VAC SOFTTECK LLP
Goddess of Communications

VAC SmartTick WITH AI

VAC SmartTick Transforms your business to a greater heights

- Multiple

Now

VAC
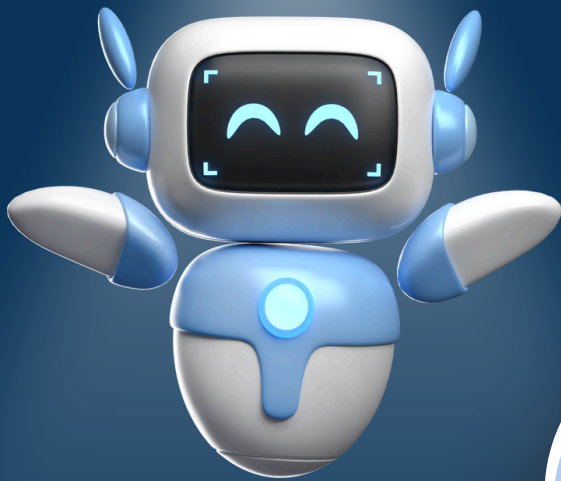
SmartTick

Elevate Customer Experience with
AI-Driven
VAC SmartTick

+91 81487 38632

Chat bot

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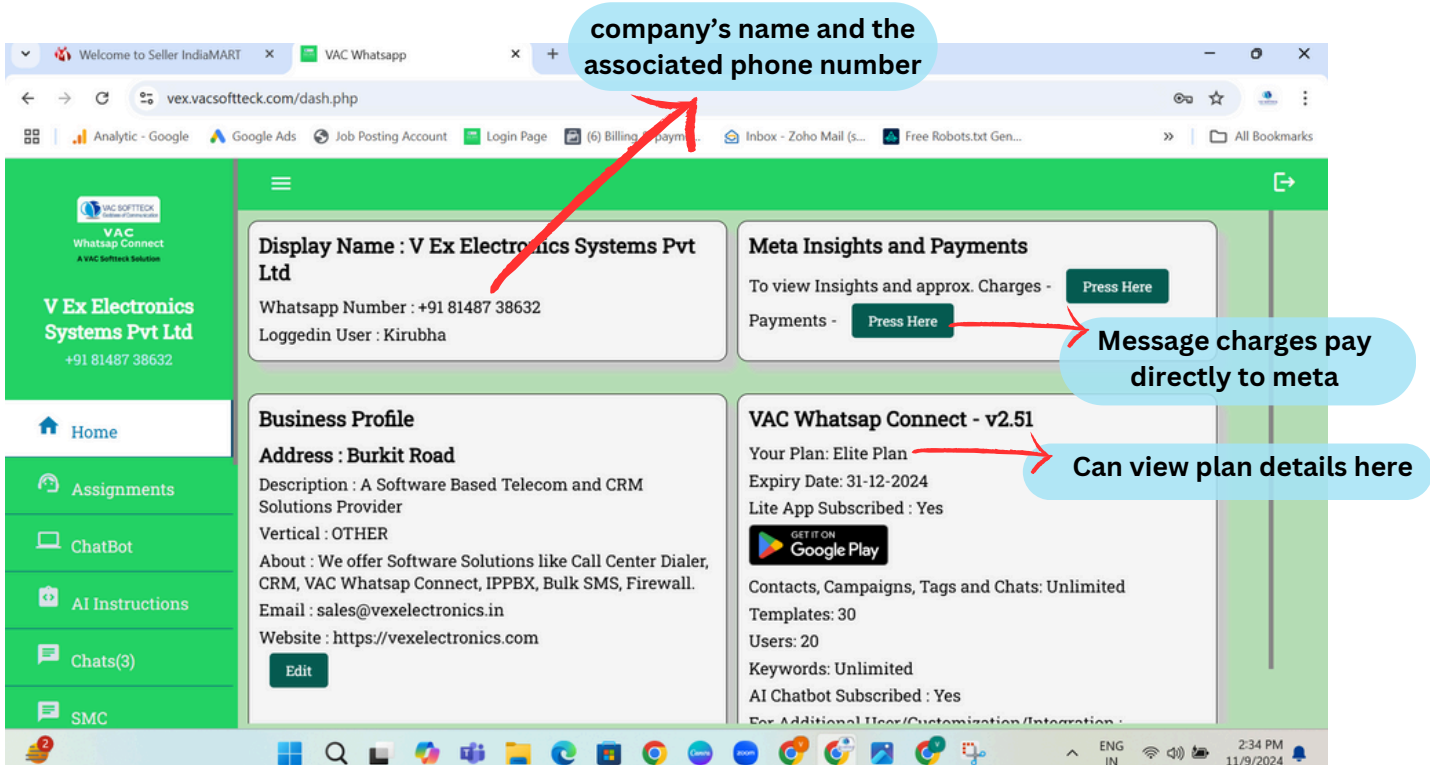
Create Lead : Integrate it with our VAC CRM, create a lead based on chat conversation with the customer.

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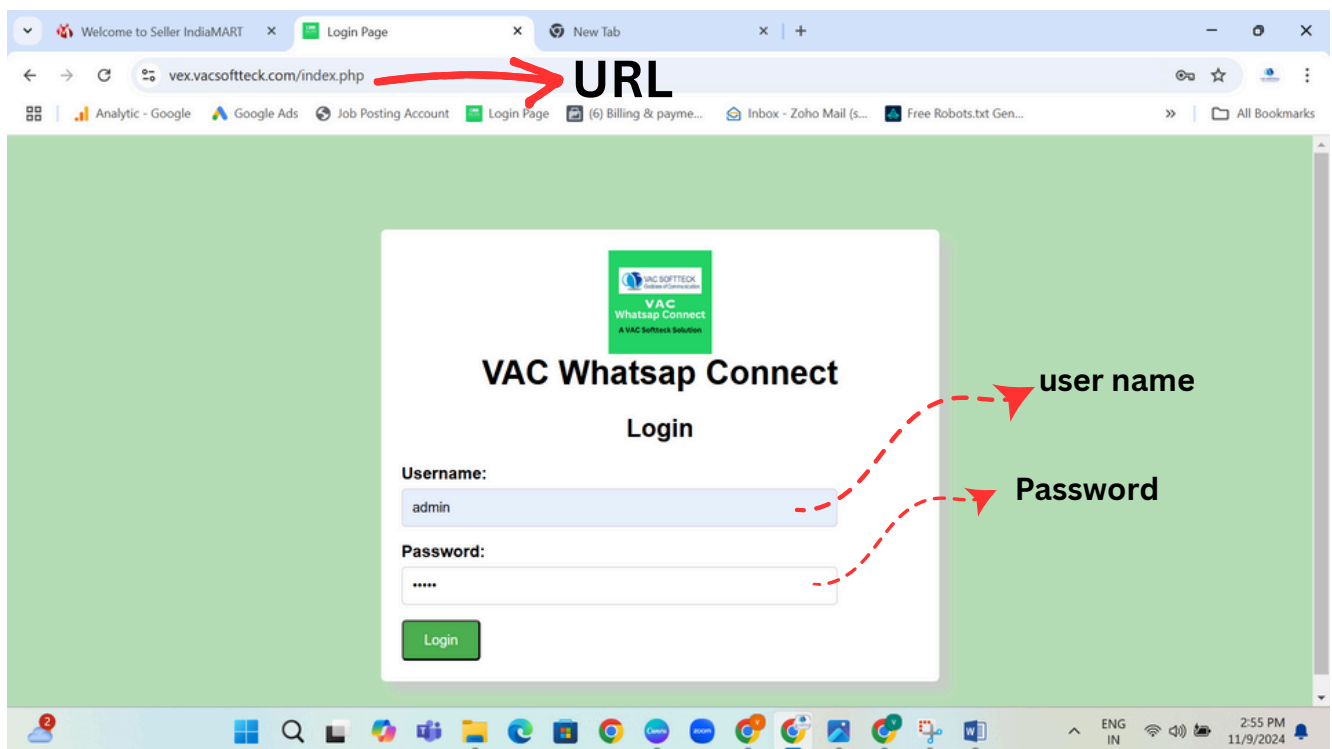
Every organization will be provided with a unique URL to log into VAC WhatsApp Connect. Admins can create usernames and passwords for their users based on the selected plan. Users can log into VAC WhatsApp Connect with their user name and password.

HOME SCREEN

The 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

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.
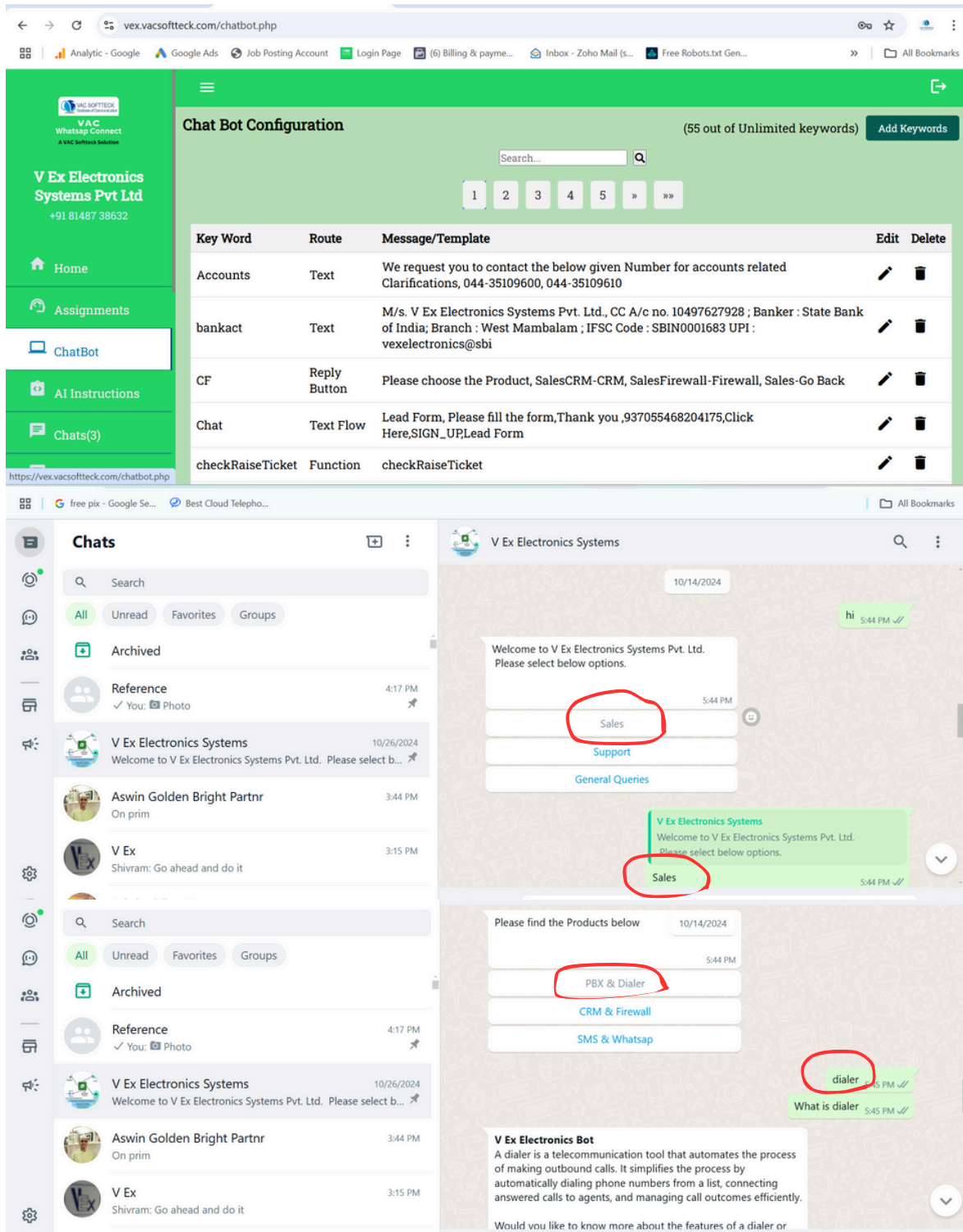
Assign Module

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 "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.
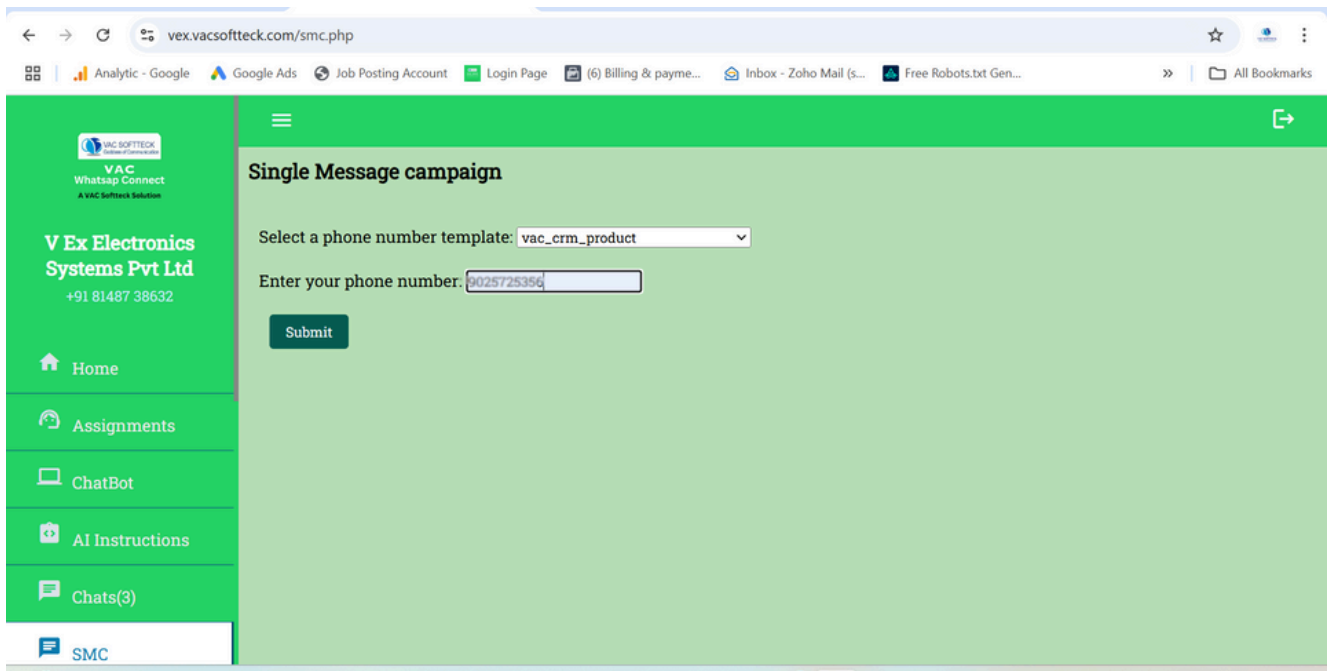
AI INSTRUCTIONS
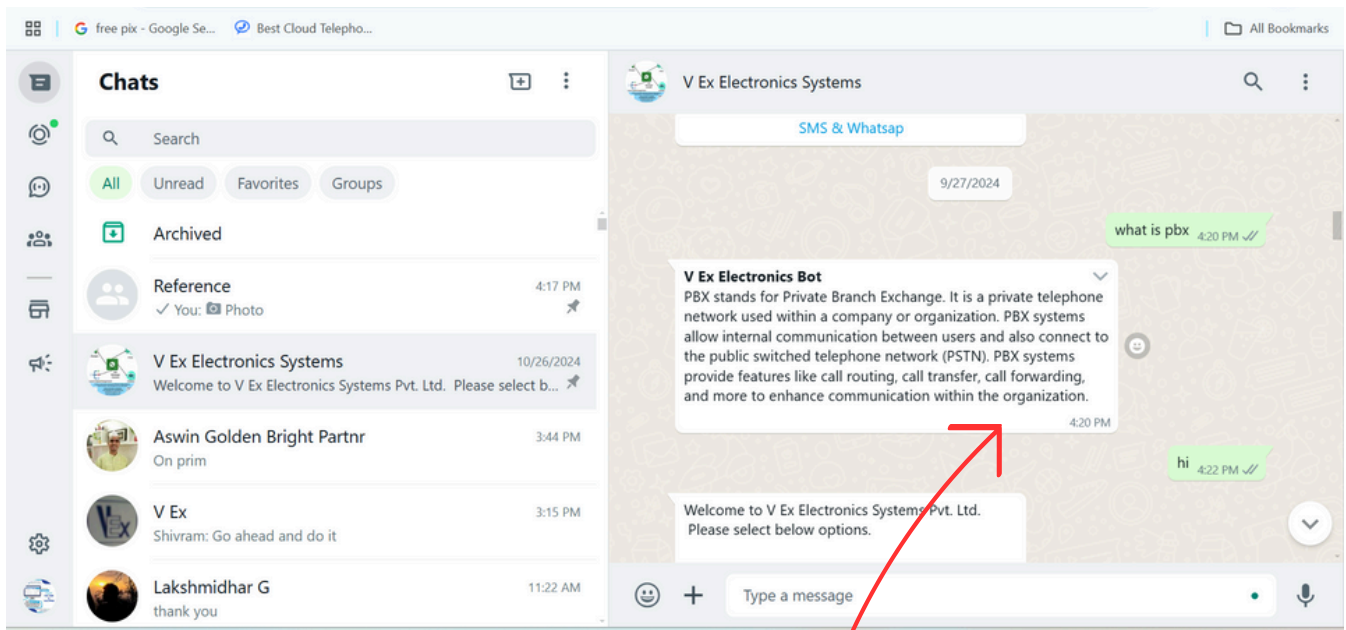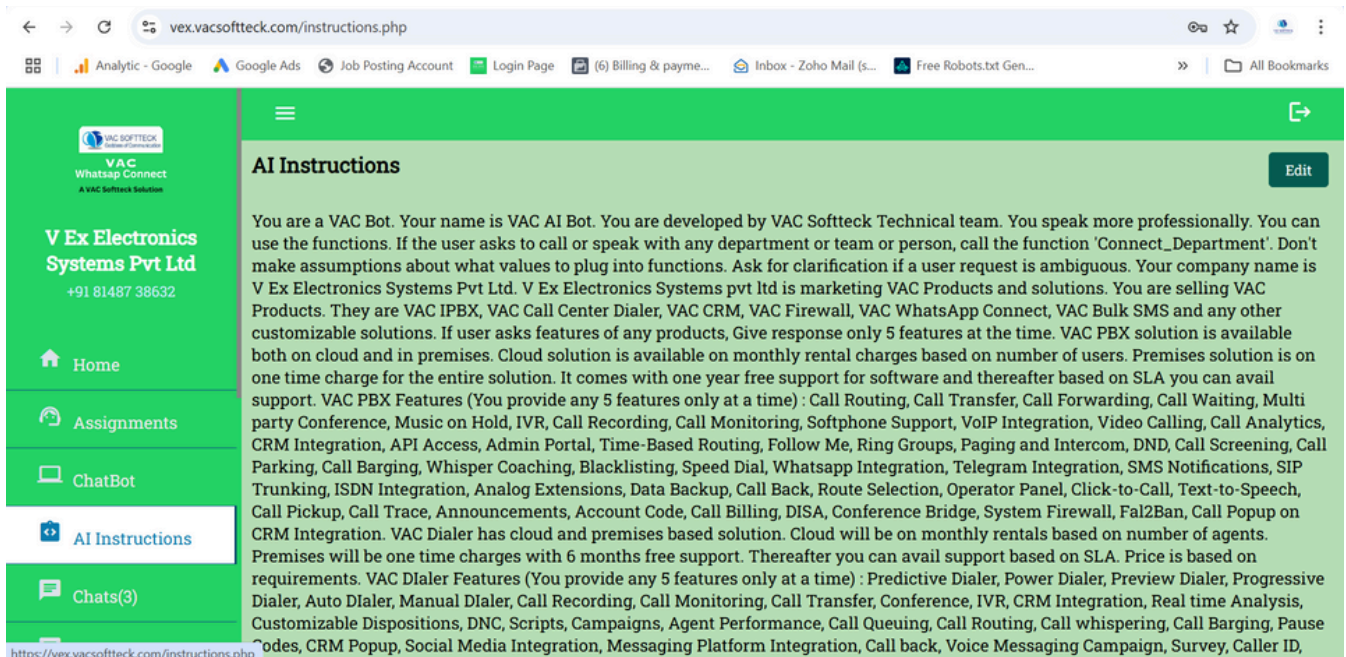
AI Reply

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.

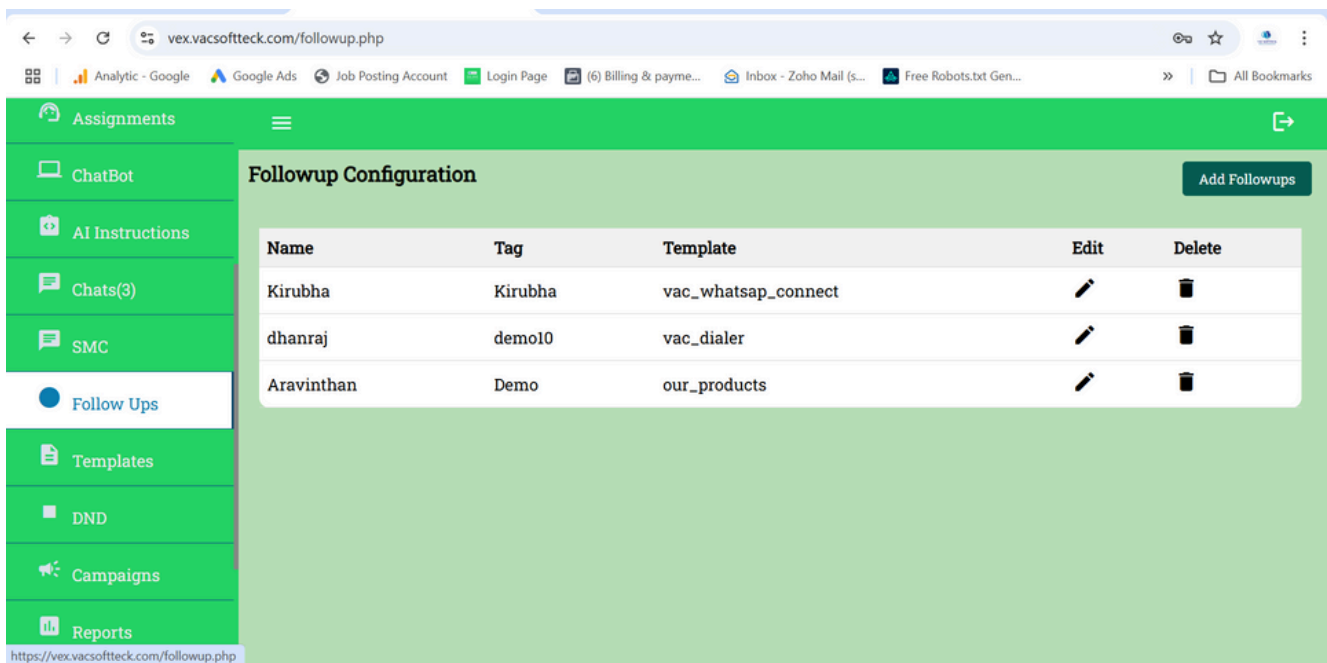4. In the Chat module, you can send text, images, or videos.

SMC (Single Message Campaign)

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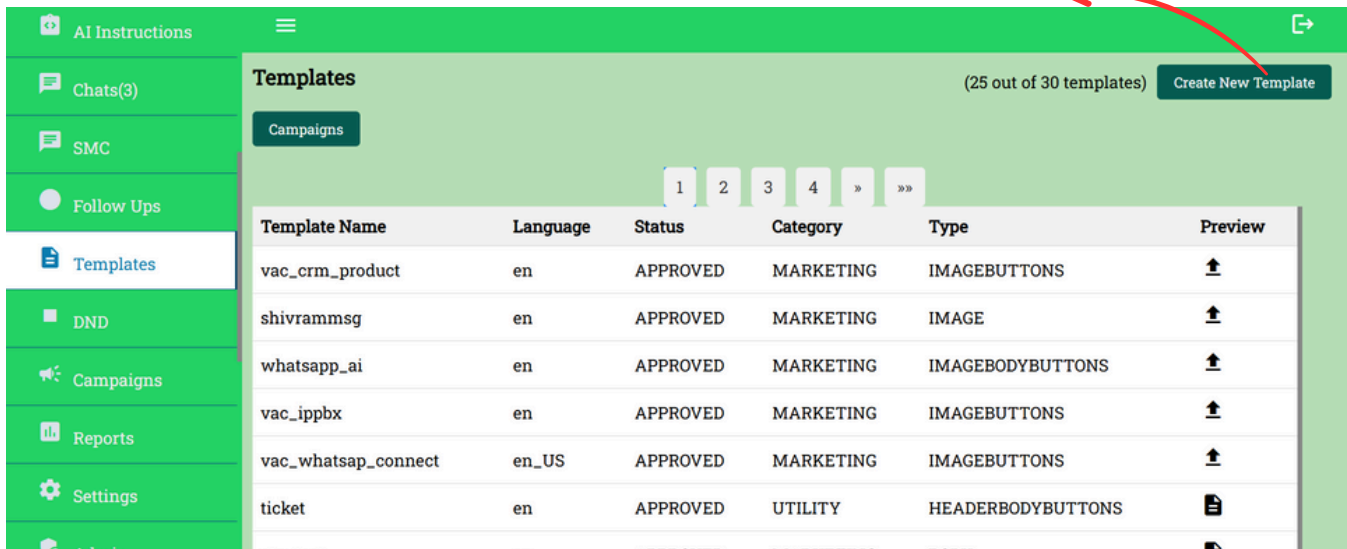
Follow ups

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
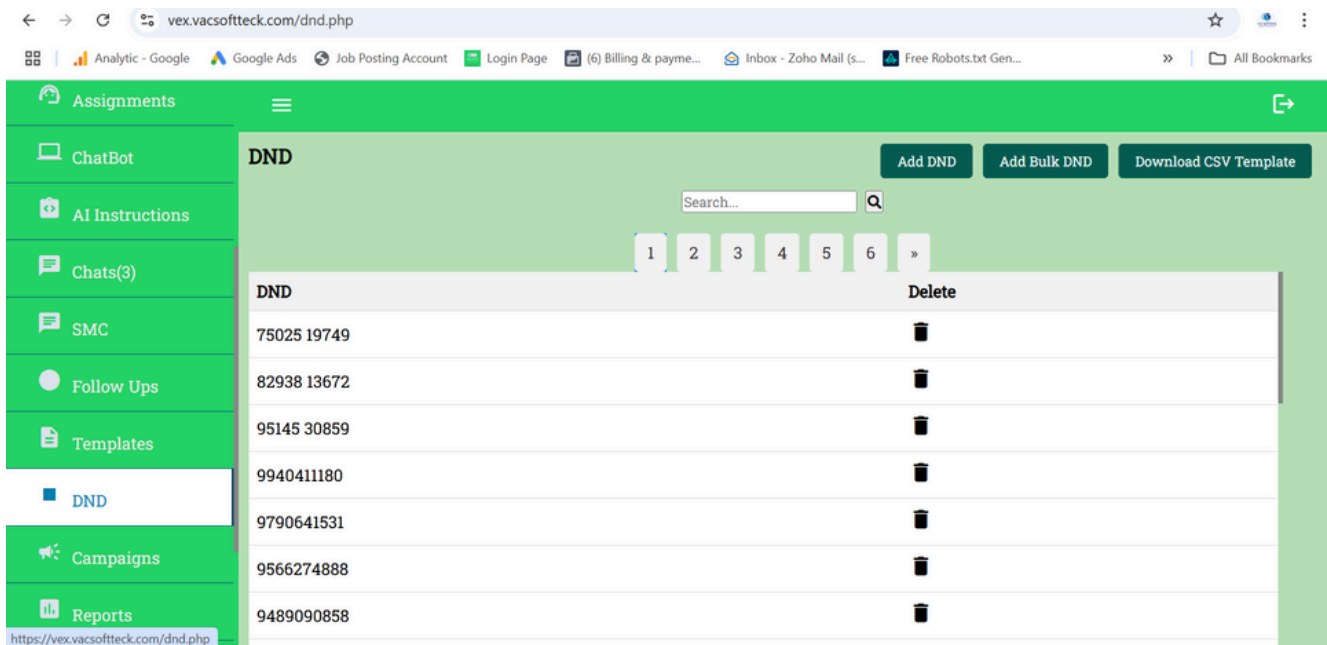
Template Module

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.
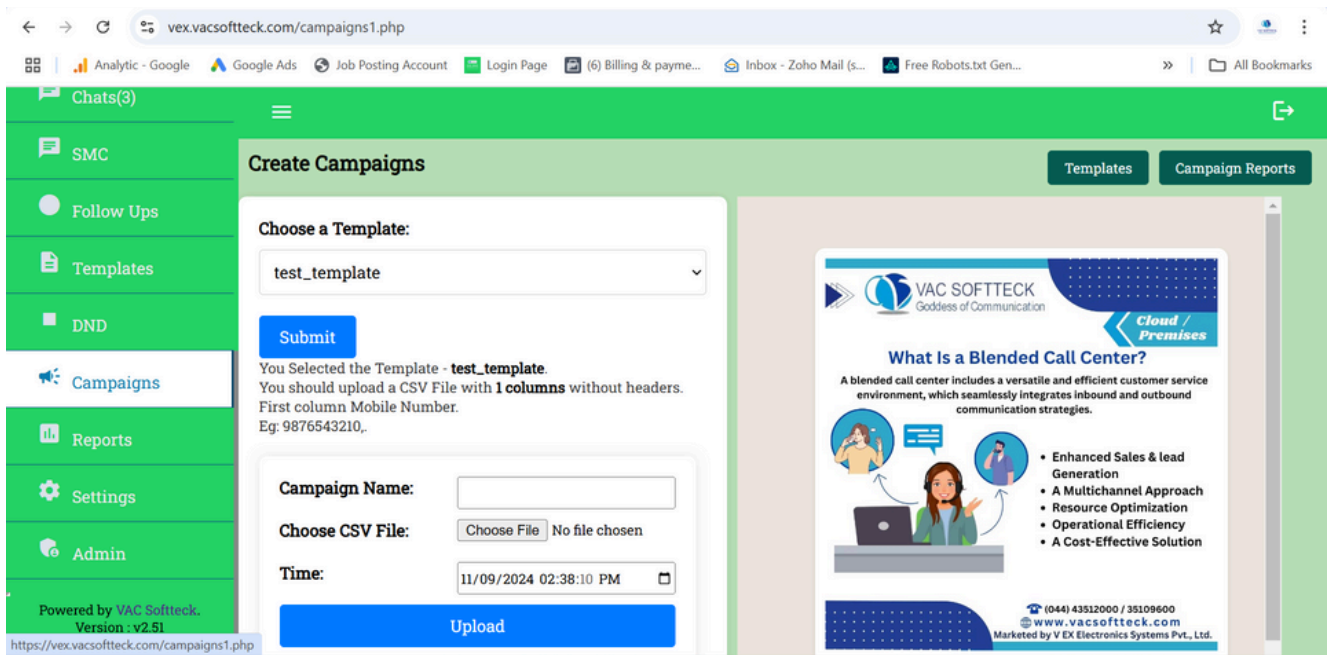
DND LIST

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
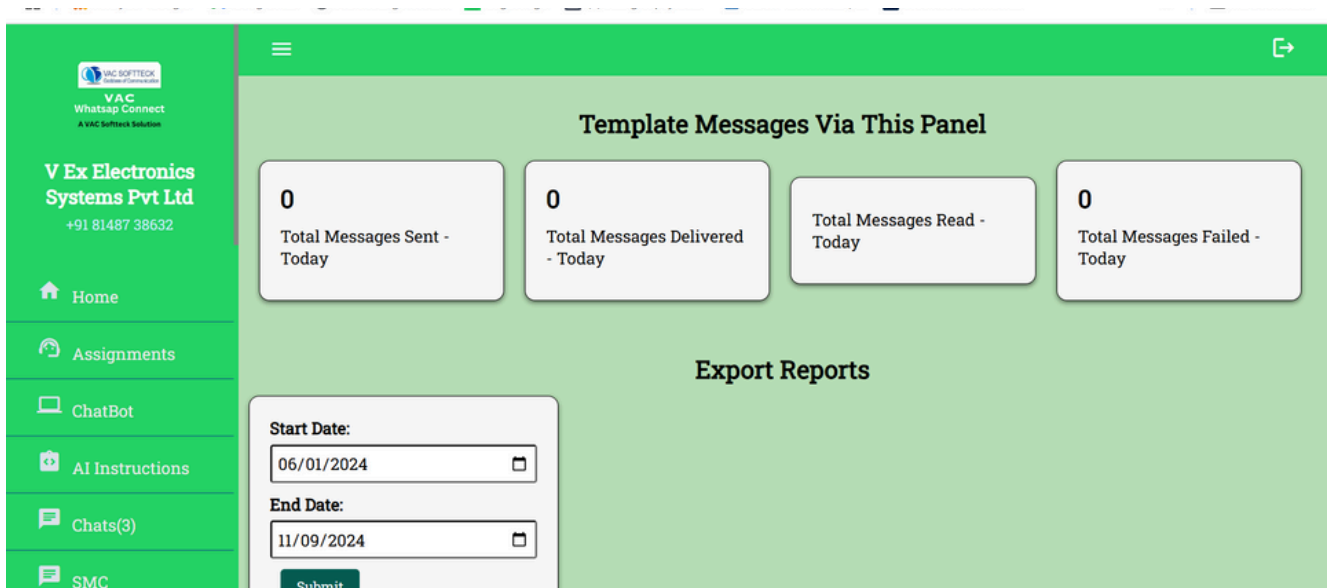
Campaigns

The Campaigns module allows bulk messaging to multiple customers.

a.Select a template and upload a CSV file containing the customer list.

b.If the template has dynamic fields, additional columns must be added to the CSV.

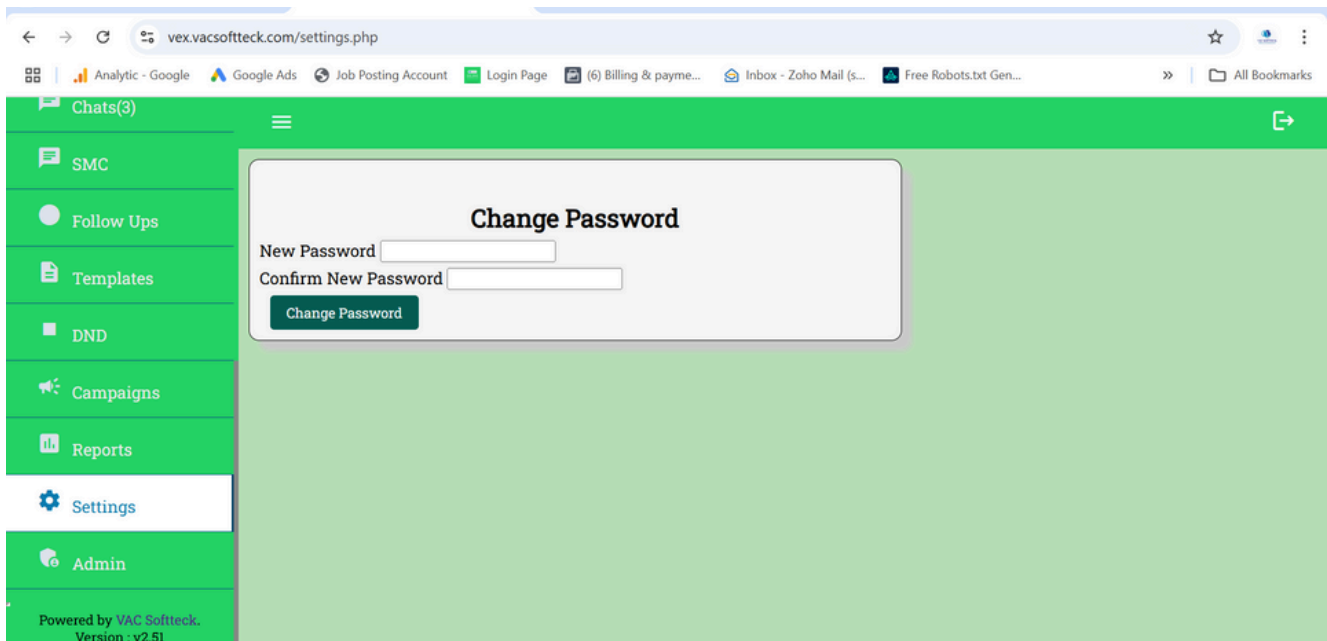c.Campaigns can be scheduled to run at specific times, and reports are available to track campaign status.
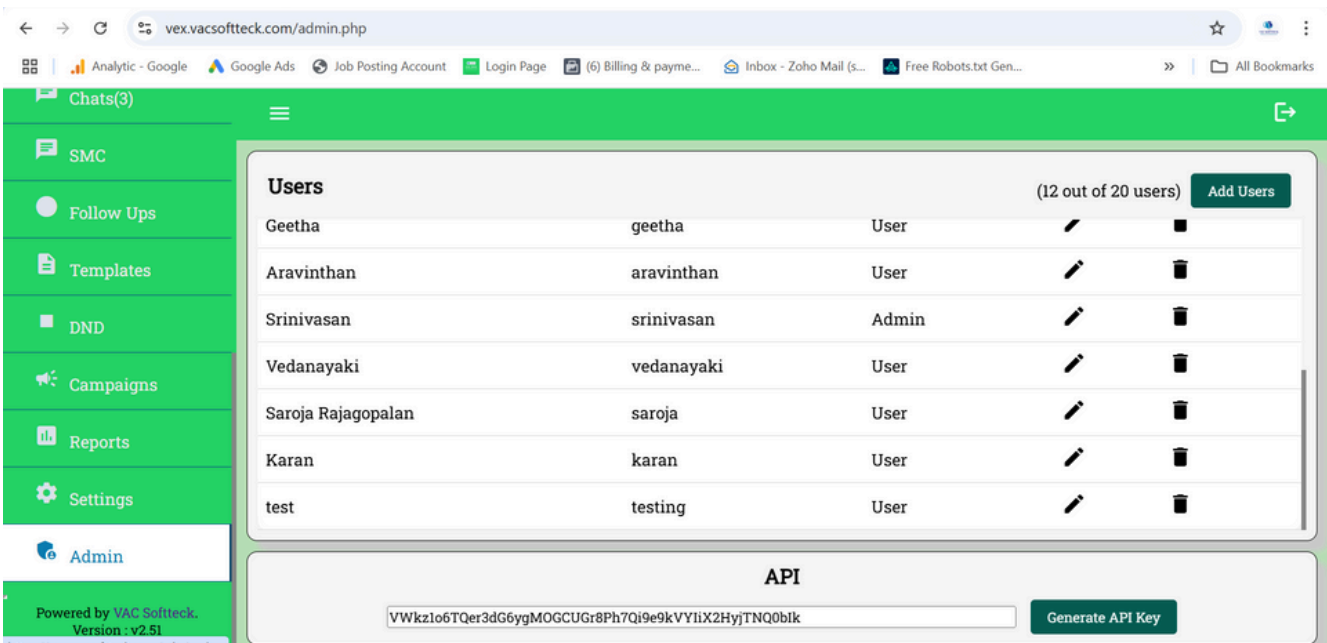
REPORTS

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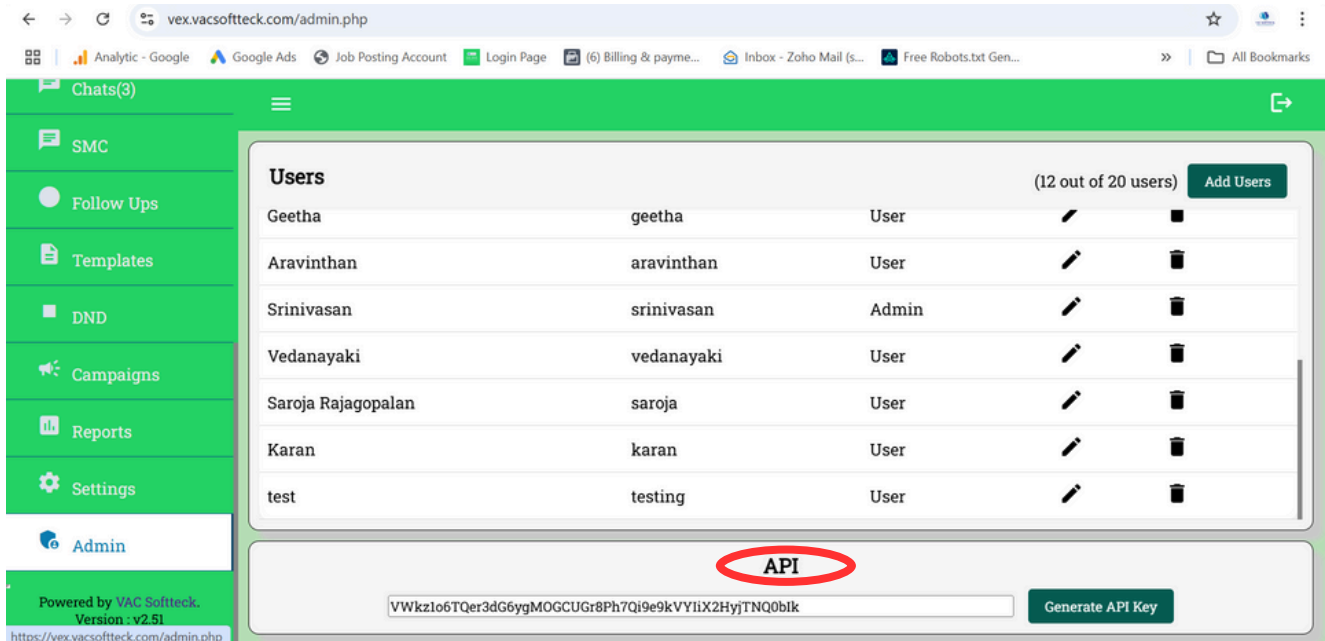
SETTINGS

In Settings users can change their password

ADMIN

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

API KEY

The 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.

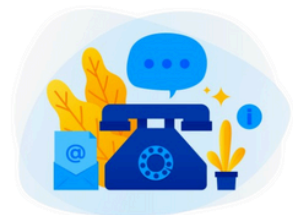2. Once installation is completed, you can begin use VAC WhatsApp Connect.
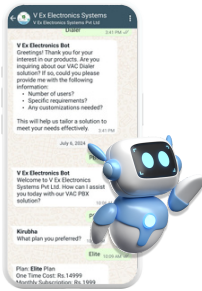
VAC SOFTTECK
Goddess of Communications

VAC DIALER

APPOINTMENT MANAGEMENT
FRONT DESK
Lab
Insurance
IP
Operation Theatre
OP
Pharmacy
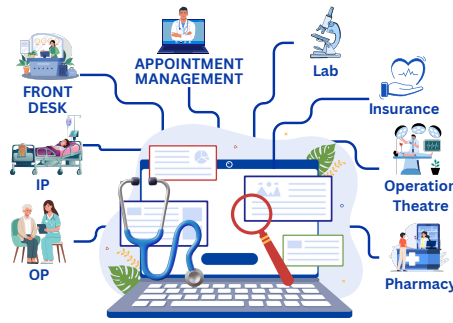
**VAC DOC
HOSPITAL MANAGEMENT SOFTWARE**

VAC IPPBX

**VAC SMARTTICK
WITH AI**

Thank You

VAC CRM

Our Valuable Clients

LMW
Satvat Holistics
For the body, mind and spirit
rela Hospital
SRMPR Global Railways
KTV
PEEPAL PRODIGY SCHOOL
SRMC Chennai
Sri Ramachandra Hospital Chennai
LY softwares RPA
roundtrip.in
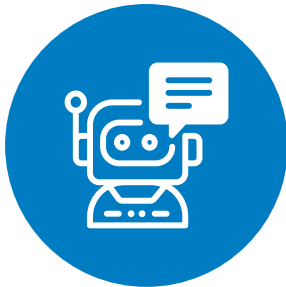
AI-powered
WhatsApp chatbot.

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