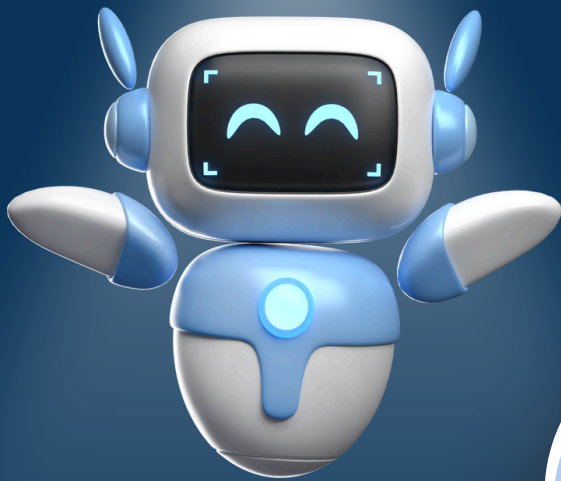


VAC SmartTick WITH AI

VAC SmartTick Transforms your
business to a greater heights



**Elevate Customer
Experience with
AI-Driven
VAC SmartTick**



+91 81487 38632

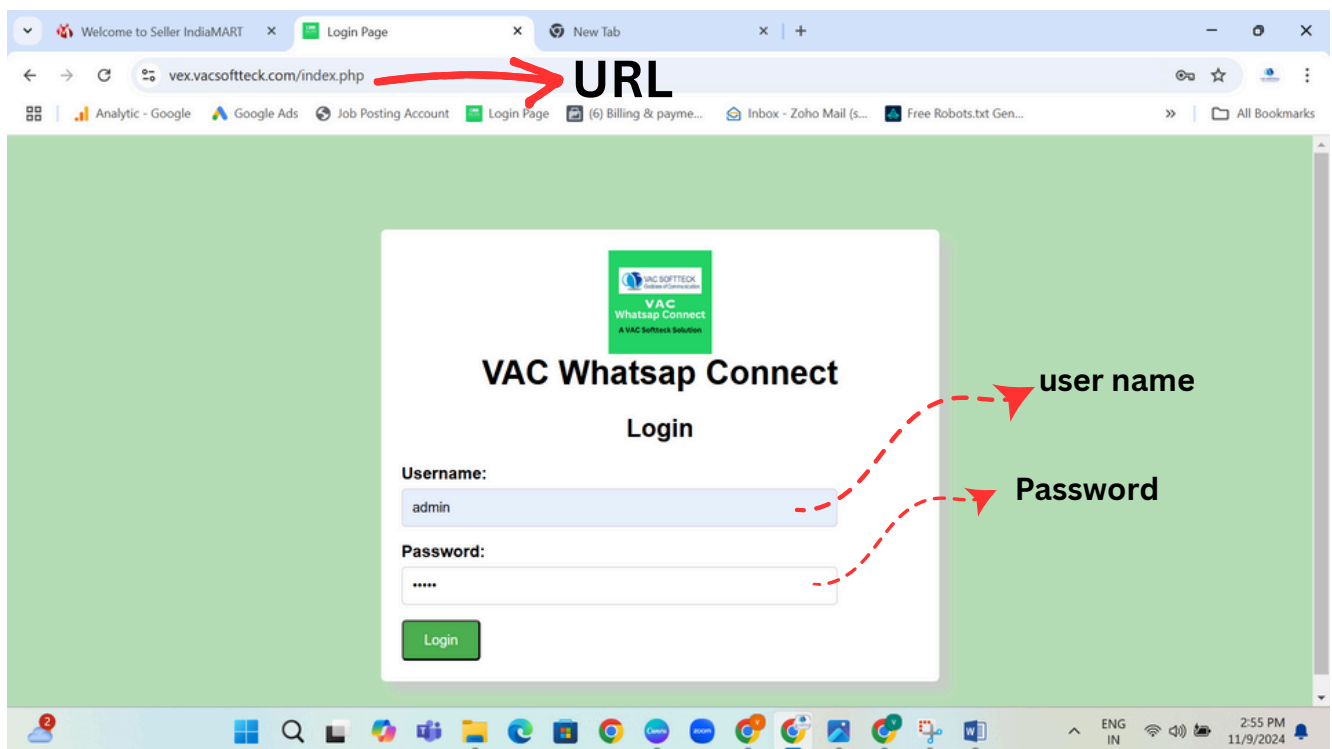


Use VAC WhatsApp Business API with AI and transform your business to a greater heights

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.

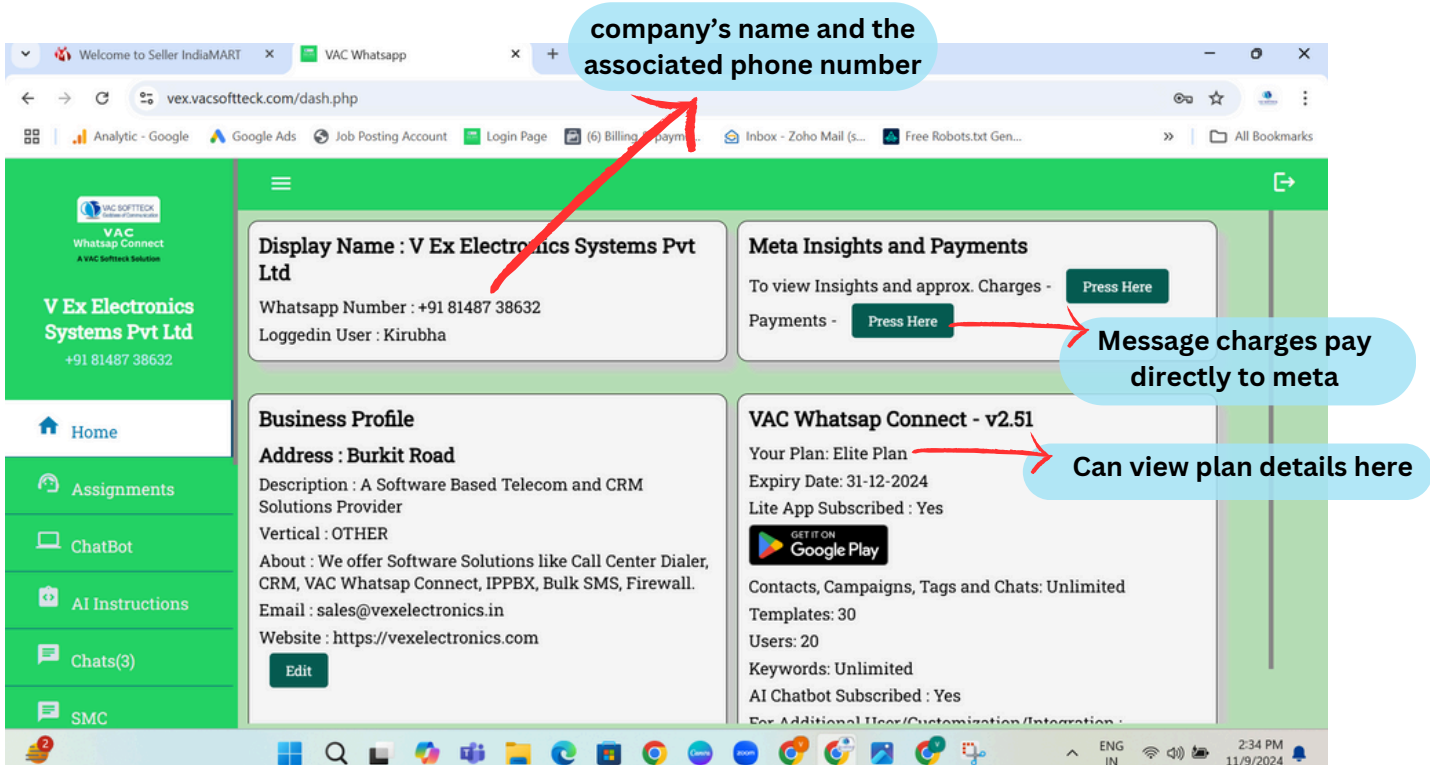
Create Lead : Integrate it with our VAC CRM, create a lead based on chat conversation with the customer.

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 Softteck Home Screen dashboard. The browser address bar displays `vex.vacsoftteck.com/dash.php`. The dashboard is divided into several sections:

- Left Sidebar:** Contains navigation links: Home, Assignments, ChatBot, AI Instructions, Chats(3), and SMC.
- Top Section:** Displays the company name **V Ex Electronics Systems Pvt Ltd** and the WhatsApp Number **+91 81487 38632**. A red arrow points to this section with the annotation: "company's name and the associated phone number".
- Meta Insights and Payments:** Includes buttons for "Press Here" to view insights and "Press Here" for payments. A red arrow points to the payments button with the annotation: "Message charges pay directly to meta".
- Business Profile:** Shows the address **Burkit Road**, description, vertical, and contact information. An "Edit" button is present.
- VAC Whatsap Connect - v2.51:** Displays plan details: "Your Plan: Elite Plan", "Expiry Date: 31-12-2024", "Lite App Subscribed: Yes", and a list of features like "Contacts, Campaigns, Tags and Chats: Unlimited". A red arrow points to this section with the annotation: "Can view plan details here".

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		
BulkSMS	Karthika		

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

a. 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.

b. 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		

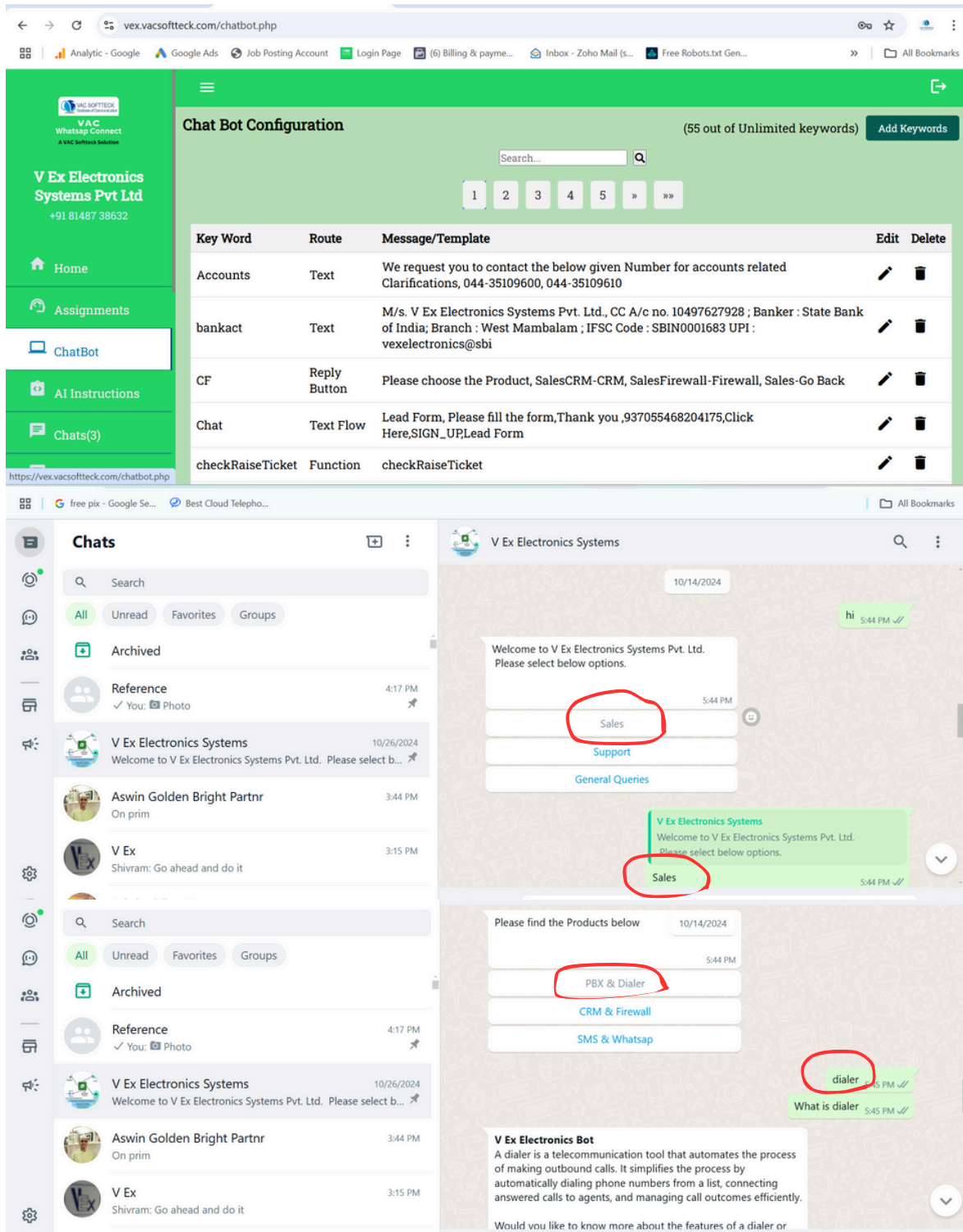
The "Chatbot" module is also keyword-driven but directly replies to customers based on predefined flows.

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



The image shows two screenshots of the VAC SOFTTECK Chatbot system. The top screenshot displays the 'Chat Bot Configuration' interface, which allows users to manage keywords and their corresponding responses. The bottom screenshot shows the chat interface from a user's perspective, demonstrating how the chatbot responds to customer queries.

Chat Bot Configuration (55 out of Unlimited keywords)

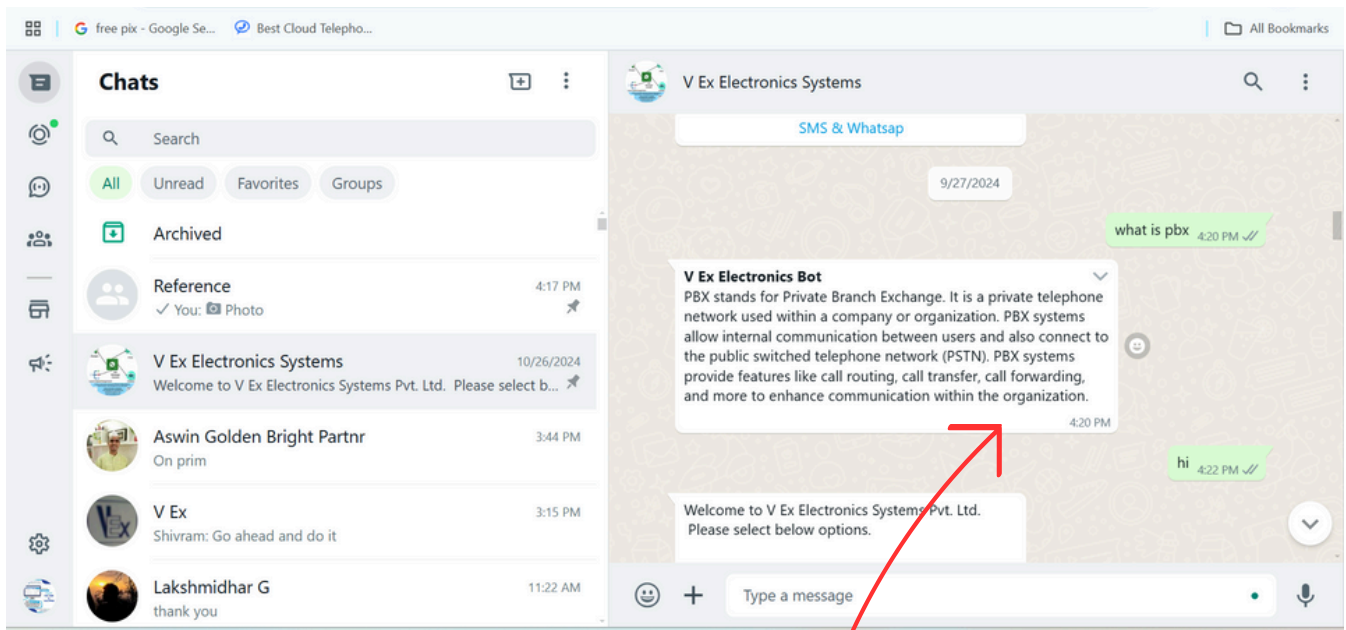
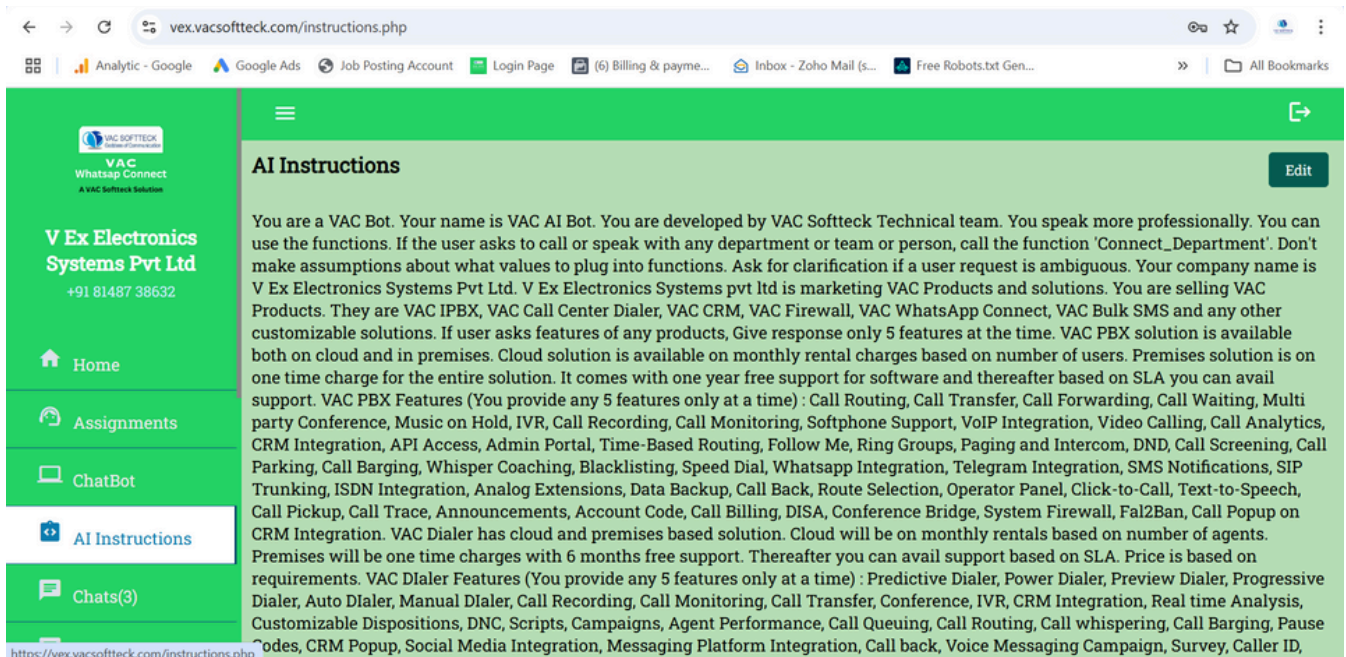
Key Word	Route	Message/Template	Edit	Delete
Accounts	Text	We request you to contact the below given Number for accounts related Clarifications, 044-35109600, 044-35109610		
bankact	Text	M/s. V Ex Electronics Systems Pvt. Ltd., CC A/c no. 10497627928 ; Banker : State Bank of India; Branch : West Mambalam ; 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_UP, Lead Form		
checkRaiseTicket	Function	checkRaiseTicket		

Chat Interface:

The chat interface shows a conversation with 'V Ex Electronics Systems'. The chatbot responds to a 'hi' message with a welcome message and options: Sales, Support, and General Queries. The user selects 'Sales', and the chatbot provides a list of products: PBX & Dialer, CRM & Firewall, and SMS & Whatsapp. The user selects 'dialer', and the chatbot provides a definition of a dialer and offers to provide more information.

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

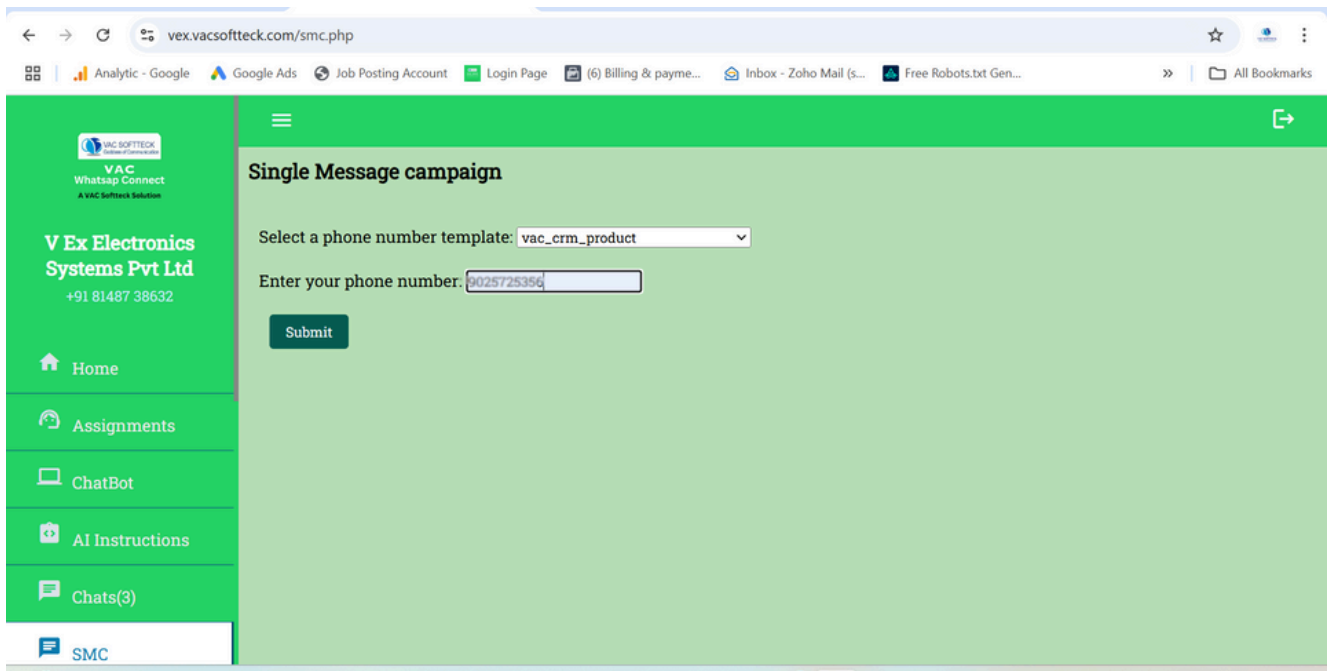


AI Reply

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.

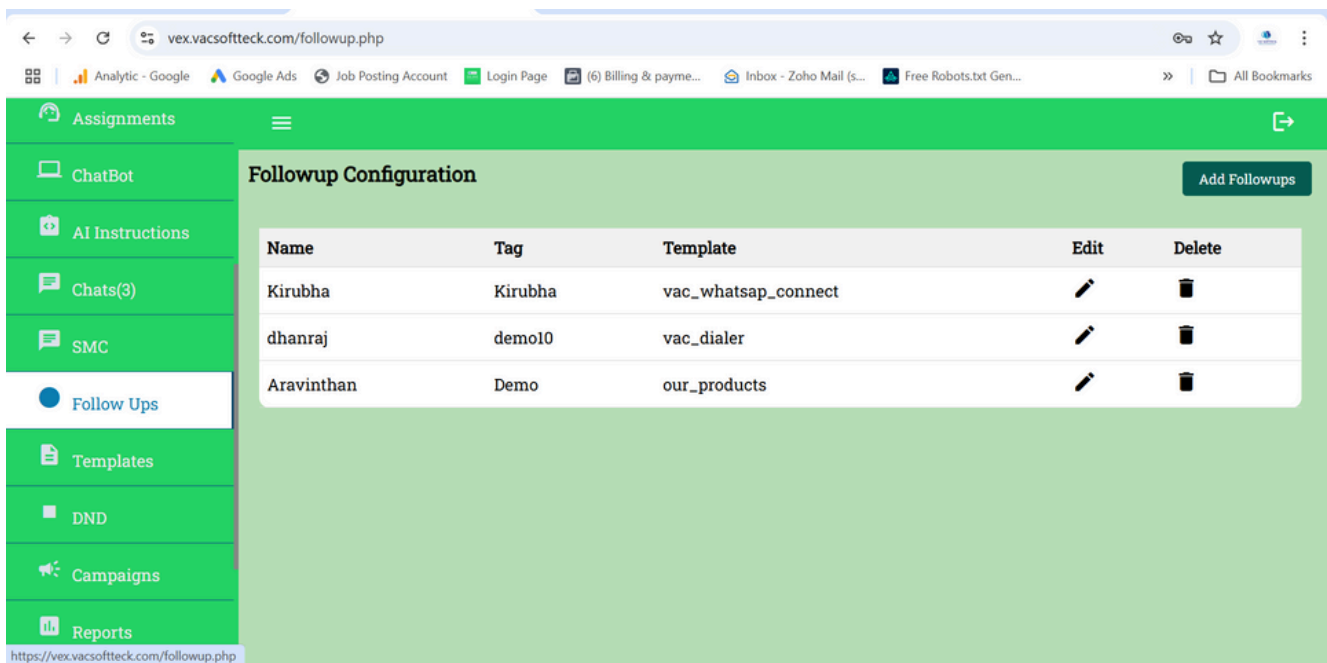
SMC (Single Message Campaign)



The screenshot shows the 'Single Message campaign' page. On the left is a green sidebar with the company logo 'V Ex Electronics Systems Pvt Ltd' and phone number '+91 81487 38632'. The sidebar menu includes Home, Assignments, ChatBot, AI Instructions, Chats(3), and SMC (highlighted). The main content area has a green header 'Single Message campaign'. Below it, there's a form with a dropdown for 'Select a phone number template:' set to 'vac_crm_product', a text input for 'Enter your phone number:' with the value '9025725356', and a 'Submit' button.

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

Follow ups



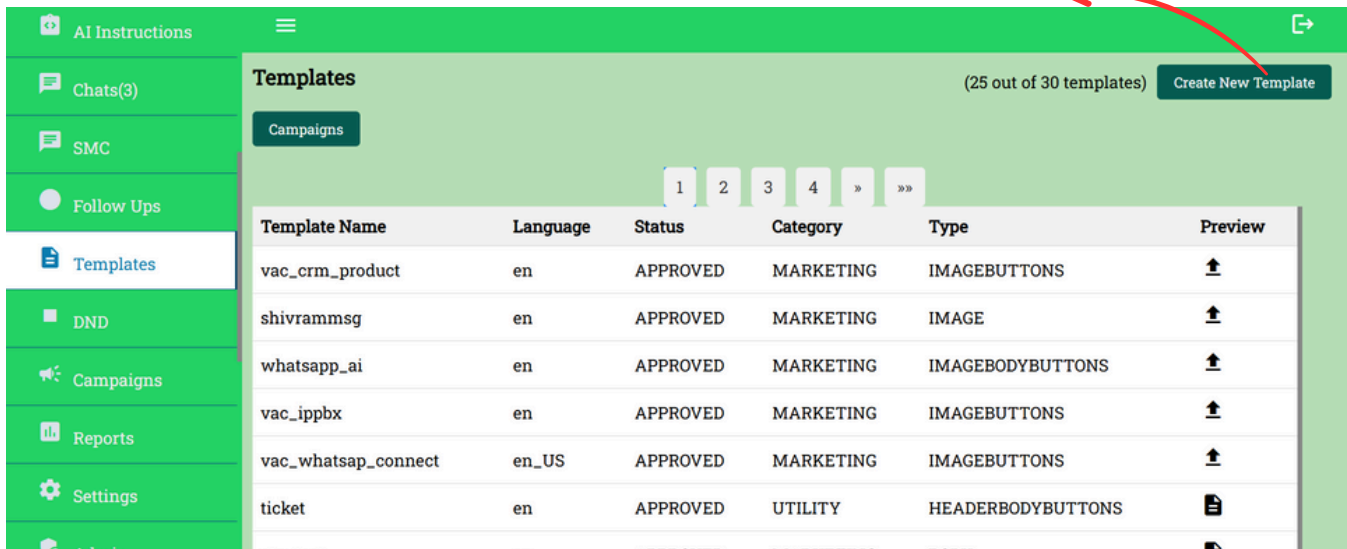
The screenshot shows the 'Followup Configuration' page. The left sidebar is similar to the SMC page but highlights 'Follow Ups'. The main content area has a green header 'Followup Configuration' and an 'Add Followups' button. Below is a table with columns: Name, Tag, Template, Edit, and Delete.

Name	Tag	Template	Edit	Delete
Kirubha	Kirubha	vac_whatsap_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

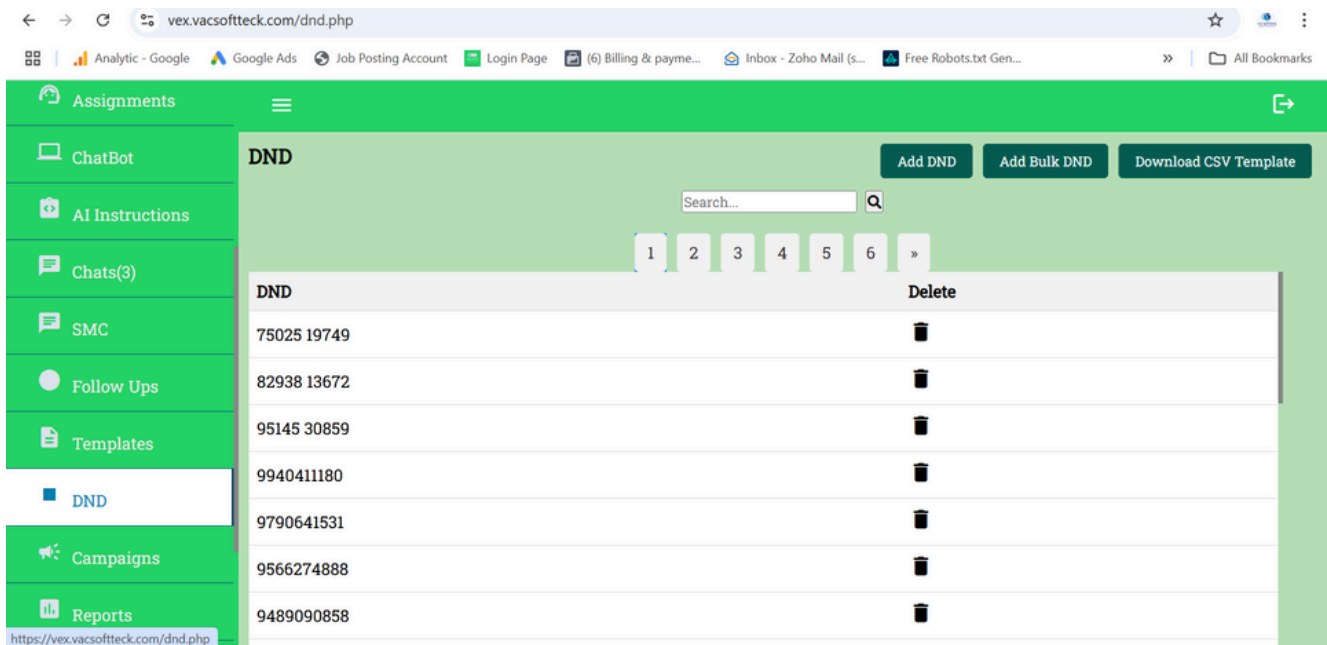
It will redirect to business.facebook.com, and Meta will approve the templates.



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.

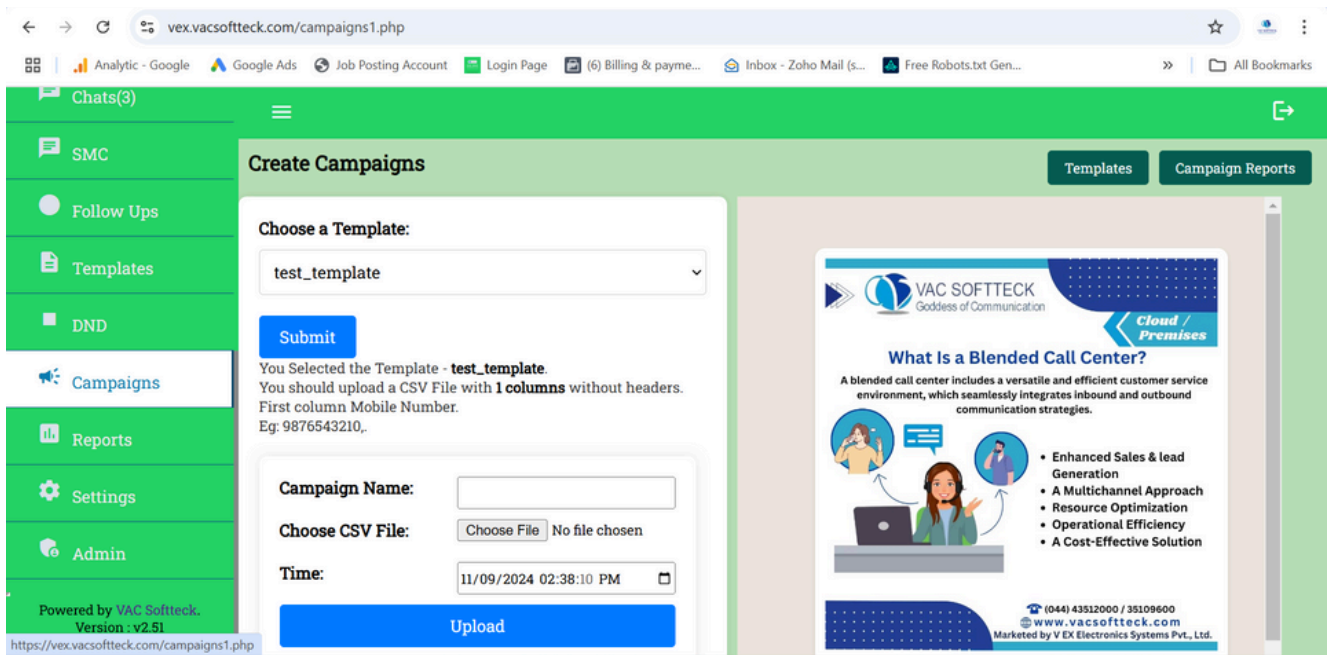
DND LIST



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

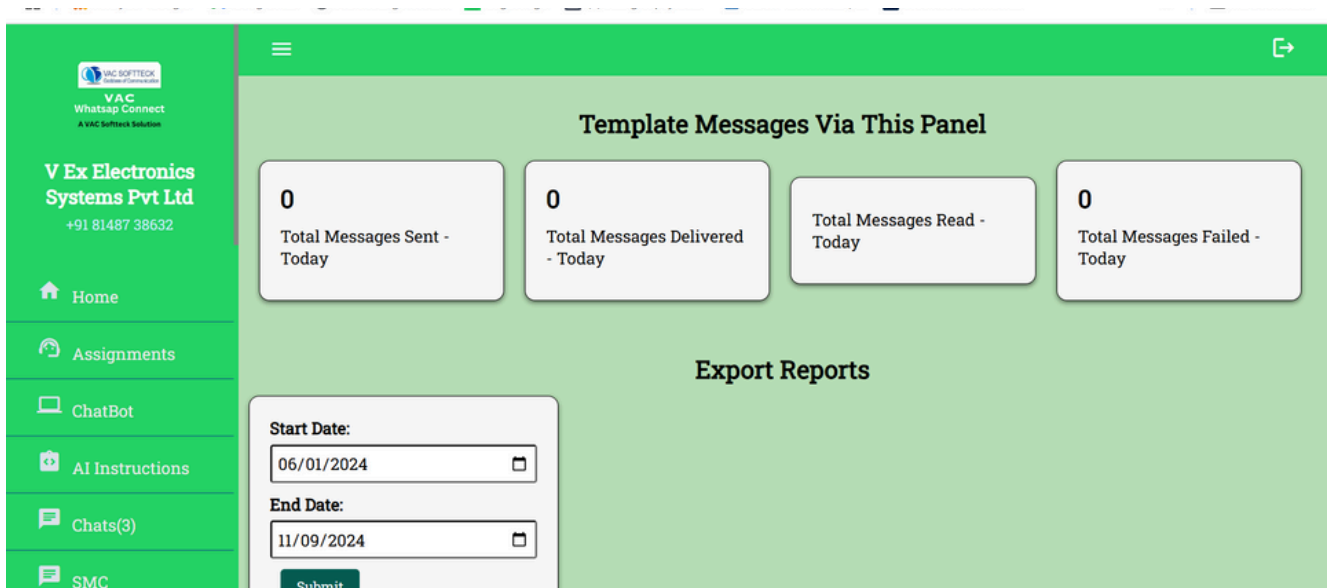


The screenshot shows the 'Create Campaigns' interface. On the left is a green sidebar with navigation options: Chats(3), SMC, Follow Ups, Templates, DND, Campaigns (selected), Reports, Settings, and Admin. The main area is titled 'Create Campaigns' and includes a 'Choose a Template' dropdown set to 'test_template', a 'Submit' button, and instructions: 'You Selected the Template - test_template. You should upload a CSV File with 1 columns without headers. First column Mobile Number. Eg: 9876543210.' Below this are fields for 'Campaign Name', 'Choose CSV File' (with 'Choose File' and 'No file chosen' options), and 'Time' (set to 11/09/2024 02:38:10 PM). An 'Upload' button is at the bottom. On the right, a preview of a campaign card is shown, titled 'What Is a Blended Call Center?' and listing benefits like 'Enhanced Sales & lead Generation' and 'A Multichannel Approach'.

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.

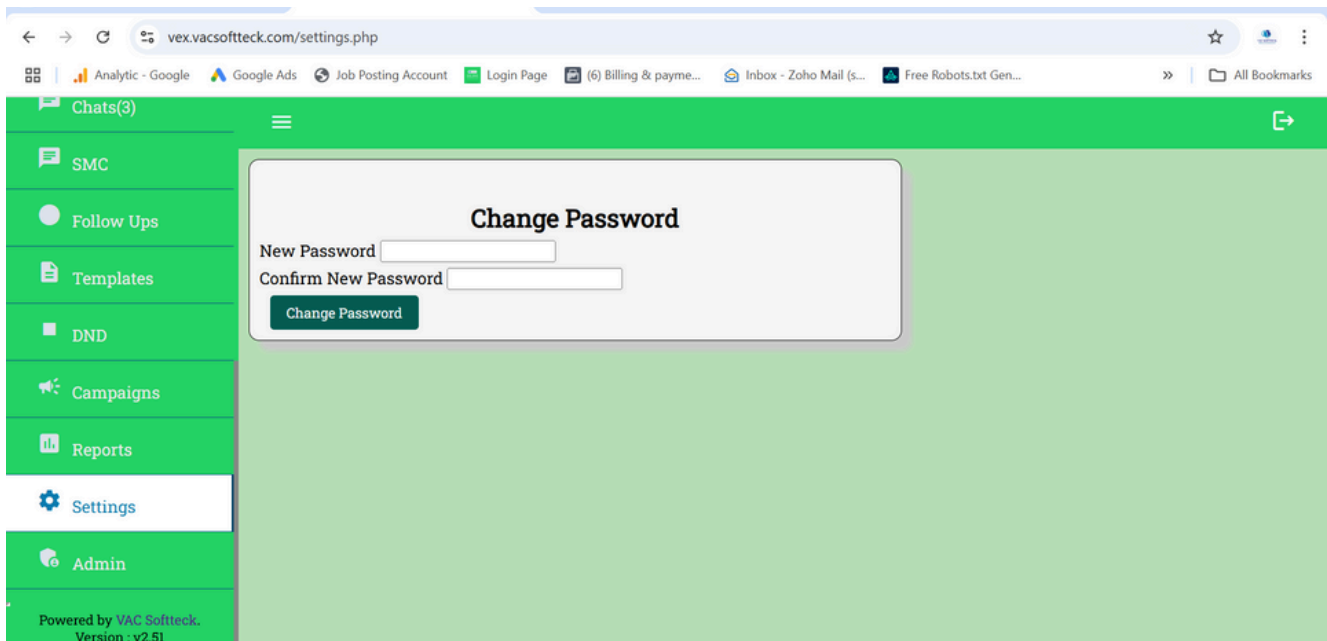
REPORTS



The screenshot shows the 'Template Messages Via This Panel' interface. The left sidebar is green and includes: VAC SOFTTECK WhatsApp Connect, V Ex Electronics Systems Pvt Ltd (+91 81487 38632), Home, Assignments, ChatBot, AI Instructions, Chats(3), and SMC. The main area displays four summary cards: 'Total Messages Sent - Today' (0), 'Total Messages Delivered - Today' (0), 'Total Messages Read - Today', and 'Total Messages Failed - Today' (0). Below these is an 'Export Reports' section with 'Start Date' (06/01/2024) and 'End Date' (11/09/2024) fields, and a 'Submit' button.

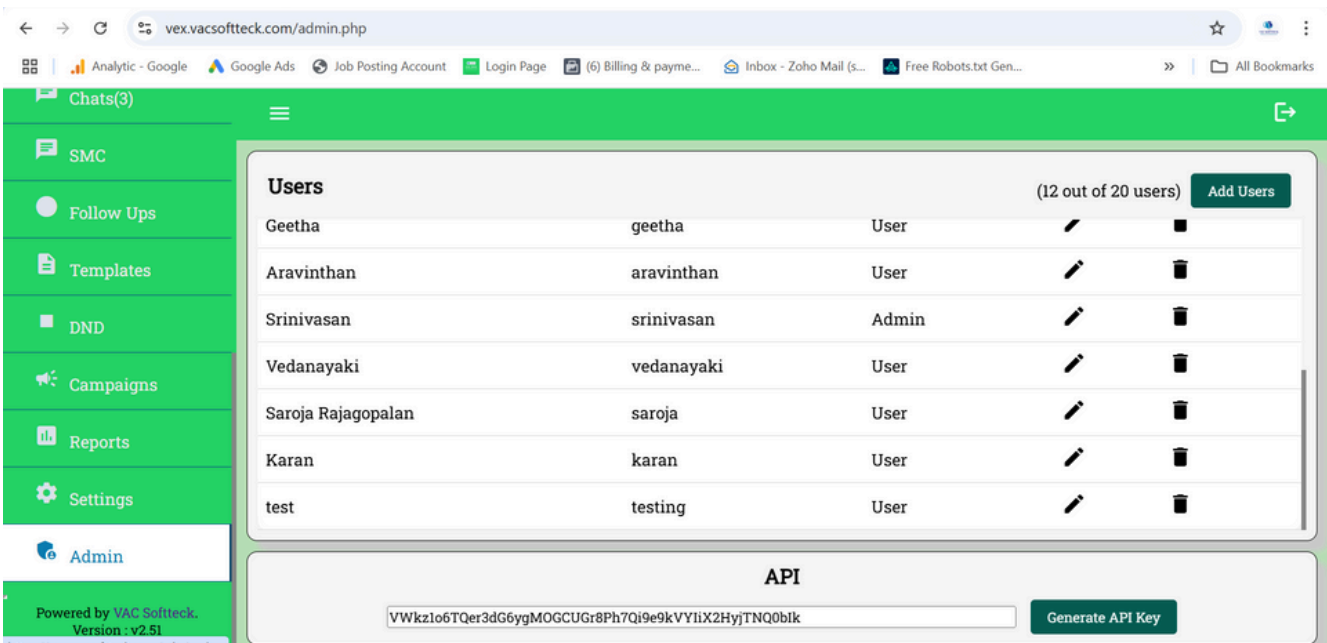
The Reports module provides detailed information on sent, delivered, read, and failed messages. Reports can also be generated for specific date ranges.

SETTINGS



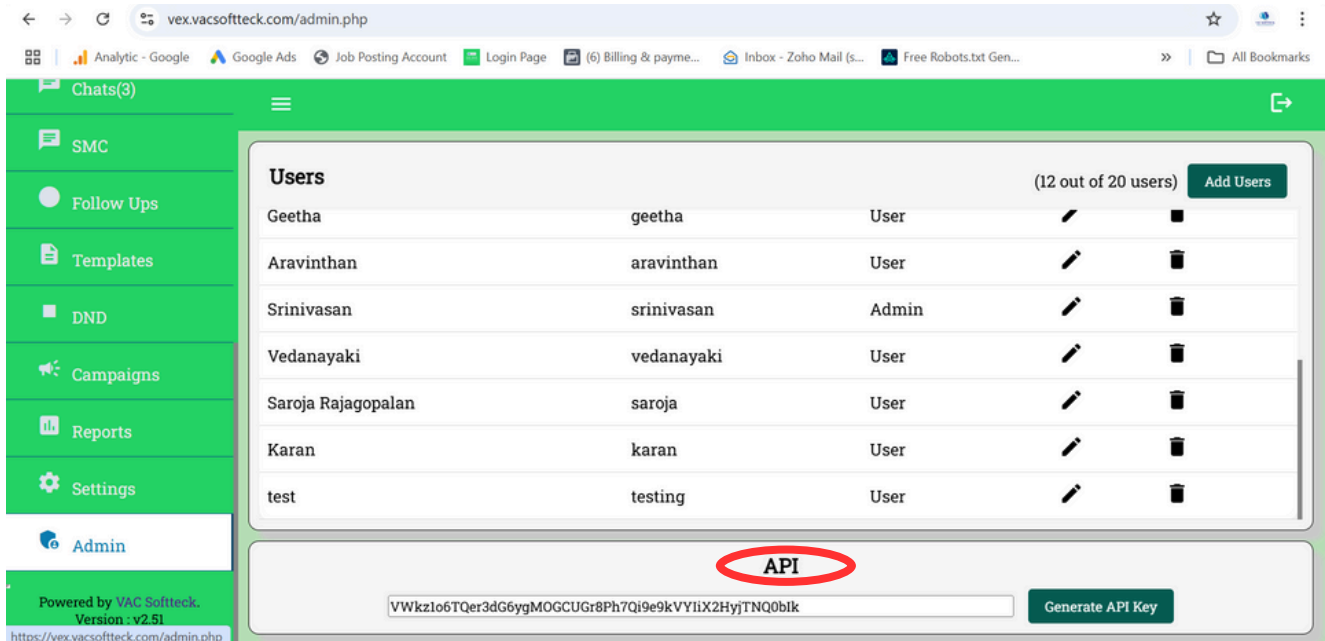
In Settings users can change their password

ADMIN



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

API KEY



The screenshot shows the admin interface of VAC SOFTTECK. On the left is a green sidebar with navigation options: Chats(3), SMC, Follow Ups, Templates, DND, Campaigns, Reports, Settings, and Admin. The main content area displays a table of users. Below the table, the word "API" is circled in red, and a text box contains a long alphanumeric string. A "Generate API Key" button is located to the right of the text box.

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

API

VWkzIo6TQer3dG6ygMOGCUGr8Ph7Qi9e9kVYIiX2HyjTNQ0bIk

Generate API Key

The API Key enables integration with third-party applications.

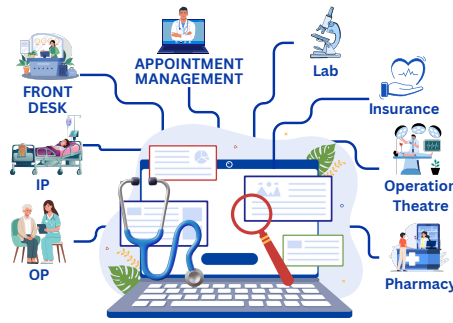
1. You need to provide permissions from your business account for integration, as well as the required information and documents as mentioned in the pre-installation checklist.
2. Once installation is completed, you can begin use VAC WhatsApp Connect.



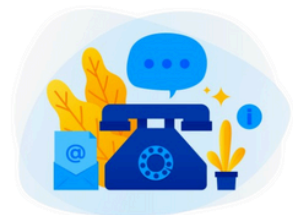
VAC SOFTTECK
Goddess of Communications



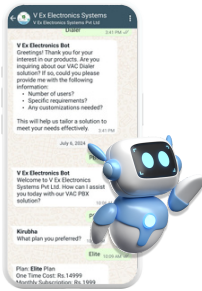
VAC DIALER



**VAC DOC
HOSPITAL MANAGEMENT SOFTWARE**



VAC IPPBX



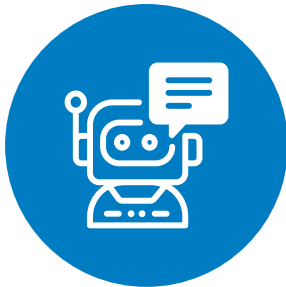
**VAC SMARTTICK
WITH AI**

*Thank
You*



VAC CRM

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

No.7, Sree Flats, Ground Floor, 4/3, Krishnaswamy Street, North Usman Road,
T.Nagar, Chennai-600017

(044) 43512000 / 45840490 +91 81487 38632

sales@vacsoftteck.com www.vacsoftteck.com