



AKOMA

WhatsApp for Business

WhatsApp Business is a free to download app available on Android and iPhone, and was built with the small business owner in mind. WhatsApp Business makes interacting with customers easy by providing tools to automate, sort and quickly respond to messages. It's also intended to feel and work just like WhatsApp Messenger. You can use it to do everything that you're used to doing, from messaging to sending photos

Build a business profile.

With the WhatsApp Business API, you can create a business profile.

Provide customer support.

Respond to your customers where they want to reach you.

Engage customers with notifications.

Send people important information where they're most likely to act on it.



WhatsApp Business is a key factor in 360 customer experience

WhatsApp Usage Shows No Signs of Slowing Down

Number of WhatsApp messages sent worldwide per day*



* a message sent to a WhatsApp group is counted as one sent message
 Source: Company announcements



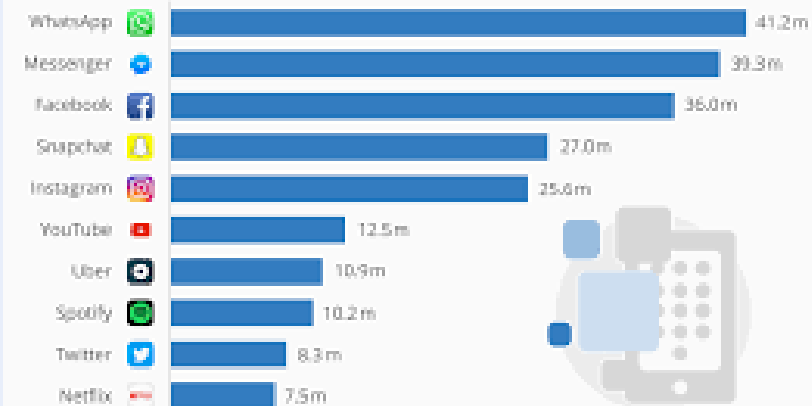
There is no doubt that WhatsApp is number 1 message application it is showing a dramatically increase in number of users world wide using this application as well as number messages sent per day .

WhatsApp statistics

- 65b** Messages Sent
- 60** Language
- #1** Most popular
- 4.5b** Photo per day
- pay** Now only India
- 1b** Video per day

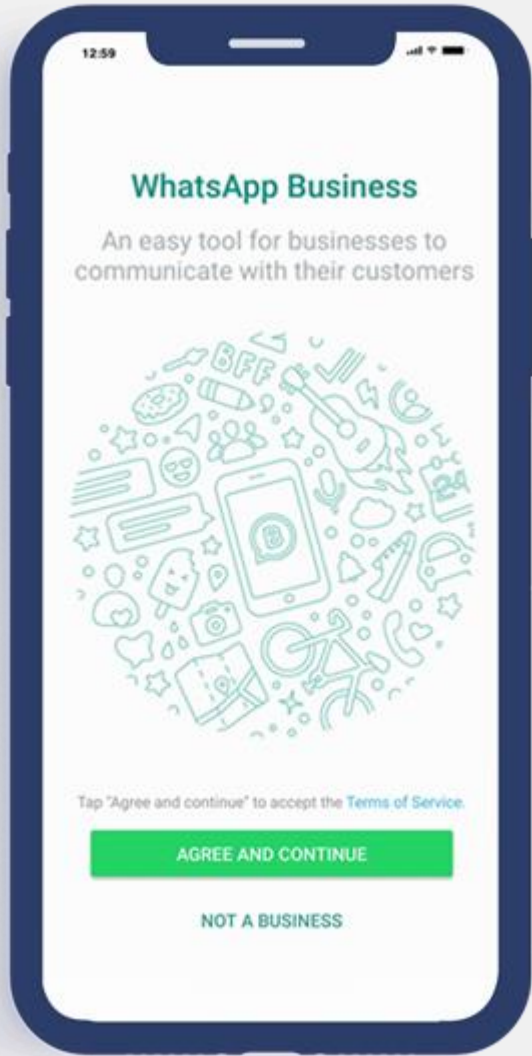
The Most Popular Apps in the World

Estimated number of global app downloads in May 2016



© StatistaCharts Source: StatistaCharts, (Nimura Report)





- No agent base chatting
- Only from smart phone
- No reporting
- Only archived history
- No integration
- No Self-service
- No Chatbots
- No AI

WhatsApp business in market place!!

A lot companies asking can I download WhatsApp for Business form the market place and just use it ?

The Answer is yes but be careful you will loss the below features:

Communication will be through the mobile only you will not be able to allow agents to handle the communication

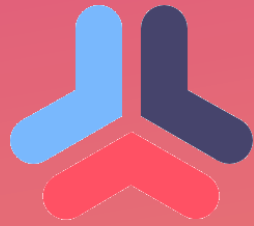
You will not have any reporting

You will not be able to integrate it with you CRM or backend system for auto messages or self services

You will not be able to track previous chat history

No chatbots possible

NO AI



AKOMA



Customizable platform



Statics reports



Share files with
your clients



End to end Secure communication
akoma platform



Full reporting about your
customers communication

Akoma for WhatsApp Business

So the other option is **Akoma**

Akoma is a web based platform that introduce the power of
WhatsApp business to deliver enhanced customer experience

**We help you to connect
with Your customers
where they are mostly**



One to one chatting with your
clients using agent access



Send notification messages to any
of your customers



Web based application allow you to handle



Notification messages automation



Auto Response to customers communication.



Agent base chatting one to one to enhance the



Open standard for integration with any system.



Self services and integration for automated messages.



share files such as picture PDF locations

Akoma Features

Akoma is feature reach platform that allow you to communicate with your clients where they are mostly, to insure instant response which will enhance the user experience.

87%

Users are in WhatsApp 87% more than any other social media or messaging channels

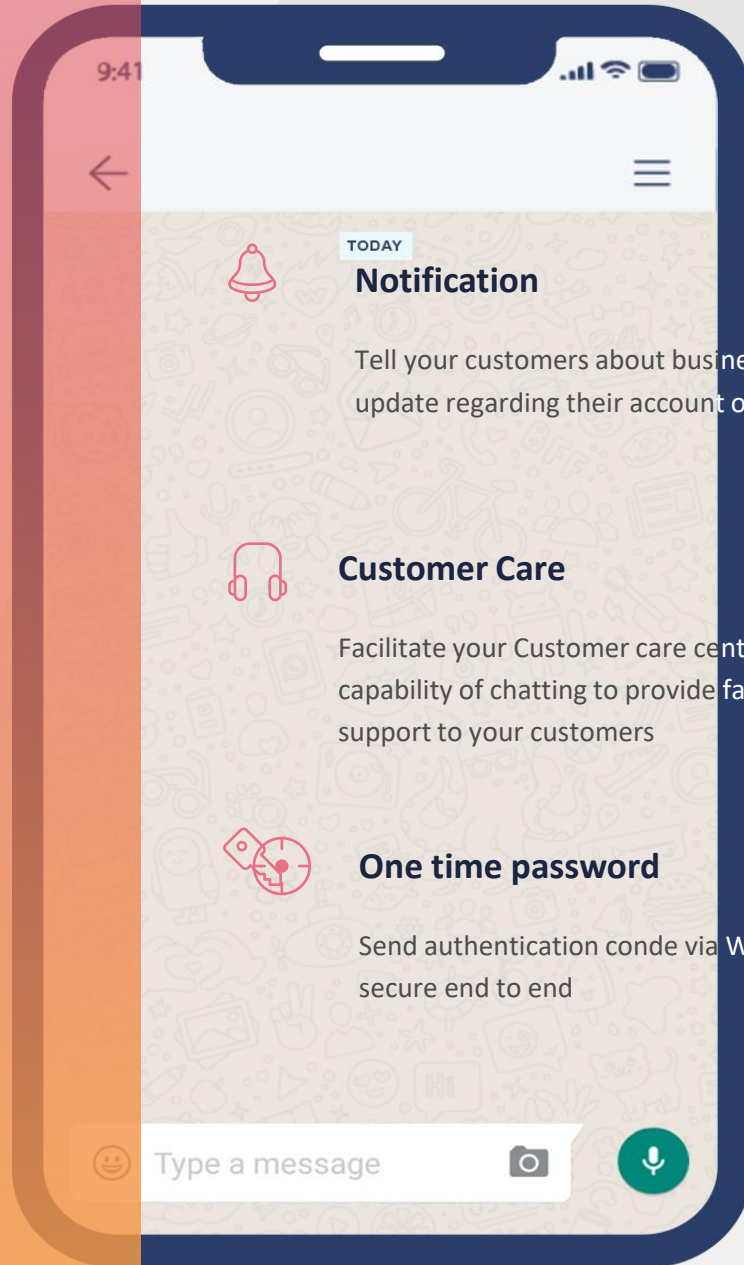


Notification messages triggered by Akoma or 3rd party application



Instance messaging one to one chatting with your clients

Use cases



TODAY Notification

Tell your customers about business information or update regarding their account order service ... etc.

Customer Care

Facilitate your Customer care center with agent capability of chatting to provide fast and direct support to your customers

One time password

Send authentication code via WhatsApp which is secure end to end



AKOMA

There is hundred of business cases that can be built on akoma for all your business sector either it is Financial, Logistic, Retail, Hospitality, Travel, Car renting, Health care, Education And much more



Akoma for retails



AKOMA

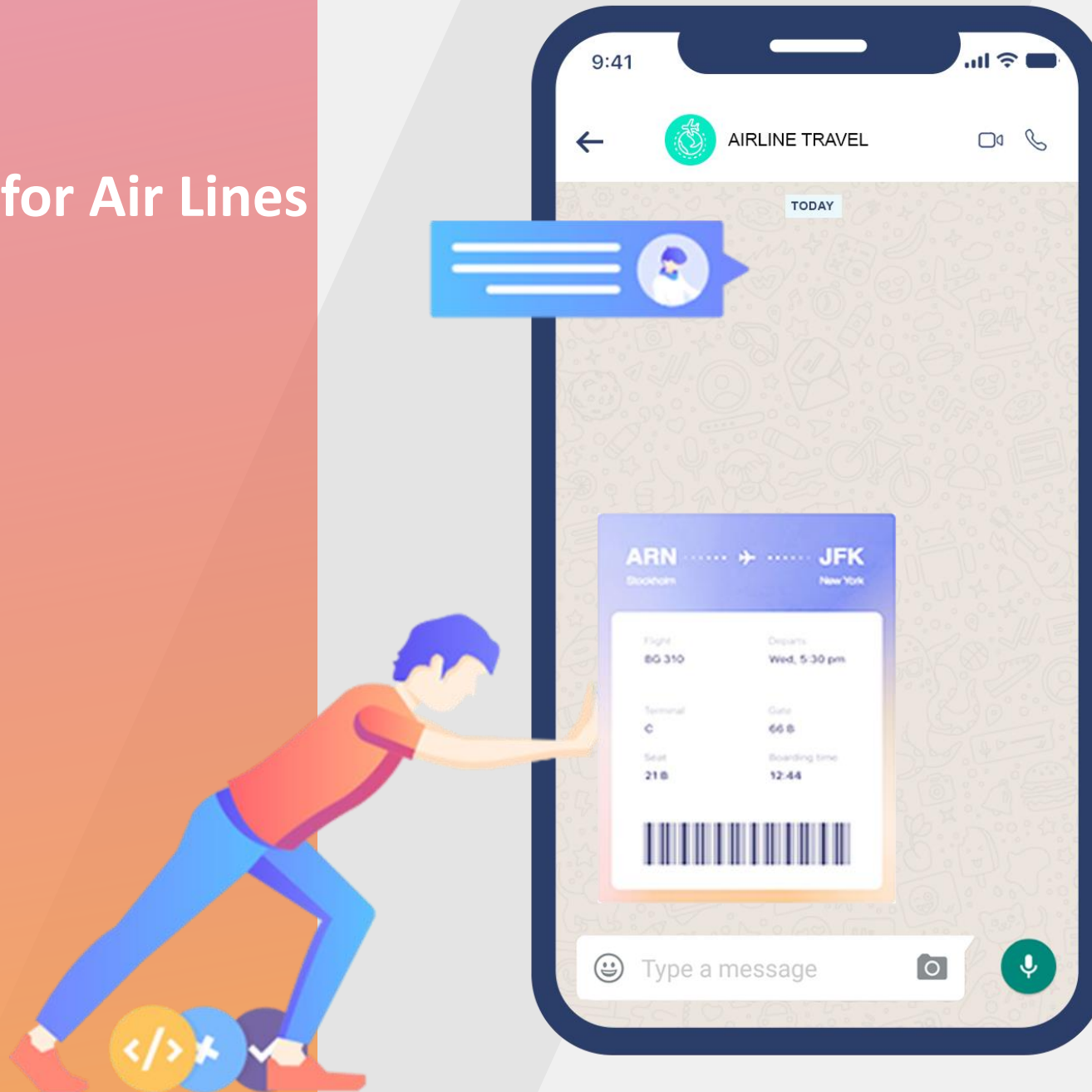
Retail business can use akoma to support their customers service and sales to share any new collection or discount for the brand as part of the marketing.

Creative 

Innovative 

Productive 

Akoma for Air Lines



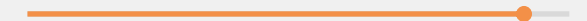
AKOMA

Another use case of Akoma is WhatsApp business for Air Lines. They can use akoma to send:

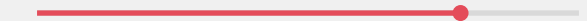
- Air Ticket
- Boarding pass
- Gate information

any notification such as flight delay or Airport information

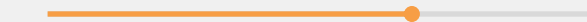
Productive



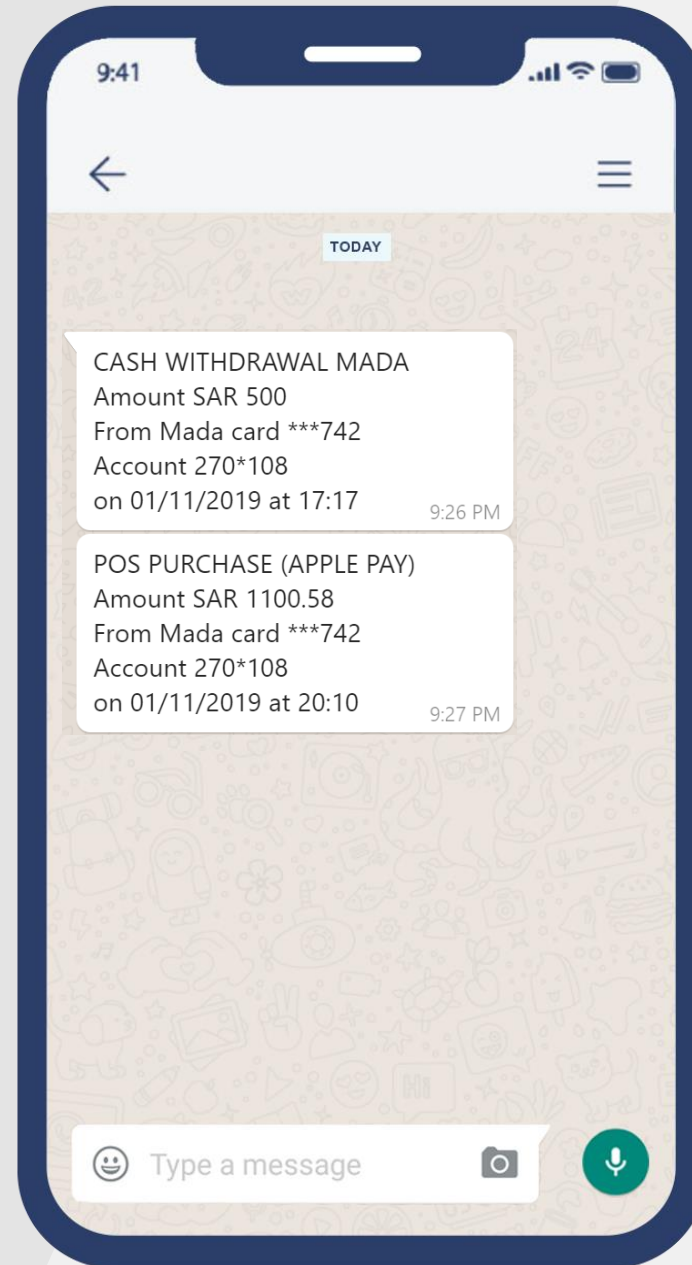
Creative



Innovative



Akoma for Banking

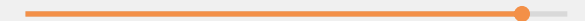


AKOMA

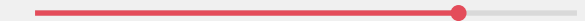
Banking sector can use akoma for:

- Second factor authentication
- Account status notification
- Balance inquiries
- Bank statement inquiries

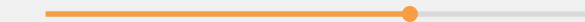
Productive



Creative



Innovative





AKOMA

How it works?

Akoma has two access level as below:

- Admin Access
- Agents Access

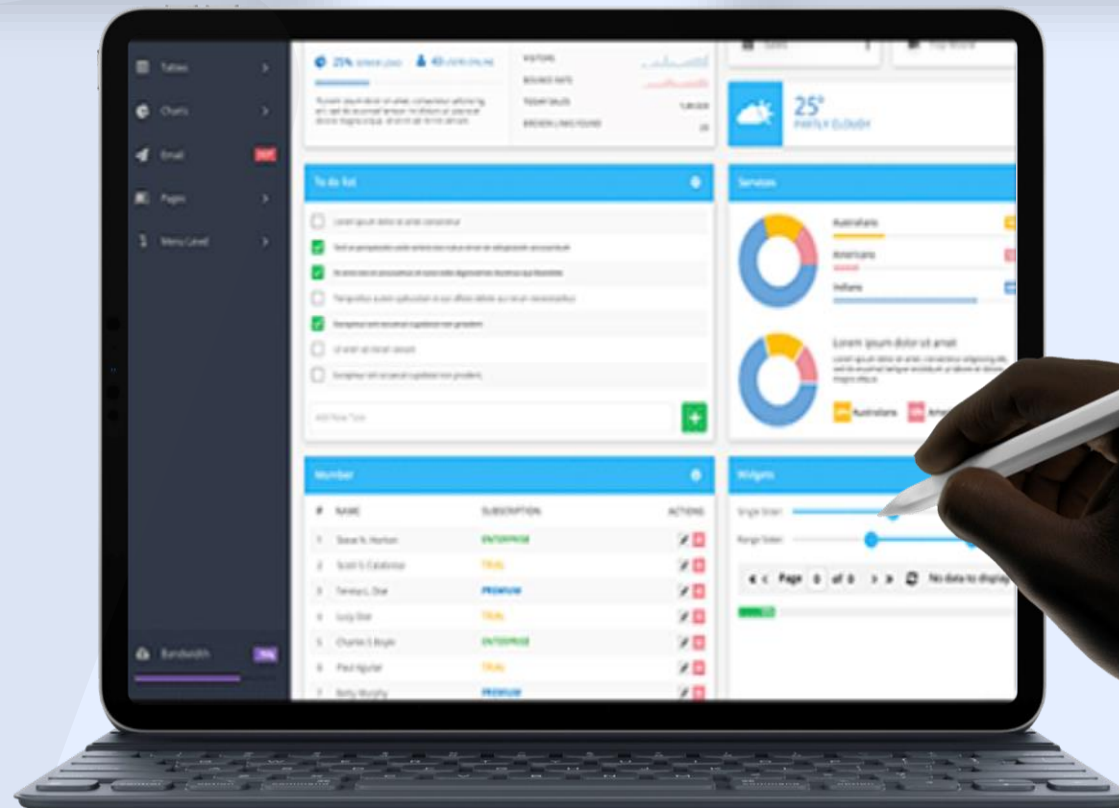
Each access level has deferent features and service

Admin Access

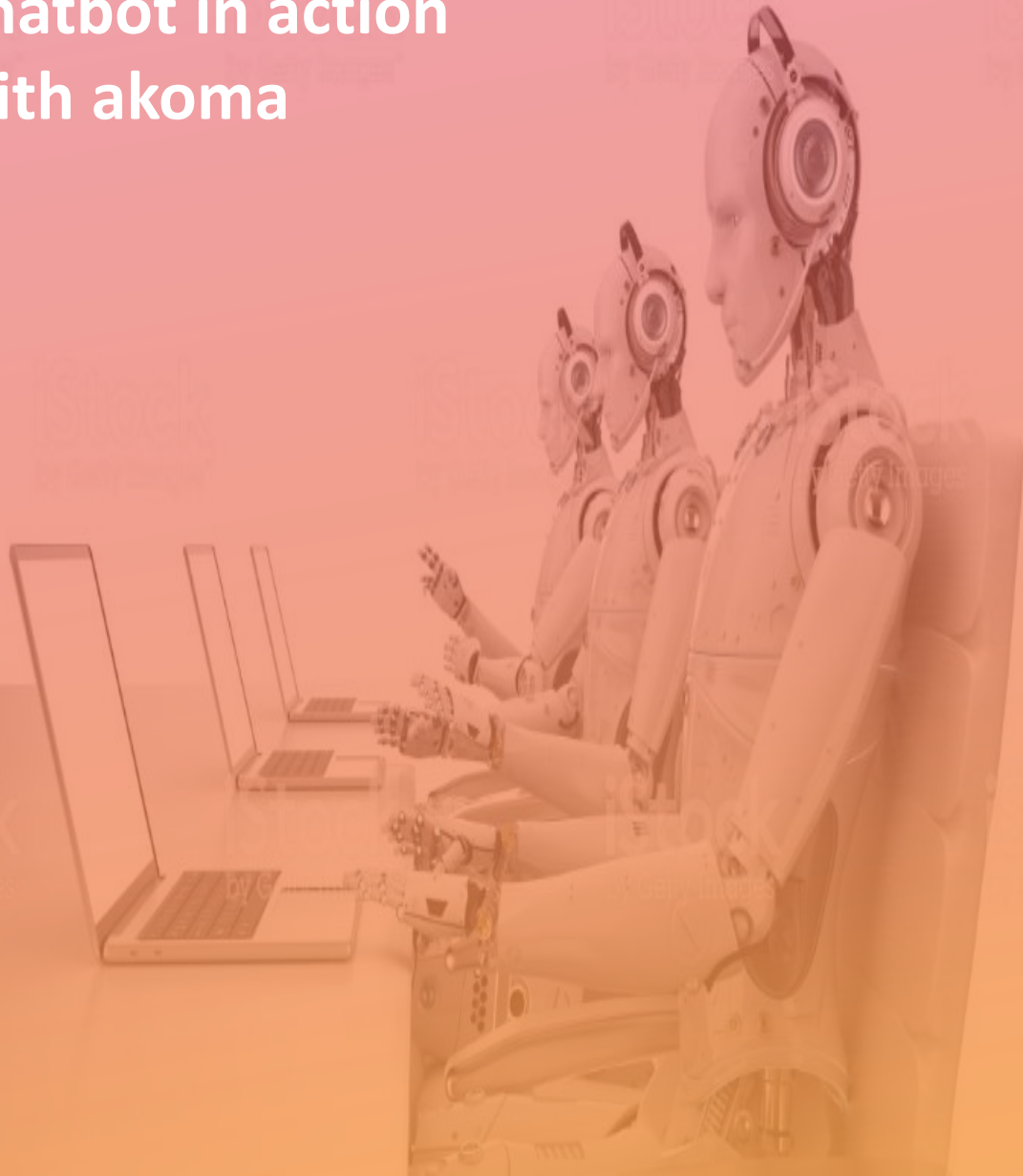
Admin access allow admin to access account setting, integration services, Auto sent messaging Reporting and chat history beside much more setting related to the service.

Agents Access

Agents access allow agents to access the WhatsApp business chatting service to interact, communicate and response to the clients



Chatbot in action with akoma



Chatbot

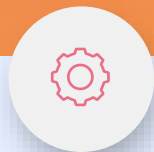
One of the most important features that akoma provides is the automation and chat bots which allow the customers to feel the real customer experience

Akoma can work on a case by case scenario to insure automation and chatbot communication for best experience.

BEST platform features

Akoma allow you to communicate with your clients in any language and all the reports of the service or agents can be exported to PDF and Excel format for.

Akoma also can integrate with any CRM or ERP system beside a ready out of the box integration with Cisco Agent desktop, Microsoft dynamics, Sales force



Integration capability



All akoma reports can be exported

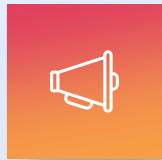


Akoma support chatting in all languages



Reach out to customers via WhatsApp Business with Message Templates

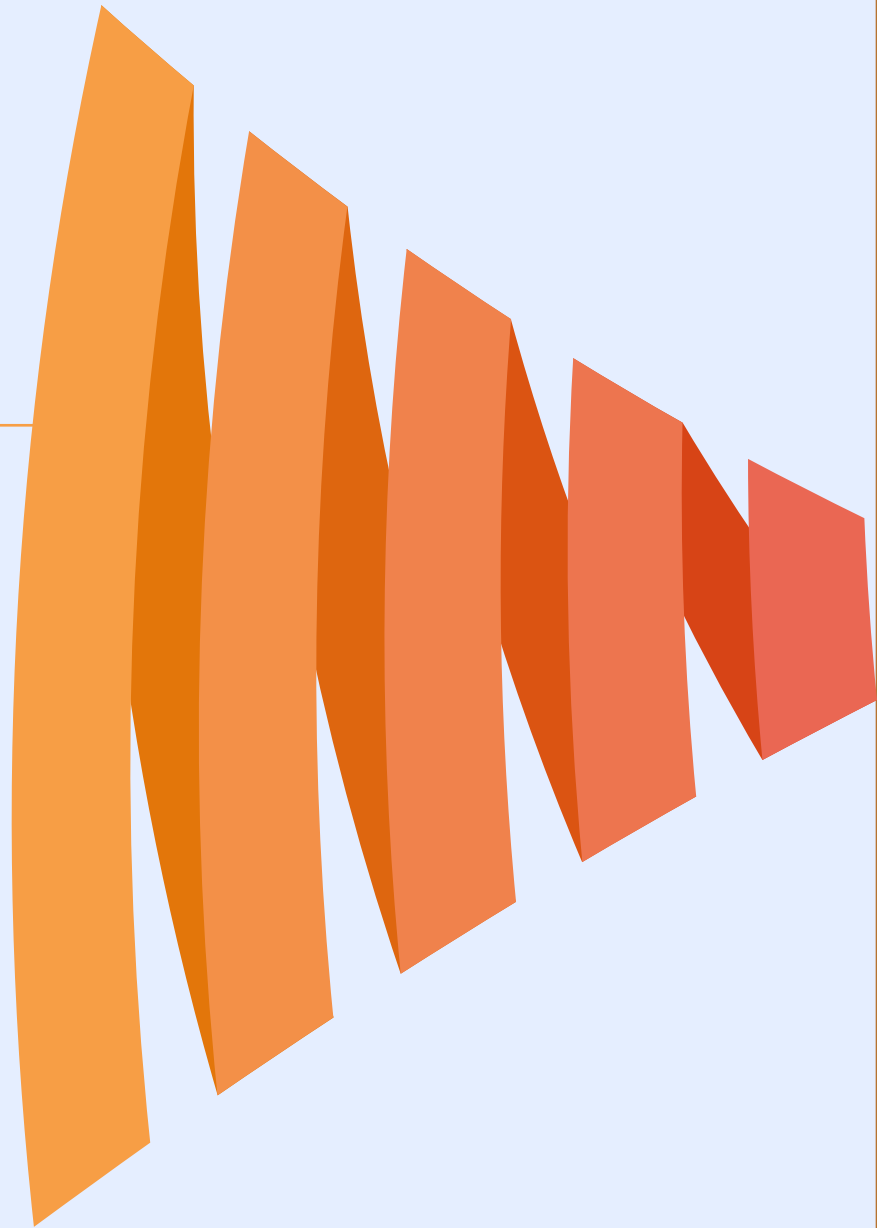
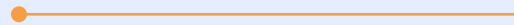
Message template should be approved by WhatsApp before being able to send it, next step will be to integrate akoma with your backend system which will trigger sending any of the template messages to the appropriate customer using his WhatsApp number and personalized with his/her name.



Template messages is the notification messages that you send to notify/update your customers.



Any number of template message can be approved based on your business requirements



Scheduled messages

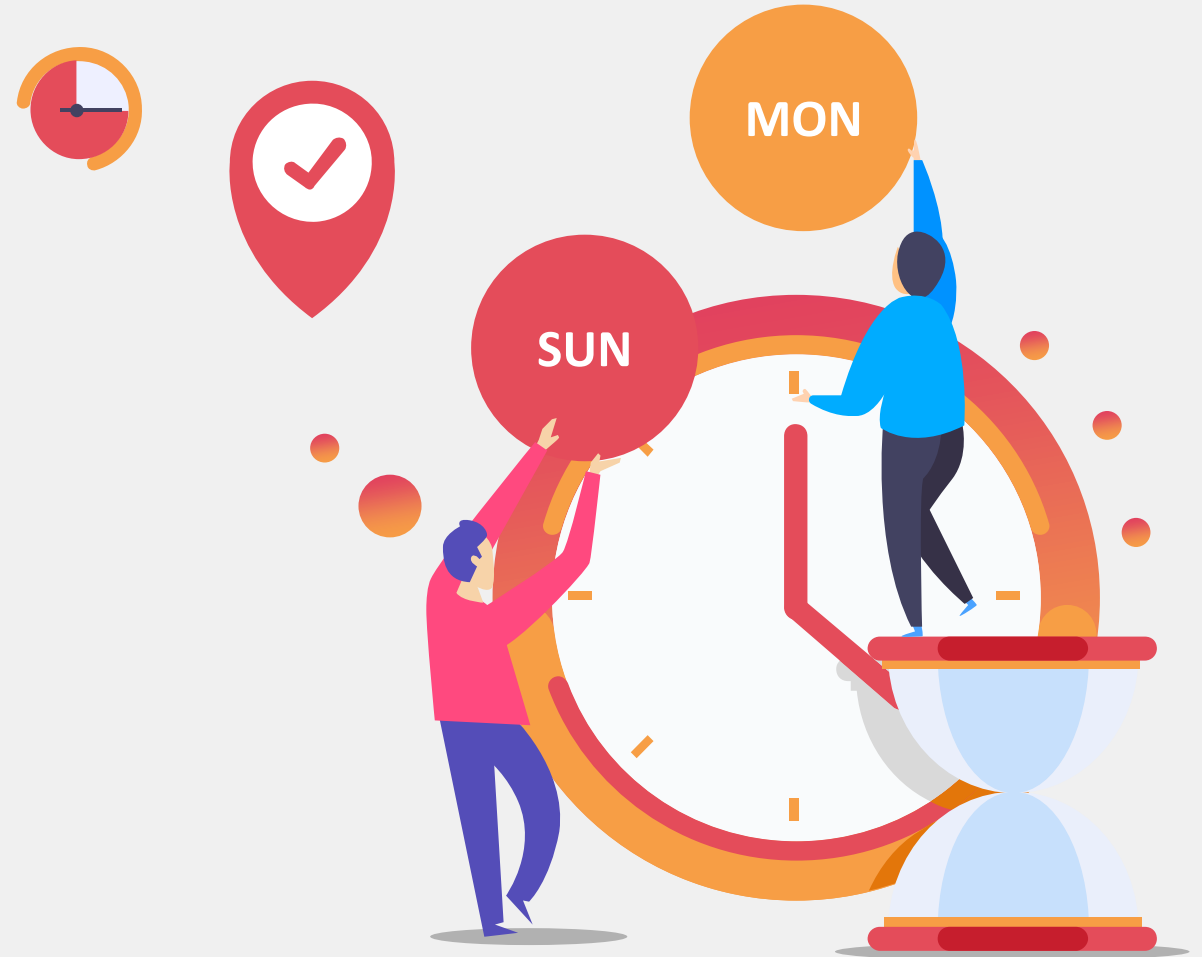
akoma allow you to schedule messages to be sent to your customers based on several criteria which can be personalized in akoma



Schedule messages can be part of template messages

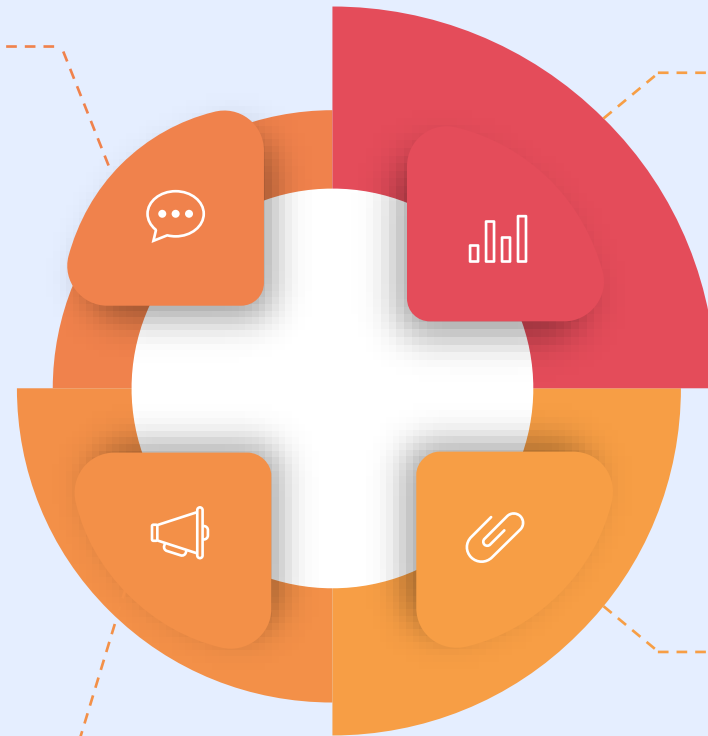


All scheduled messages can be showed in admin access



Text chatting

Empower your agents to chat with your clients using single secure platform



Recording & Reporting

For quality assurance all your agents chatting and communication are saved with detailed reporting.

Notification messages

Keep your customers updated and notified whenever needed automatically

Share files

You can share pic, PDF and even location with you customers either automatically or during chatting with agents

Latest Features

Admin Panel To Build Chat
Flow With Seamless Design

Service Evaluation Through
Automated Chat Survey



Skill Group Base Routing
For Inquires Types

Pre Saved Messages for FAQ

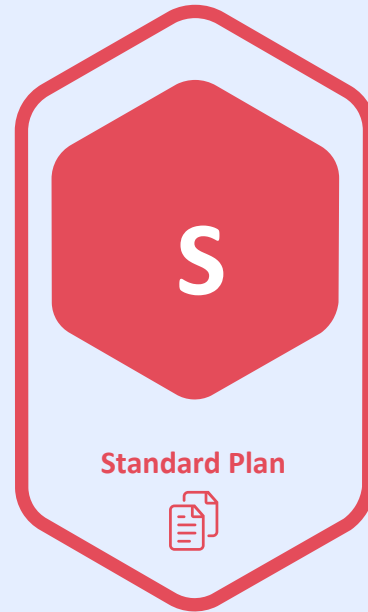
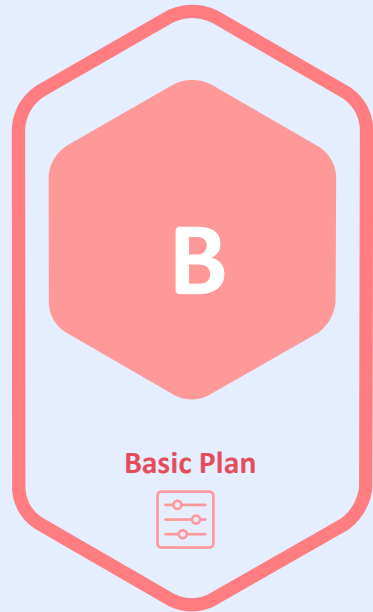


Empower your Agents

Your customer care needs to cover the channel of WhatsApp to insure 360 customer experience

Subscription Bundles

Akoma Has Three bundles to subscribe on base on your Business needs and requirements



Features

- ✓ **1 Agent**
- ✓ Monthly 1000 conversation Messages.
- ✓ Setup up to 2 template Messages.
- ✓ Akoma Web platform.
- ✓ Automated Notification messages.
- ✓ Auto Response to client's chat.
- ✓ Agent base chatting one to one.
- ✓ Self-services for automated message.
- ✓ Integration with any system.
- ✓ Files and location sharing.
- ✓ The subscription fees are including SLA (NBD 24/7).

Features

- ✓ **Up 3 Agents**
- ✓ Monthly 3000 conversation Messages.
- ✓ Setup up to 5 template Messages.
- ✓ Akoma Web platform.
- ✓ Automated Notification messages.
- ✓ Auto Response to client's chat.
- ✓ Agent base chatting one to one.
- ✓ Self-services for automated message.
- ✓ Integration with any system.
- ✓ Files and location sharing.
- ✓ The subscription fees are including SLA (NBD 24/7).

Features

- ✓ **Up 6 Agents**
- ✓ Monthly 6000 conversation Messages.
- ✓ Setup up to 10 template Messages.
- ✓ Akoma Web platform.
- ✓ Automated Notification messages.
- ✓ Auto Response to client's chat.
- ✓ Agent base chatting one to one.
- ✓ Self-services for automated message.
- ✓ Integration with any system.
- ✓ Files and location sharing.
- ✓ The subscription fees are including SLA (NBD 24/7).



Akoma On YouTube



English



عربي

Akoma help you to position your business properly among your competitors.

We at akoma believe that WhatsApp communication will reduce the call center voice channel by minimum 40%

[Request Demo](#)





AKOMA



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