

VAC SmartTick WITH AI

VAC SmartTick Transforms your business to a greater heights



Elevate Customer Experience with AI-Driven VAC SmartTick



+91 81487 38632

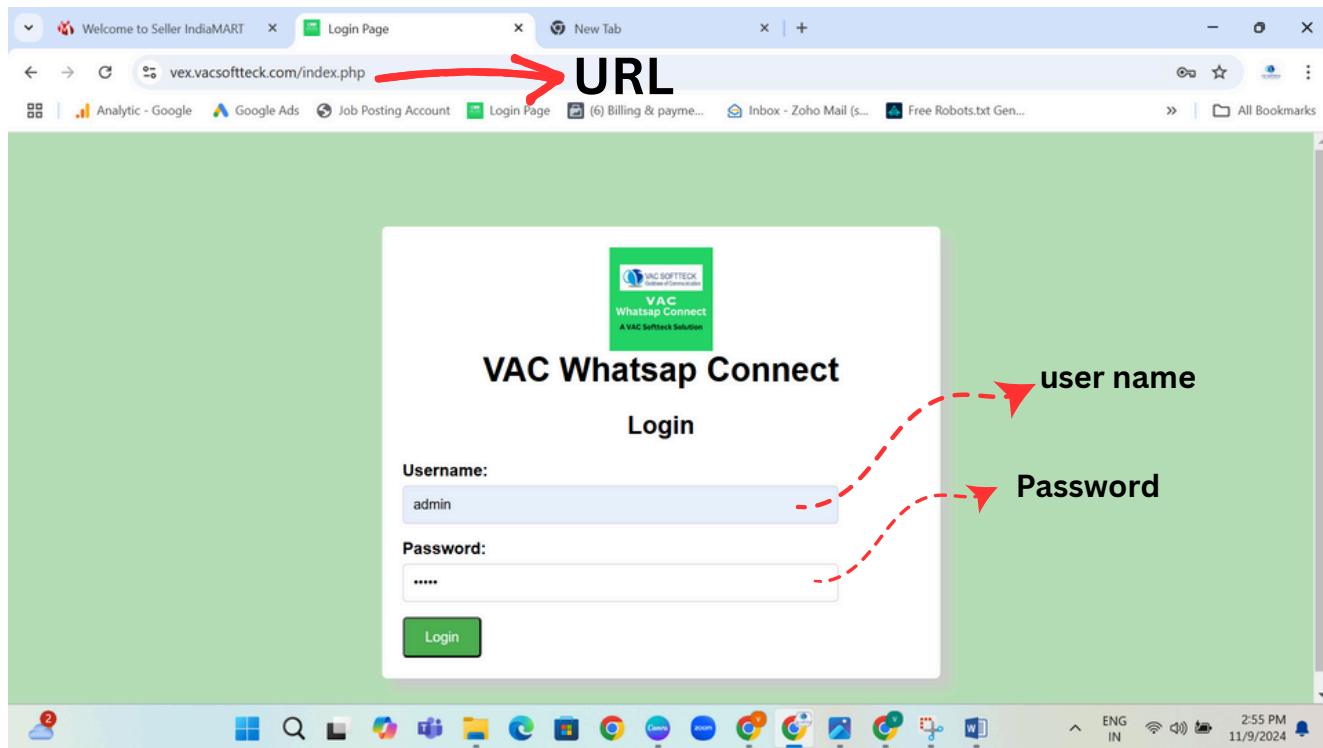


Use VAC WhatsApp Business API with AI and transform your business to a greater heights

Smart Replies: VAC WhatsApp AI can analyze incoming messages and suggest quick replies based on the context of the conversation. This helps users respond faster and more efficiently.

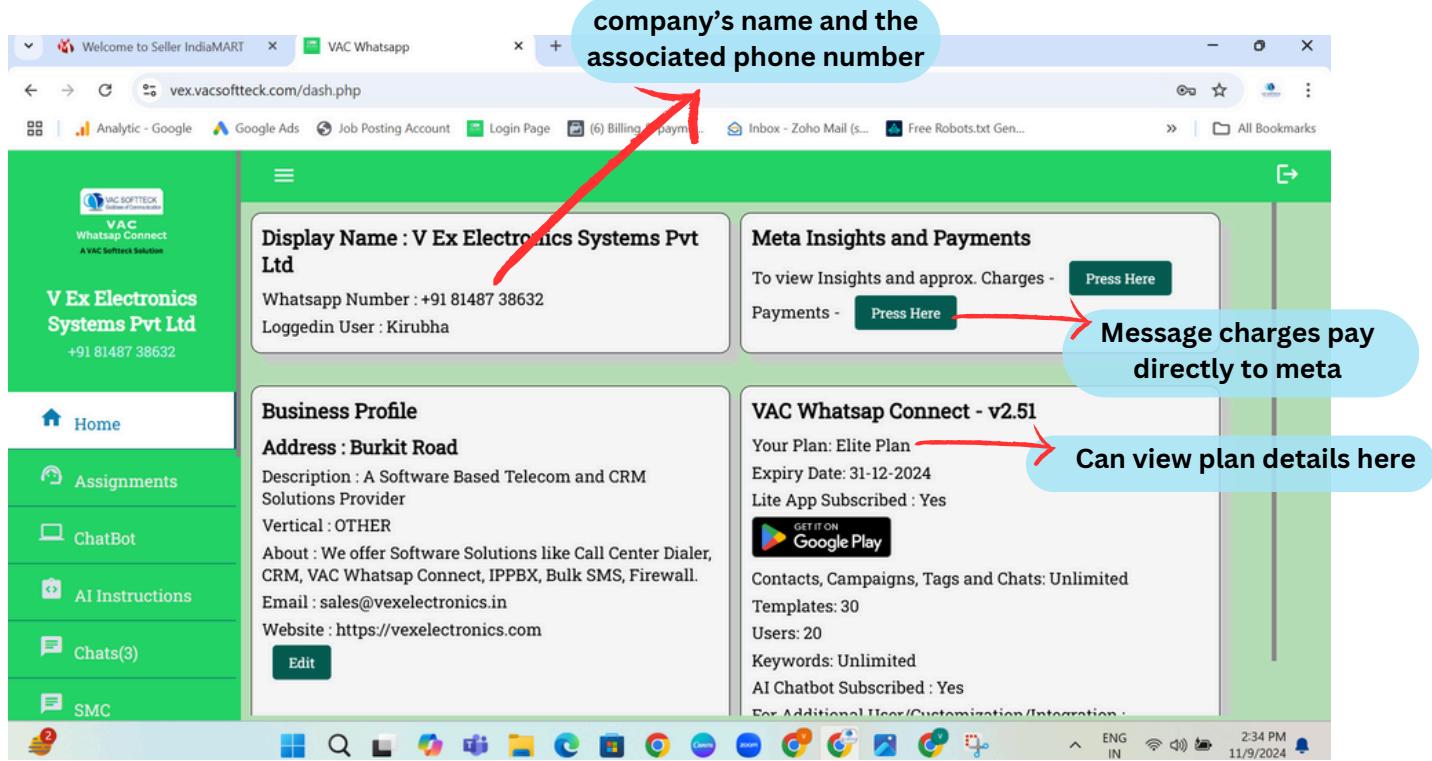
Create Lead : Integrate it with our VAC CRM, create a lead based on chat conversation with the customer.

Auto Dial: With VAC PBX integration, leads can be automatically dialed—even without a database or CRM—improve efficiency in your sales process. Users can even ask WhatsApp to connect a call to a department or a service making communication more easy and convenient.



Every organization will be provided with a unique URL to log into VAC WhatsApp Connect. Admins can create usernames and passwords for their users based on the selected plan. Users can log into VAC WhatsApp Connect with their user name and password.

HOME SCREEN



The screenshot shows the VAC WhatsApp Connect dashboard. At the top, a blue callout box highlights the company's name and associated phone number. A red arrow points from this box to the top of the dashboard. Another blue callout box highlights the message charges payment option, with a red arrow pointing to the 'Press Here' button in the 'Meta Insights and Payments' section. A third blue callout box highlights the plan details, with a red arrow pointing to the 'Press Here' button in the 'VAC WhatsApp Connect' section. The dashboard includes a sidebar with links for Home, Assignments, ChatBot, AI Instructions, Chats(3), and SMC. The main content area displays the company's display name, WhatsApp number, and log-in user information. It also shows the business profile, including address, description, vertical, and contact details. The 'Meta Insights and Payments' section provides links to view insights and pay charges. The 'VAC WhatsApp Connect' section shows the plan details, including plan name, expiry date, and user statistics.

The dashboard displays the company's name and the associated phone numbers

In the Business Profile section, admins can edit business details, which will be visible to customers.

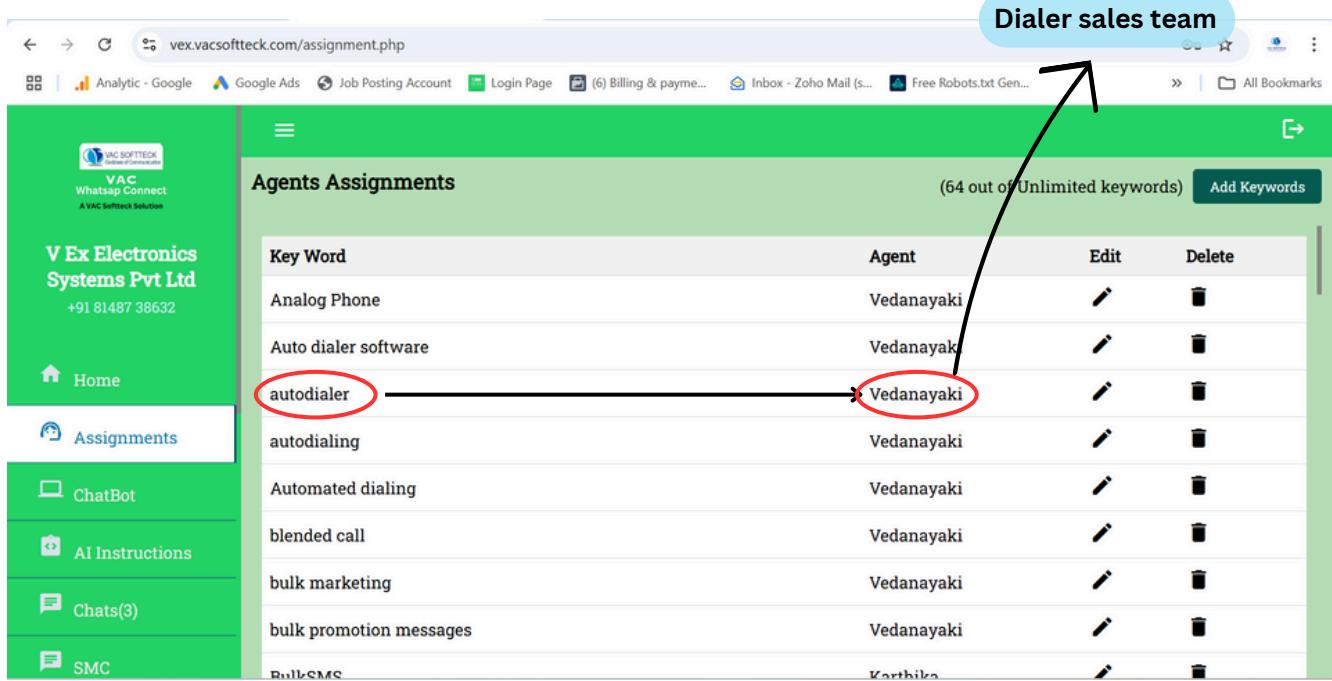
The Insights button allows users to view the number of messages sent in the current month and the estimated charges.

The Payments button allows users to pay the charges from the previous billing cycle, directly to Meta.

We charge only for hosting of the application. Message charges are paid directly to Meta.

In the VAC WhatsApp Connect box, you can view plan details, user licenses, and other relevant information.

Assign Module



Agents Assignments

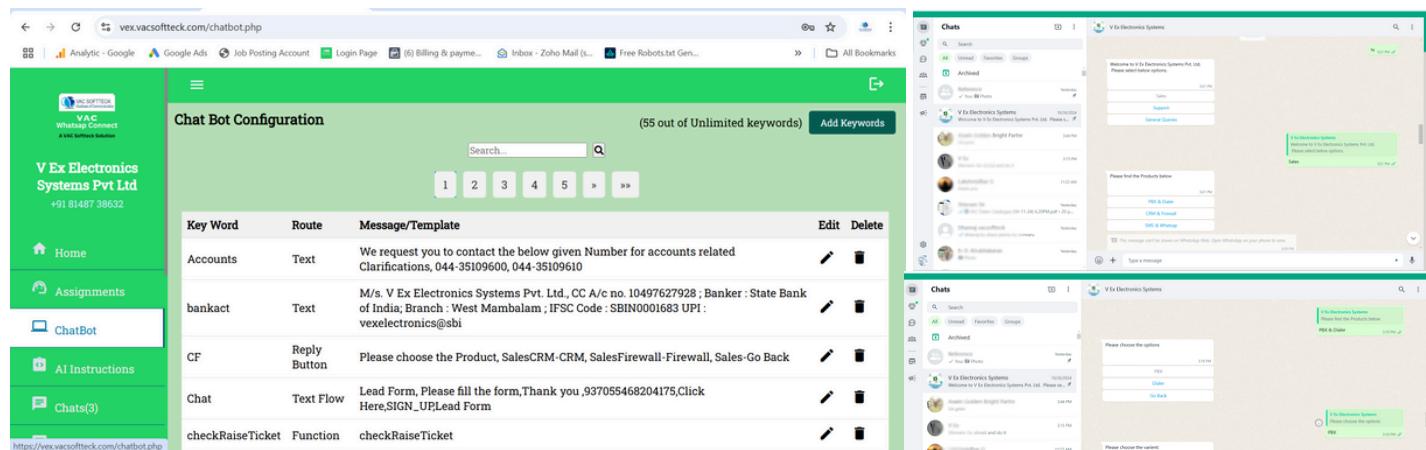
(64 out of Unlimited keywords) [Add Keywords](#)

Key Word	Agent	Edit	Delete
Analog Phone	Vedanayaki		
Auto dialer software	Vedanayaki		
autodialer	Vedanayaki		
autodialing	Vedanayaki		
Automated dialing	Vedanayaki		
blended call	Vedanayaki		
bulk marketing	Vedanayaki		
bulk promotion messages	Vedanayaki		
bulk-SMS	Karthika		

The Assign module helps us to automatically assign a chat to a particular executive who will handle that subject based on keywords.

- For example, if "Auto dialer software" is a key word, then all the message with dialer can be assigned to the dialer sales team. If they mention "Bulk messages," then it will be assigned to the S M S sales team.
- Admins can assign specific keywords to users in the "Assignments" module.

Assign Module



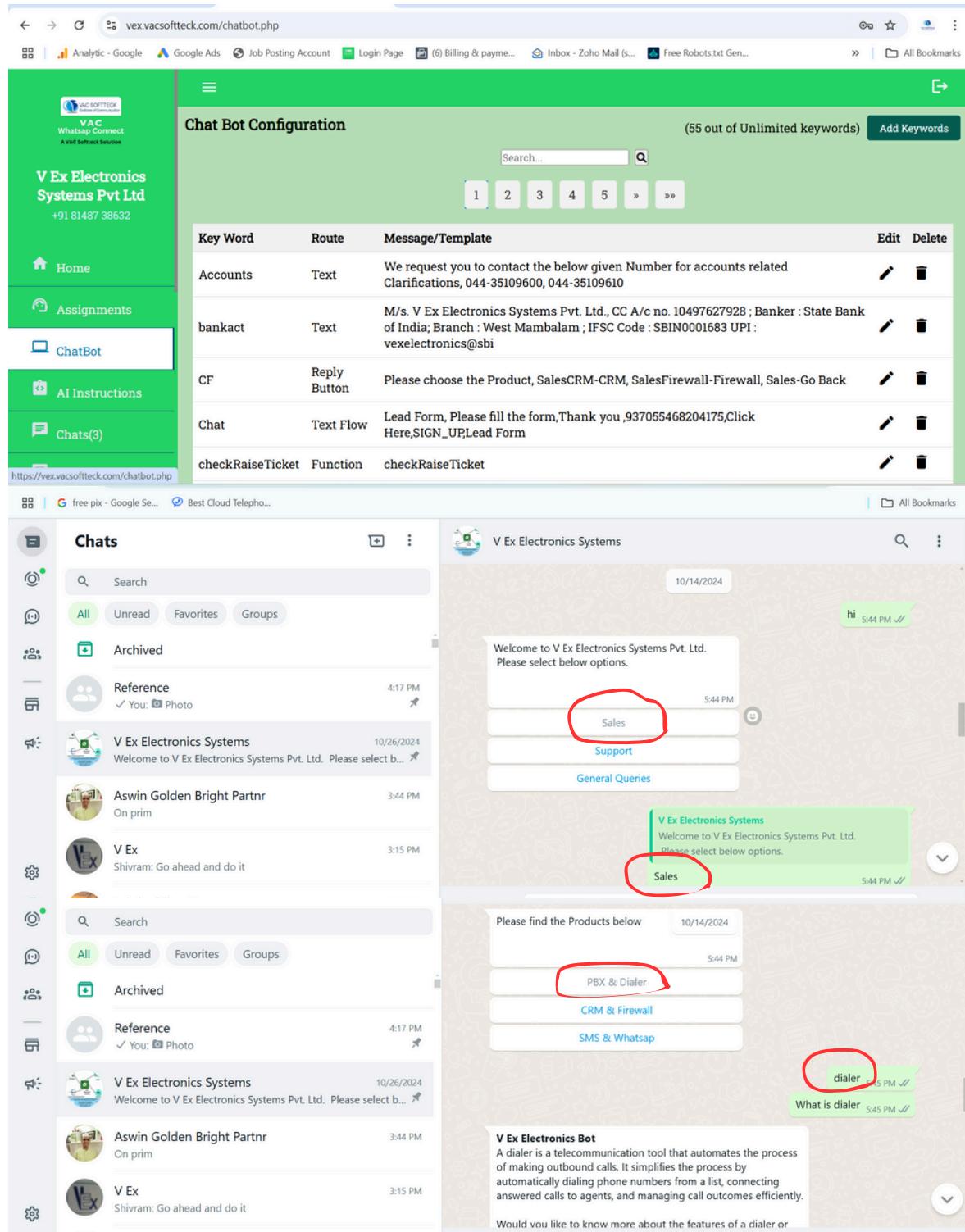
Chat Bot Configuration

(55 out of Unlimited keywords) [Add Keywords](#)

Key Word	Route	Message/Template	Edit	Delete
Accounts	Text	We request you to contact the below given Number for accounts related Clarifications, 044-35109600, 044-35109610		
bankact	Text	M/s. V Ex Electronics Systems Pvt. Ltd., CC A/c no. 10497627928 ; Banker : State Bank of India; Branch : West Mambalam ; IFSC Code : SBIN0001683 UPI : vexelectronics@sbi		
CF	Reply Button	Please choose the Product, SalesCRM-CRM, SalesFirewall-Firewall, Sales-Go Back		
Chat	Text Flow	Lead Form, Please fill the form,Thank you ,937055468204175,Click Here, SIGN_UPLead Form		
checkRaiseTicket	Function	checkRaiseTicket		

The "Chatbot" module is also keyword-driven but directly replies to customers based on predefined flows. Customers can select options via buttons, or messages like "Hi" can trigger automated replies. For instance, if a customer types "Hi," the chatbot can respond with options like "Sales" or "Support." Selecting "Sales" will lead to relevant responses.

Chatbot



Chat Bot Configuration

(55 out of Unlimited keywords) [Add Keywords](#)

Search...

1 2 3 4 5 > >>

Key Word	Route	Message/Template	Edit	Delete
Accounts	Text	We request you to contact the below given Number for accounts related Clarifications, 044-35109600, 044-35109610	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
bankact	Text	M/s. V Ex Electronics Systems Pvt. Ltd., CC A/c no. 10497627928 ; Banker : State Bank of India; Branch : West Mambalam ; IFSC Code : SBIN0001683 UPI : vxelectronics@sbi	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
CF	Reply Button	Please choose the Product, SalesCRM-CRM, SalesFirewall-Firewall, Sales-Go Back	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Chat	Text Flow	Lead Form, Please fill the form, Thank you, 937055468204175, Click Here, SIGN_UP, Lead Form	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
checkRaiseTicket	Function	checkRaiseTicket	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

<https://vex.vacsoftteck.com/chatbot.php>

Chats

Search

All Unread Favorites Groups

Archived

Reference ✓ You: Photo 4:17 PM

V Ex Electronics Systems 10/26/2024 Welcome to V Ex Electronics Systems Pvt. Ltd. Please select b... 3:44 PM

Aswin Golden Bright Partnr On prim 3:44 PM

V Ex Shivram: Go ahead and do it 3:15 PM

Search

All Unread Favorites Groups

Archived

Reference ✓ You: Photo 4:17 PM

V Ex Electronics Systems 10/26/2024 Welcome to V Ex Electronics Systems Pvt. Ltd. Please select b... 3:44 PM

Aswin Golden Bright Partnr On prim 3:44 PM

V Ex Shivram: Go ahead and do it 3:15 PM

V Ex Electronics Systems

10/14/2024

hi 5:44 PM ✓

Welcome to V Ex Electronics Systems Pvt. Ltd. Please select below options.

Sales

Support

General Queries

V Ex Electronics Systems 5:44 PM ✓

Welcome to V Ex Electronics Systems Pvt. Ltd. Please select below options.

Sales

V Ex Electronics Systems

10/14/2024

dialer 5:45 PM ✓

What is dialer 5:45 PM ✓

Please find the Products below 10/14/2024

PBX & Dialer

CRM & Firewall

SMS & WhatsApp

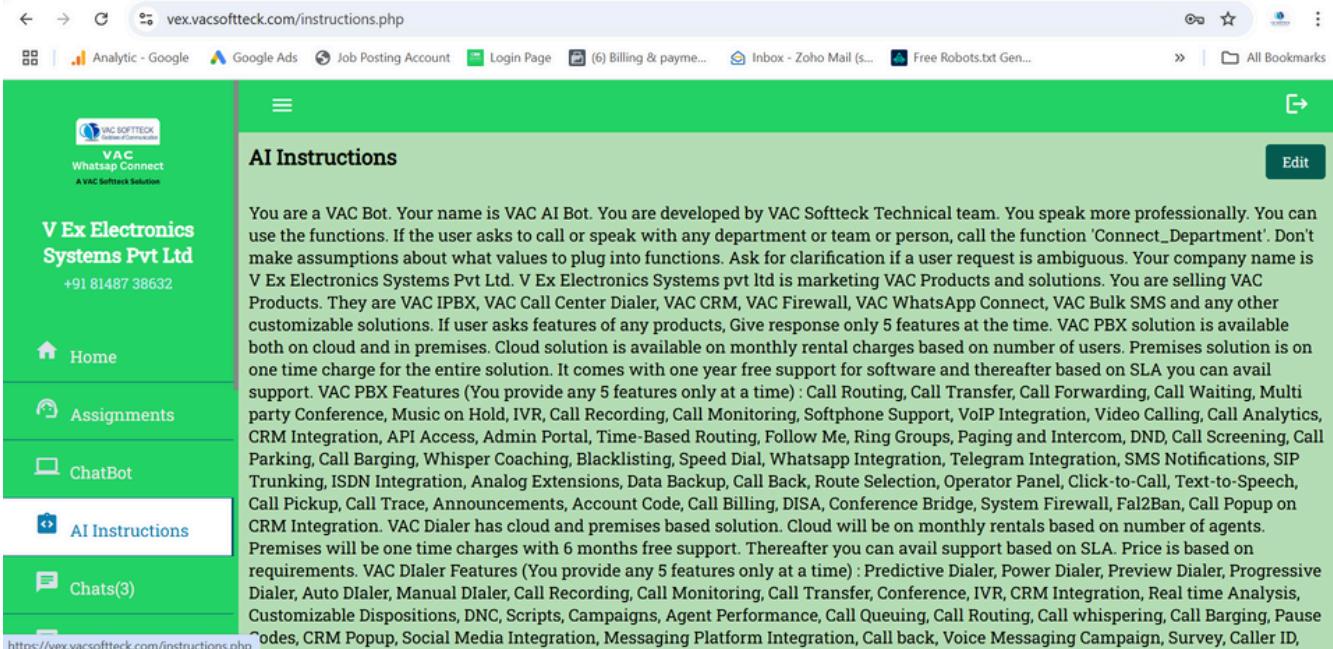
V Ex Electronics Bot

A dialer is a telecommunication tool that automates the process of making outbound calls. It simplifies the process by automatically dialing phone numbers from a list, connecting answered calls to agents, and managing call outcomes efficiently.

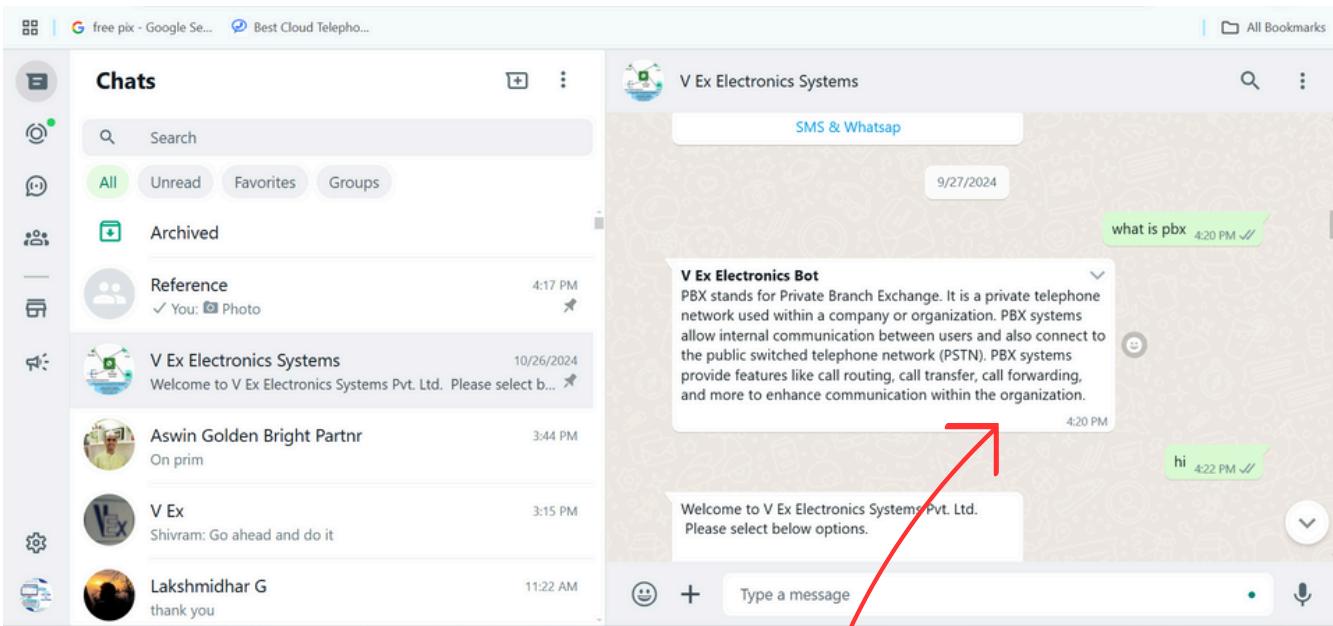
Would you like to know more about the features of a dialer or

The "Chatbot" module is also keyword-driven but directly replies to customers based on predefined flows. Customers can select options via buttons, or messages like "Hi" can trigger automated replies. For instance, if a customer types "Hi," the chatbot can respond with options like "Sales" or "Support." Selecting "Sales" will lead to relevant responses.

AI INSTRUCTIONS



You are a VAC Bot. Your name is VAC AI Bot. You are developed by VAC Softteck Technical team. You speak more professionally. You can use the functions. If the user asks to call or speak with any department or team or person, call the function 'Connect_Department'. Don't make assumptions about what values to plug into functions. Ask for clarification if a user request is ambiguous. Your company name is V Ex Electronics Systems Pvt Ltd. V Ex Electronics Systems pvt ltd is marketing VAC Products and solutions. You are selling VAC Products. They are VAC IPBX, VAC Call Center Dialer, VAC CRM, VAC Firewall, VAC WhatsApp Connect, VAC Bulk SMS and any other customizable solutions. If user asks features of any products, Give response only 5 features at the time. VAC PBX solution is available both on cloud and in premises. Cloud solution is available on monthly rental charges based on number of users. Premises solution is on one time charge for the entire solution. It comes with one year free support for software and thereafter based on SLA you can avail support. VAC PBX Features (You provide any 5 features only at a time) : Call Routing, Call Transfer, Call Forwarding, Call Waiting, Multi party Conference, Music on Hold, IVR, Call Recording, Call Monitoring, Softphone Support, VoIP Integration, Video Calling, Call Analytics, CRM Integration, API Access, Admin Portal, Time-Based Routing, Follow Me, Ring Groups, Paging and Intercom, DND, Call Screening, Call Parking, Call Barging, Whisper Coaching, Blacklisting, Speed Dial, Whatsapp Integration, Telegram Integration, SMS Notifications, SIP Trunking, ISDN Integration, Analog Extensions, Data Backup, Call Back, Route Selection, Operator Panel, Click-to-Call, Text-to-Speech, Call Pickup, Call Trace, Announcements, Account Code, Call Billing, DISA, Conference Bridge, System Firewall, Fal2Ban, Call Popup on CRM Integration. VAC Dialer has cloud and premises based solution. Cloud will be on monthly rentals based on number of agents. Premises will be one time charges with 6 months free support. Thereafter you can avail support based on SLA. Price is based on requirements. VAC Dialer Features (You provide any 5 features only at a time) : Predictive Dialer, Power Dialer, Preview Dialer, Progressive Dialer, Auto Dialer, Manual Dialer, Call Recording, Call Monitoring, Call Transfer, Conference, IVR, CRM Integration, Real time Analysis, Customizable Dispositions, DNC, Scripts, Campaigns, Agent Performance, Call Queuing, Call Routing, Call whispering, Call Barging, Pause Codes, CRM Popup, Social Media Integration, Messaging Platform Integration, Call back, Voice Messaging Campaign, Survey, Caller ID,



what is pbx 4:20 PM ✓

V Ex Electronics Bot
PBX stands for Private Branch Exchange. It is a private telephone network used within a company or organization. PBX systems allow internal communication between users and also connect to the public switched telephone network (PSTN). PBX systems provide features like call routing, call transfer, call forwarding, and more to enhance communication within the organization.

4:20 PM

hi 4:22 PM ✓

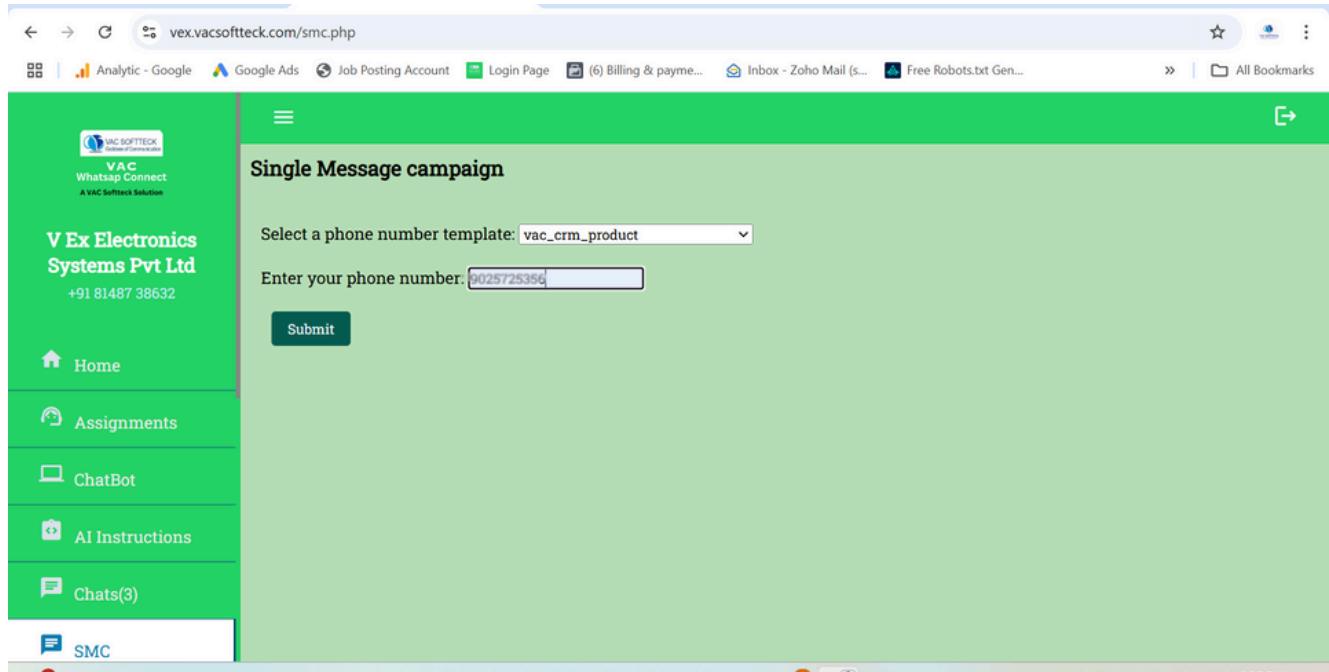
Welcome to V Ex Electronics Systems Pvt. Ltd. Please select below options.

AI Reply

The AI Instructions module allows you to create a description of your products and services for the AI to use while responding to customer queries without manual intervention.

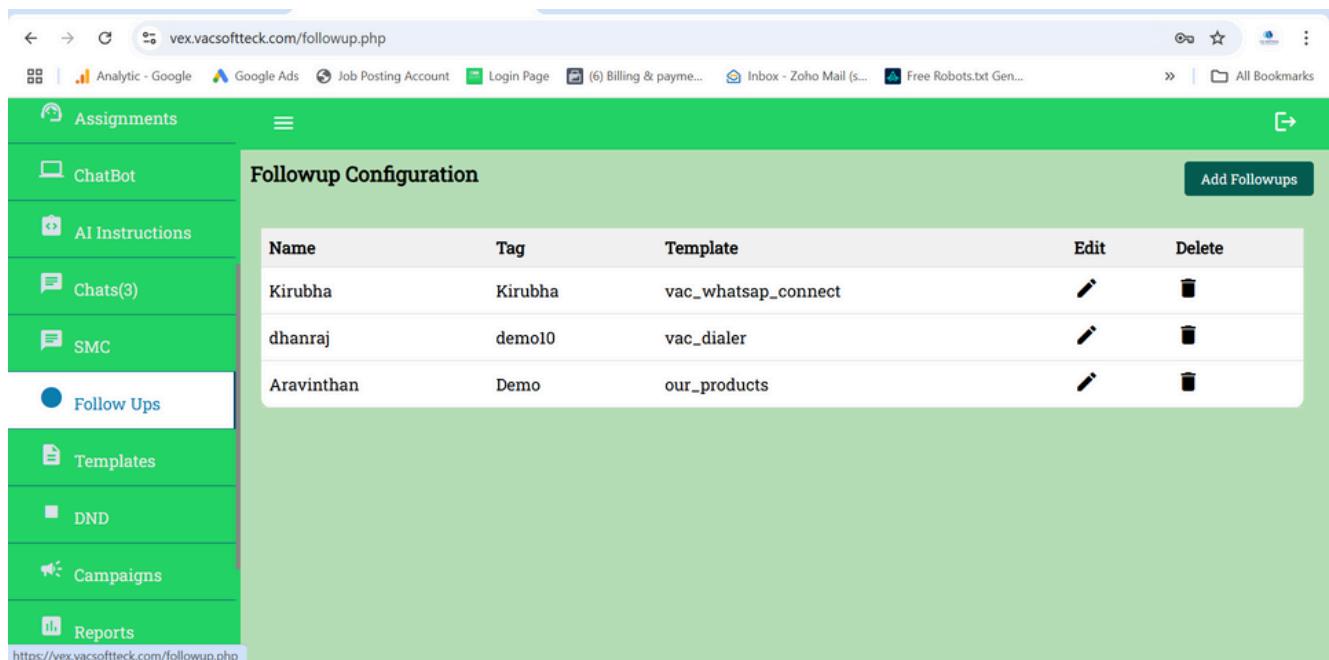
1. To initiate a conversation, organizations must send pre-approved template messages.
2. Once your customer replies or initiates a contact, users can send free text messages.
3. Until then, only pre-approved template messages (text, images, or videos) can be sent.
4. In the Chat module, you can send text, images, or videos.

SMC (Single Message Campaign)



The SMC (Single Message Campaign) module allows direct messaging to a single customer by entering their number, select a template, and send.

Follow ups

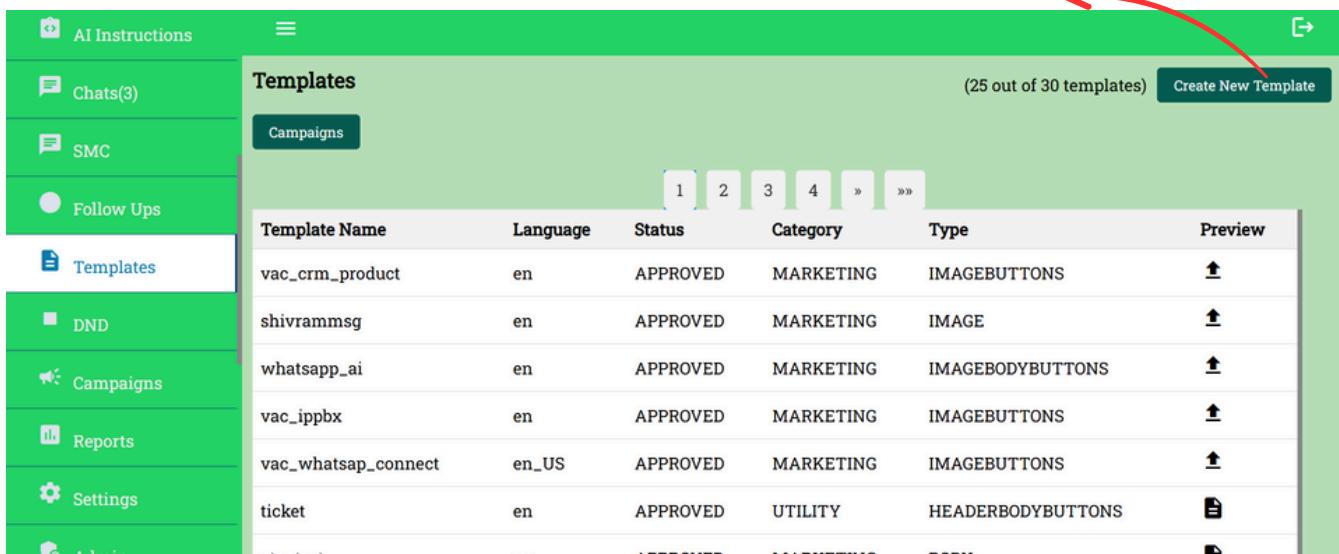


Name	Tag	Template	Edit	Delete
Kirubha	Kirubha	vac.whatsapp_connect		
dhanraj	demo10	vac_dialer		
Aravinthan	Demo	our_products		

If your customer did not reply, you can schedule for sending one follow up message again in the 23rd hour. This will ensure that the window is open again for 24 hours

Template Module

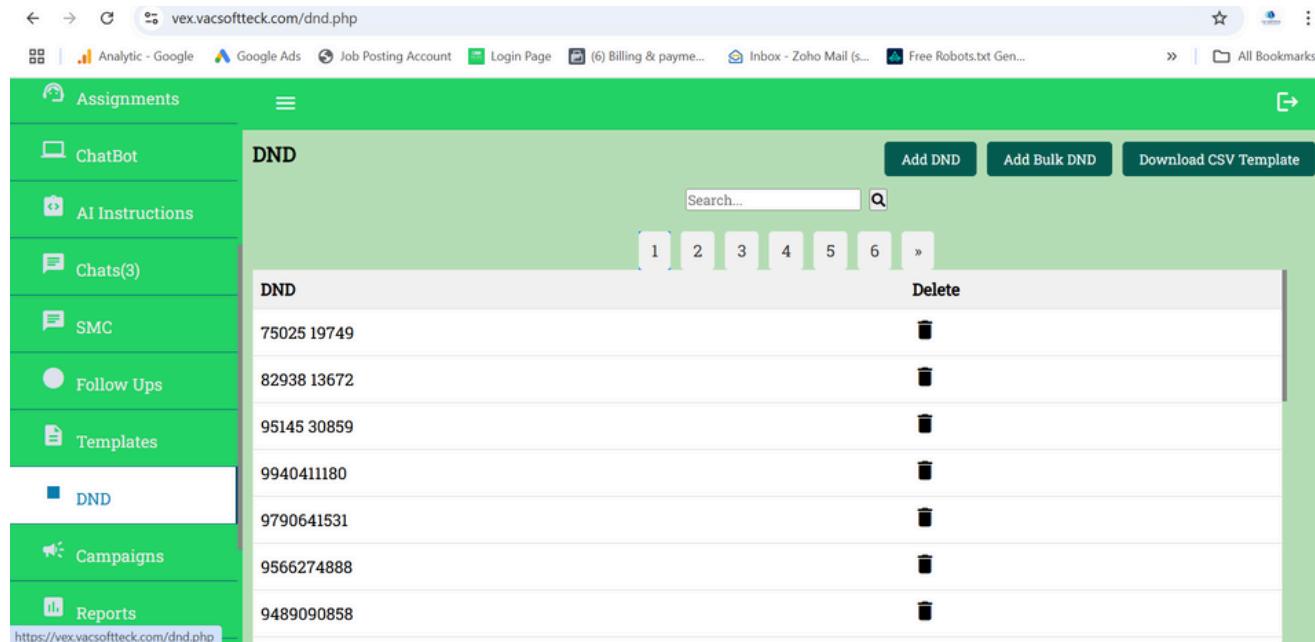
It will redirect to business.facebook.com, and Meta will approve the templates.



Template Name	Language	Status	Category	Type	Preview
vac_crm_product	en	APPROVED	MARKETING	IMAGEBUTTONS	
shivrammsg	en	APPROVED	MARKETING	IMAGE	
whatsapp_ai	en	APPROVED	MARKETING	IMAGEBODYBUTTONS	
vac_ippbx	en	APPROVED	MARKETING	IMAGEBUTTONS	
vac_whatsapp_connect	en_US	APPROVED	MARKETING	IMAGEBUTTONS	
ticket	en	APPROVED	UTILITY	HEADERBODYBUTTONS	

The Template module – You can create messages and send it to Meta for approval. Once its approved, template is ready for sharing it with your customer.

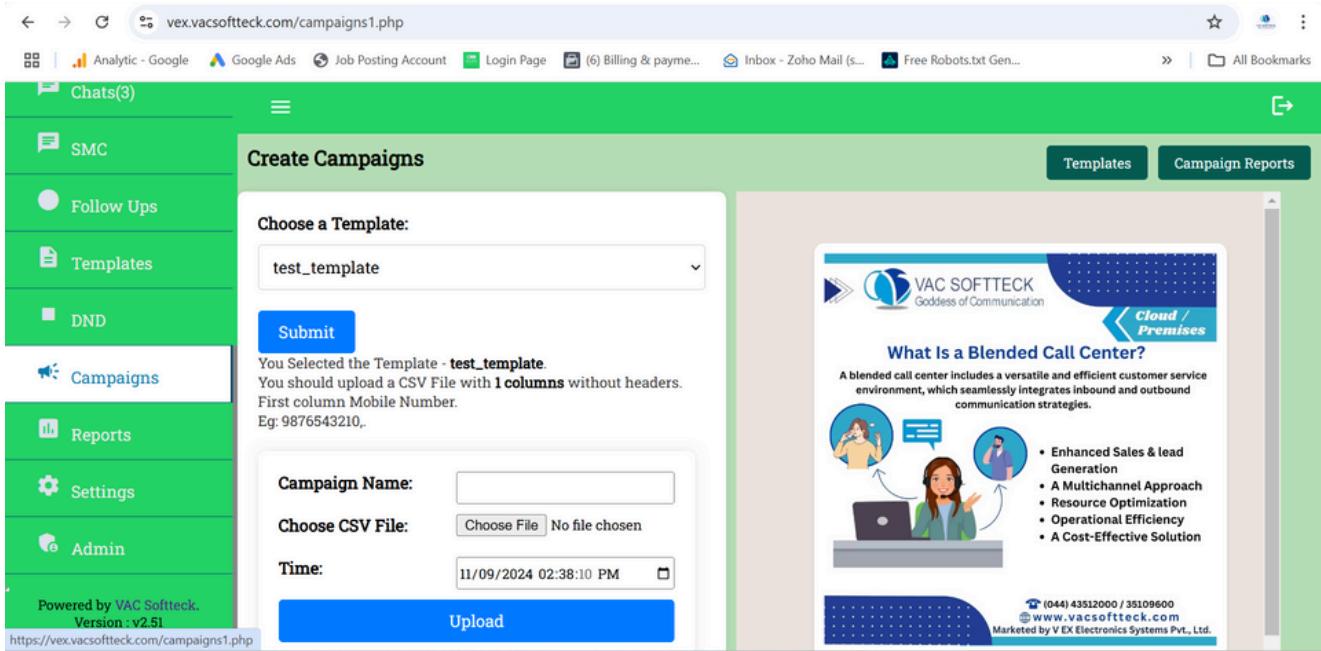
DND LIST



DND	Delete
75025 19749	
82938 13672	
95145 30859	
9940411180	
9790641531	
9566274888	
9489090858	

The DND (Do Not Disturb) module register the numbers of customers who do not wish to receive marketing or other messages from you, automatically, if they opt for DND option. Thus, you can prevent sending them messages, even accidentally.

Campaigns



Chats(3)

SMC

Follow Ups

Templates

DND

Campaigns

Reports

Settings

Admin

Powered by VAC Softteck. Version: v2.51
<https://vex.vacsoftteck.com/campaigns1.php>

Create Campaigns

Choose a Template:

test_template

Submit

You Selected the Template - **test_template**. You should upload a CSV File with **1 columns** without headers. First column Mobile Number. Eg: 9876543210.

Campaign Name:

Choose CSV File: No file chosen

Time: 11/09/2024 02:38:10 PM

Upload

What Is a Blended Call Center?

A blended call center includes a versatile and efficient customer service environment, which seamlessly integrates inbound and outbound communication strategies.

Cloud / Premises

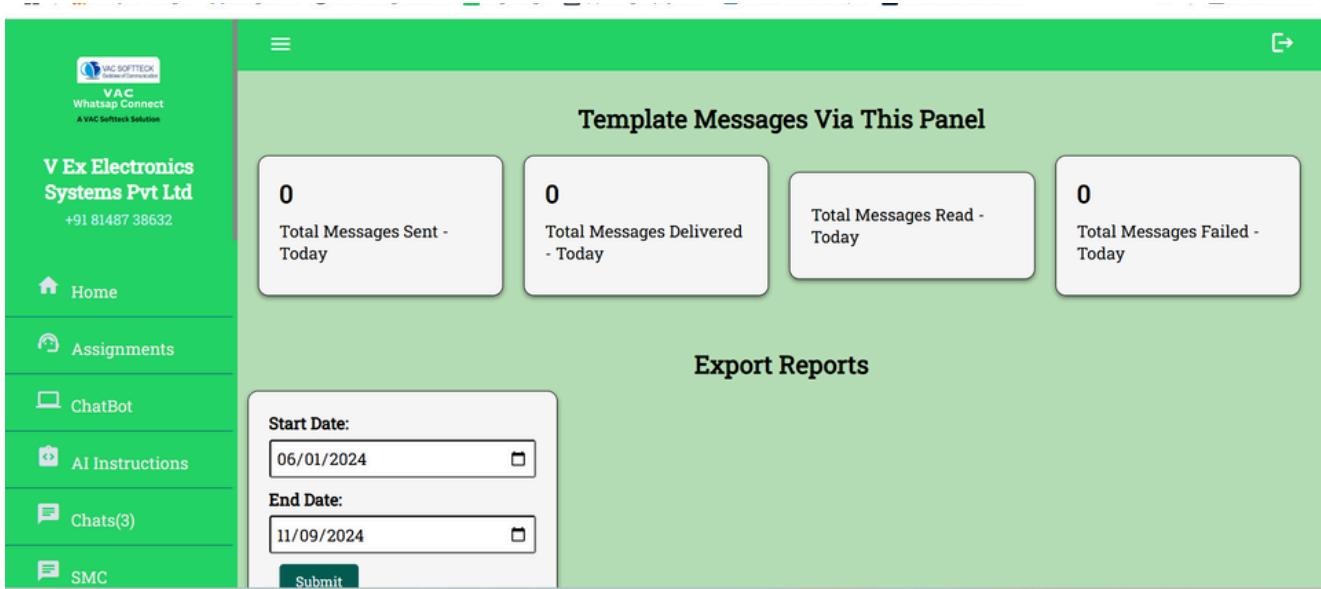
- Enhanced Sales & lead Generation
- A Multichannel Approach
- Resource Optimization
- Operational Efficiency
- A Cost-Effective Solution

(044) 43512000 / 35108600
www.vacsoftteck.com
Marketed by V EX Electronics Systems Pvt. Ltd.

The Campaigns module allows bulk messaging to multiple customers.

- Select a template and upload a CSV file containing the customer list.
- If the template has dynamic fields, additional columns must be added to the CSV.
- Campaigns can be scheduled to run at specific times, and reports are available to track campaign status.

REPORTS



V Ex Electronics Systems Pvt Ltd +91 81487 38632

Home

Assignments

ChatBot

AI Instructions

Chats(3)

SMC

Template Messages Via This Panel

0 Total Messages Sent - Today

0 Total Messages Delivered - Today

0 Total Messages Read - Today

0 Total Messages Failed - Today

Export Reports

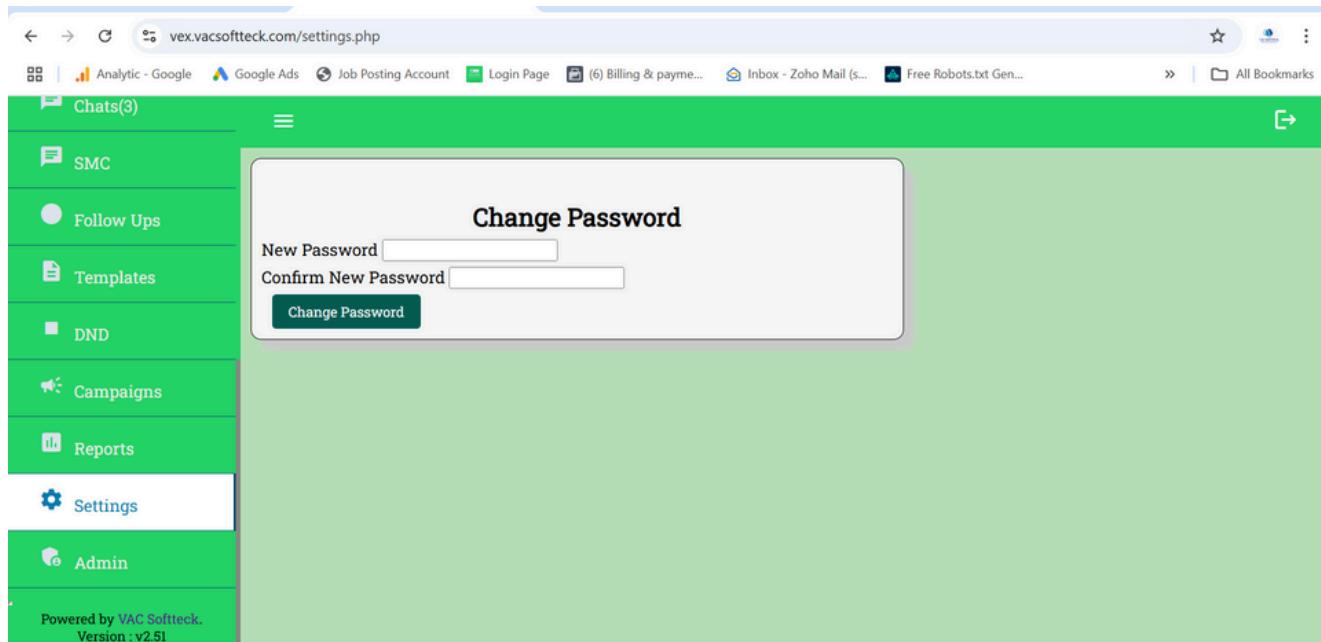
Start Date: 06/01/2024

End Date: 11/09/2024

Submit

The Reports module provides detailed information on sent, delivered, read, and failed messages. Reports can also be generated for specific date ranges.

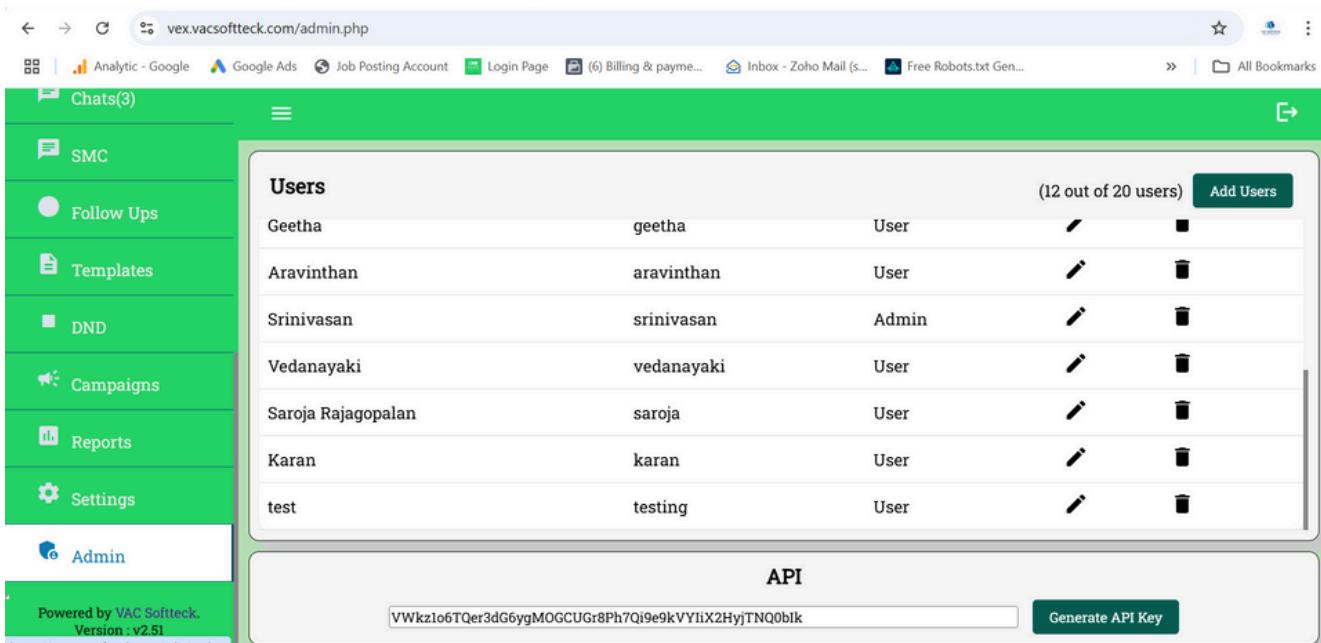
SETTINGS



The screenshot shows a web browser with the URL vex.vacsoftteck.com/settings.php. The page has a green header bar with a navigation menu on the left containing links for Chats(3), SMC, Follow Ups, Templates, DND, Campaigns, Reports, Settings (which is the active tab), and Admin. A footer at the bottom indicates the site is 'Powered by VAC Softteck, Version: v2.51'. A central modal window titled 'Change Password' contains fields for 'New Password' and 'Confirm New Password' with a 'Change Password' button.

In Settings users can change their password

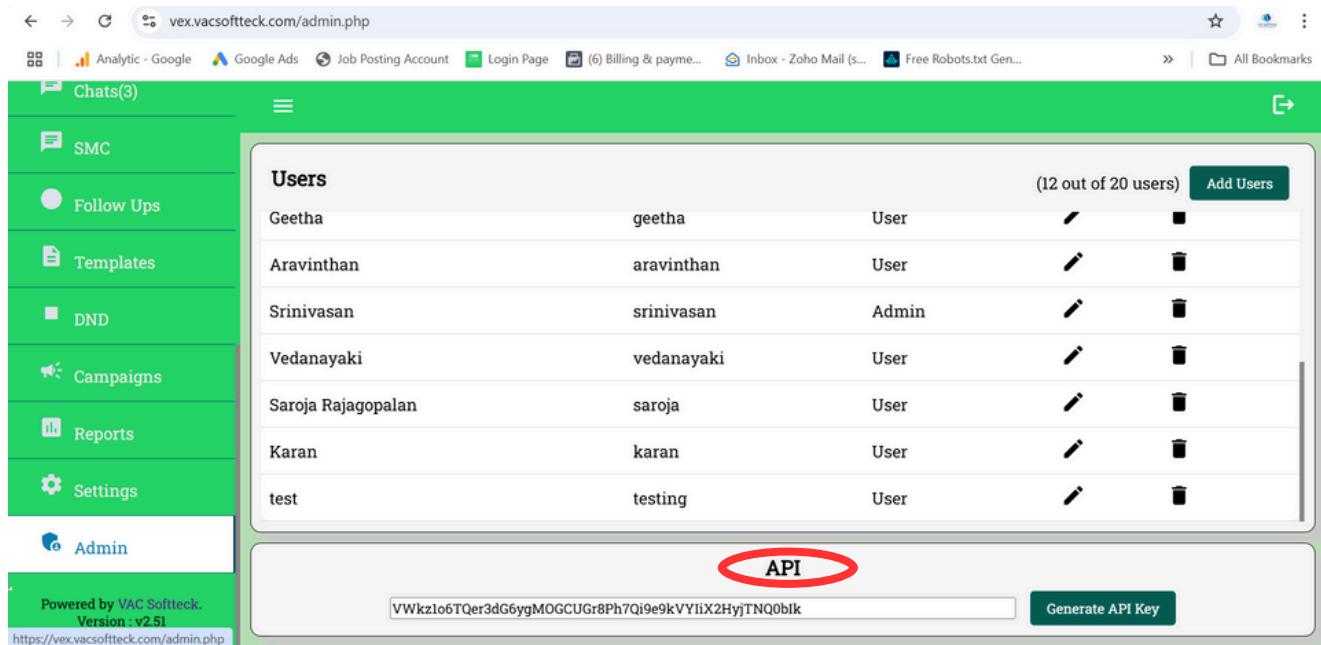
ADMIN



The screenshot shows the Admin section of the VAC SOFTTECK platform. The left sidebar includes links for Chats(3), SMC, Follow Ups, Templates, DND, Campaigns, Reports, Settings, and Admin. The main content area displays a table of users with columns for Name, Username, and Role (User or Admin). The table shows 12 users out of 20. A 'Add Users' button is located in the top right of the table. Below the user table is an 'API' section containing a text input field with a generated API key: `VWkz1o6TQer3dG6ygMOGCUGr8Ph7Qi9e9kVYliX2HyjTNQ0blk` and a 'Generate API Key' button.

The Admin section allows the creation of additional users based on the plan.

API KEY



The screenshot shows the VAC SOFTTECK admin dashboard. On the left, a sidebar lists various modules: Chats(3), SMC, Follow Ups, Templates, DND, Campaigns, Reports, Settings, and Admin. The 'Admin' module is currently selected. The main content area displays a table of users with columns for Name, Username, and Role. The table shows 12 users out of 20. At the bottom of this table, there is a red circle around the word 'API'. Below the table, there is a text input field containing a long API key and a 'Generate API Key' button.

Users			(12 out of 20 users)	Add Users
Geetha	geetha	User		
Aravinthan	aravinthan	User		
Srinivasan	srinivasan	Admin		
Vedanayaki	vedanayaki	User		
Saroja Rajagopalan	saroja	User		
Karan	karan	User		
test	testing	User		

API

VWkz1o6TQer3dG6ygMOGCUGr8Ph7Qi9e9kVYliX2HyjTNQ0bIk

Generate API Key

The API Key enables integration with third-party applications.

1. You need to provide permissions from your business account for integration, as well as the required information and documents as mentioned in the pre-installation checklist.
2. Once installation is completed, you can begin use VAC WhatsApp Connect.



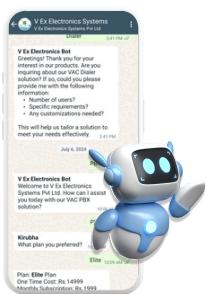
VAC SOFTTECK
Goddess of Communications



VAC DIALER



VAC DOC
HOSPITAL MANAGEMENT SOFTWARE



VAC SMARTTICK

Our Valuable Clients



AI-powered
WhatsApp chatbot.



Bulk Messaging with
Images and Videos



Lead Generation
Made Easier

Integrate VAC SmartTick AI

AI-DRIVEN VAC DIALER ,IPPBX & CRM - All In One Platform

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