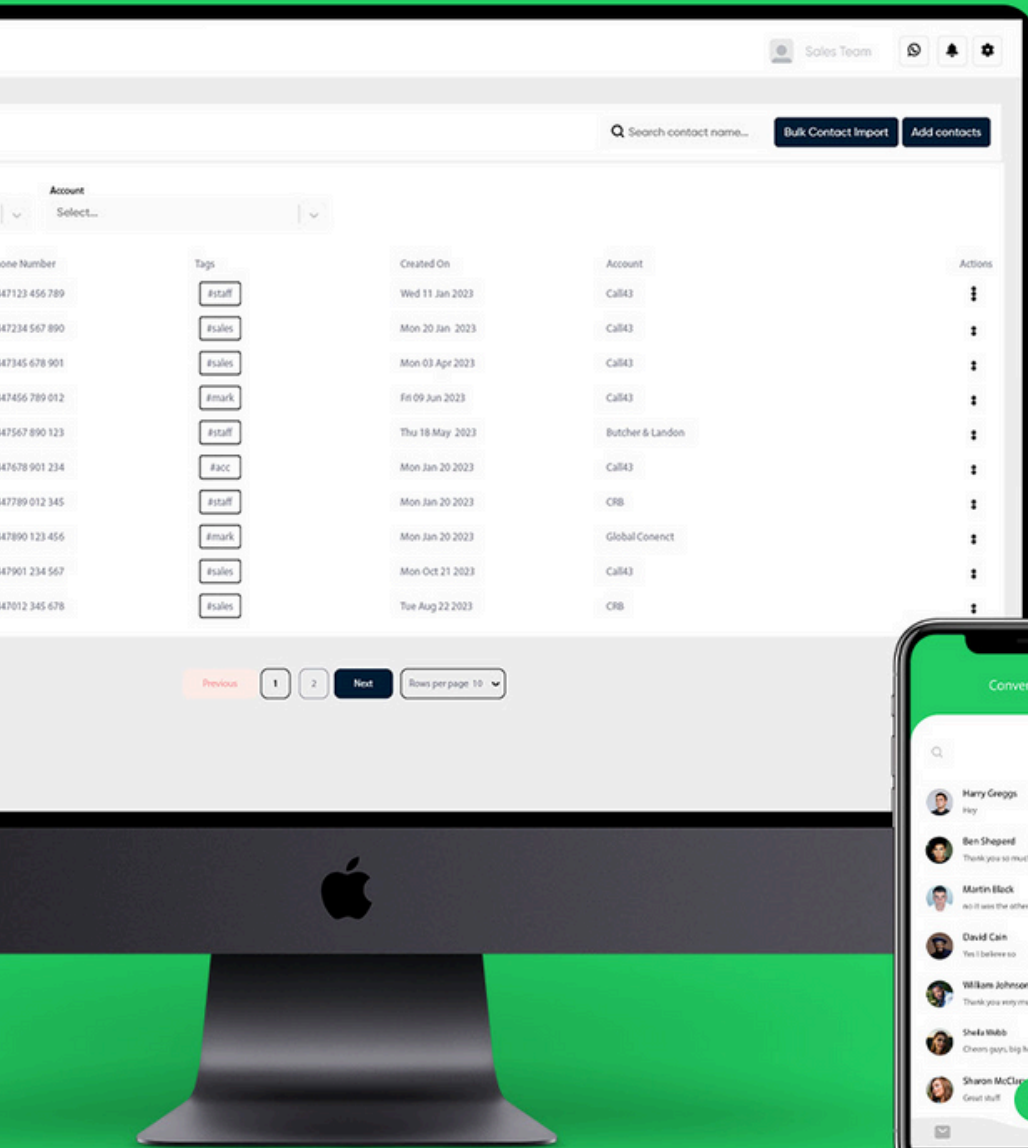The average WhatsApp user opens WhatsApp 23 times per day.

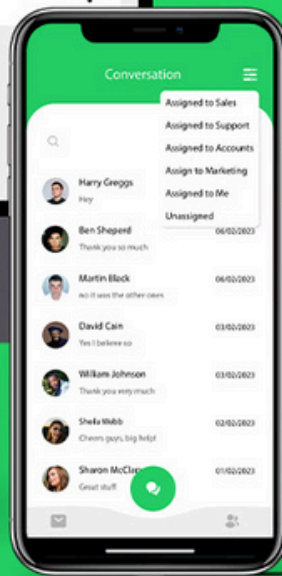Personal email accounts are drowned in spam and junk.

75% of callers hang up at voicemail.

Open and read rates are 7 times better in WhatsApp than in email.

A Shared Team or Private Inbox with Browser Based Cloud Software and an App in Google & Apple Stores.
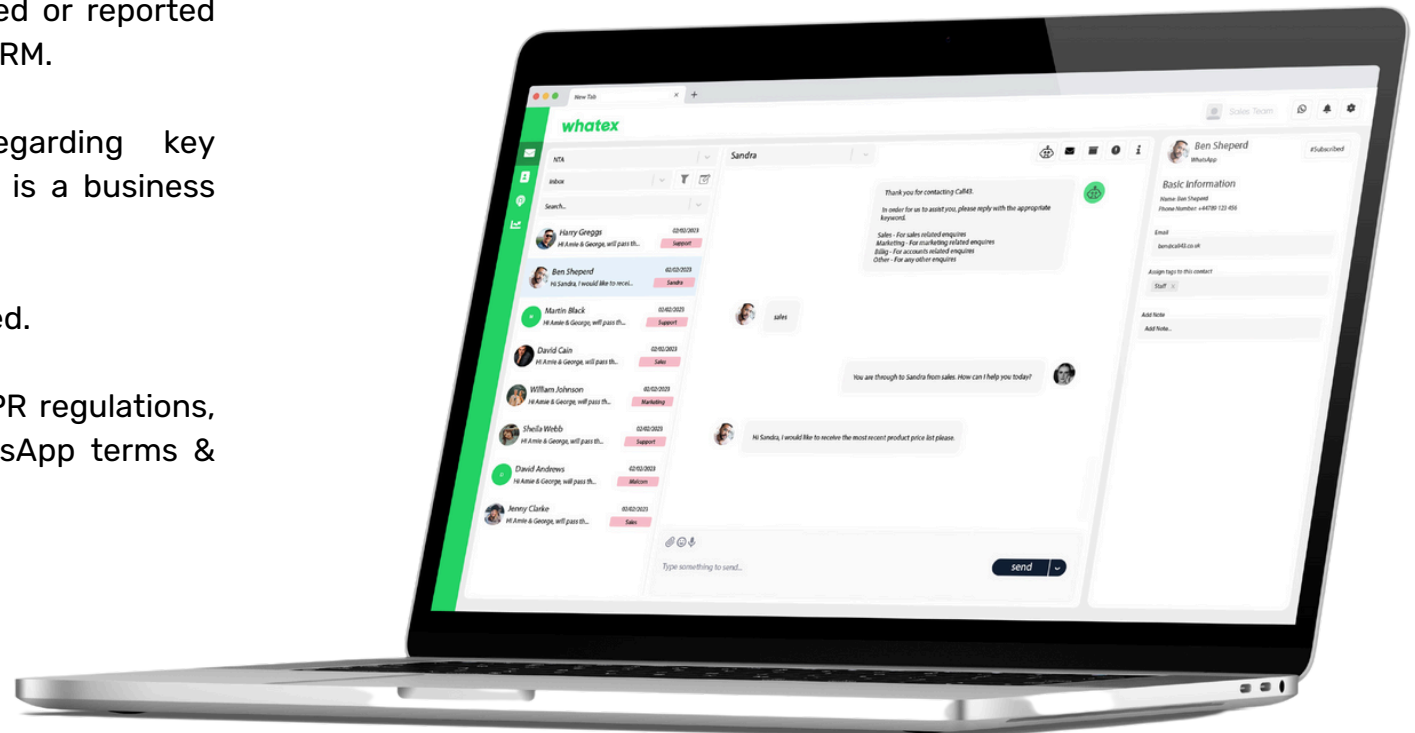
The Solution

Utilising a WhatsApp Business Solution (API) ensures your key and confidential information is captured in a centralised location and stays within the business and fully GDPR compliant.

The Problem

✗ Customer conversations are being conducted on personal WhatsApp accounts by your staff.

✗ The business has no visibility of these conversations meaning they cannot be viewed, tracked or reported on as well as not being captured in the CRM.

✗ Valuable data and information regarding key relationships sits with the staff, which is a business risk.

✗ Client data cannot be deleted if requested.

✗ Data is being processed outside of GDPR regulations, and in many cases, in breach of WhatsApp terms & conditions.

Collaboration

Shared team WhatsApp inboxes.

Permission based access to work relatedchats with ability to assign to individuals &teams and tag for broadcast marketing.

Media rich to send & receive documents,
images, barcodes, URL's & videos.

Analytics & Reporting.

Integration

Drop conversations into your CRM sothe business has wider visibility ofcommunications.

Enable customers to start a chat from your website, social media or QR codes.

Integrate into your phone system to reduce call abandonment rates by autosending WhatsApp messages.

Automation

Use bots to prequalify sales leads and enquiries.

Route automatically to the correct team for quicker customer response.

Manage out of hours requests easily.

Auto respond to 3rd party email leads & forms in WhatsApp.

Encryption & Compliance

GDPR Compliant WhatsApp.

Adhere to WhatsApp's Personal & Business Policies.

MifidII Compliance.

End to End Encryption.

Phishing resilient.

Pricing

Small Teams
Up to 3 Users

£150.00
Organisation Activation

£70.00
Per Month

Medium Teams
Up to 7 Users

£200.00
Organisation Activation

£140.00
Per Month

Large Teams
Up to 12 Users

£225.00
Organisation Activation

£200.00
Per Month

Extra Large Teams
Up to 20 Users

£300.00
Organisation Activation

£300.00
Per Month

Additional Teams
Up to 5 Users

£150.00
Team Activation

£75.00
Per Month

Inclusive Features:

- Core Inbox
- Natural Chat
- Default Responses
- Bulk Import Contacts
- API/Zapier

- Smart AI Parser
- BCC CRM2WhatsApp
- Analytics & Reports
- Smart AI Responses
- Lead2WhatsApp

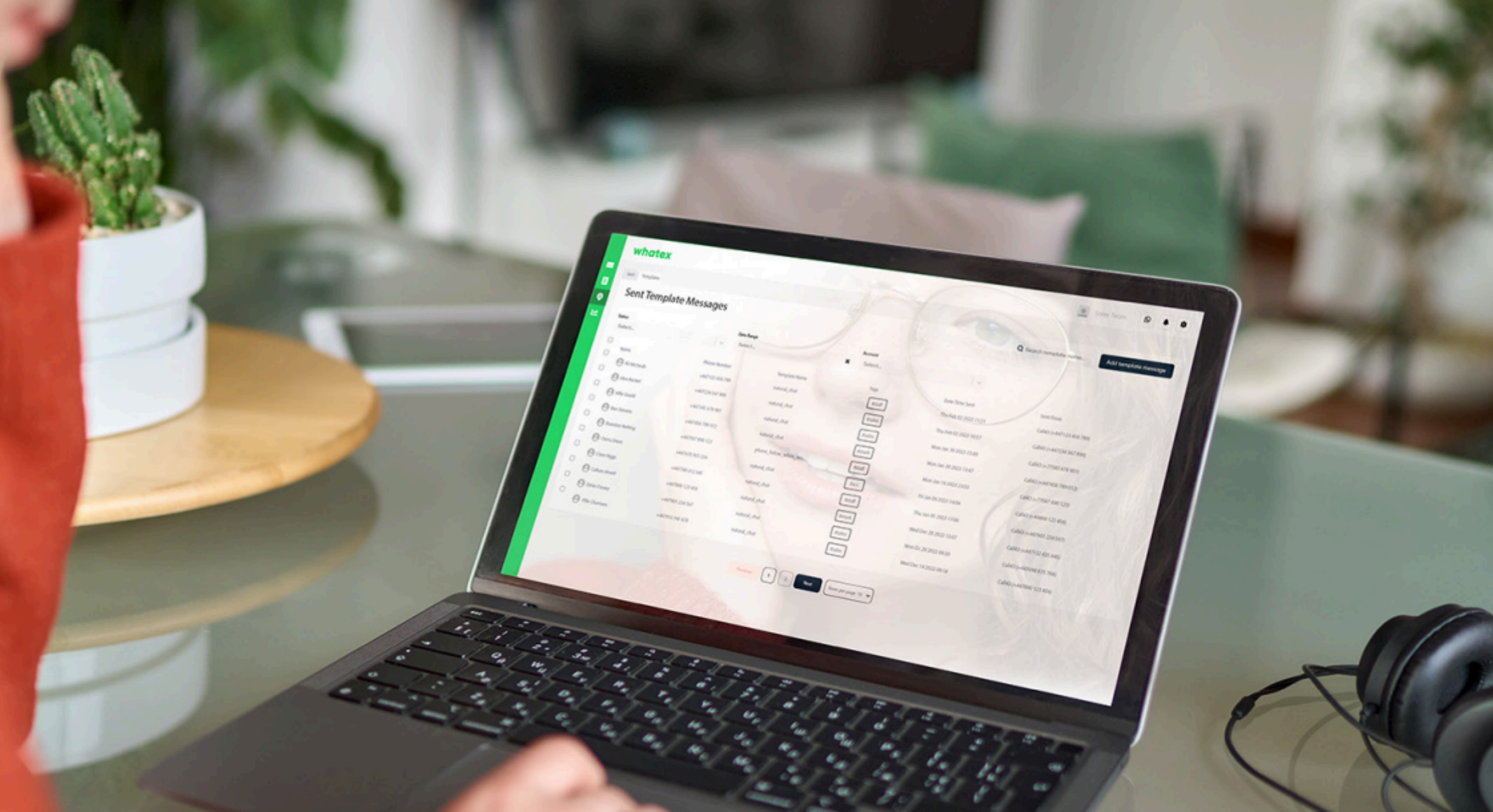## Optional Extras:

CRM Integration   £75 Setup / £25 Per Month

Usage Charges:

£0.06 Per Conversation   Conversations include unlimited messages sent/received within a 24 hour period.

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