WhatsApp Enterprise

The new solution that improves **Customer Experience**. Increase your sales using the most used **Instant Messaging platform** in the world

WhatsApp Enterprise: **unlock the API power**

An easy cloud-native solution, fully integrated with CRM and e-commerce thanks to official WhatsApp Business API
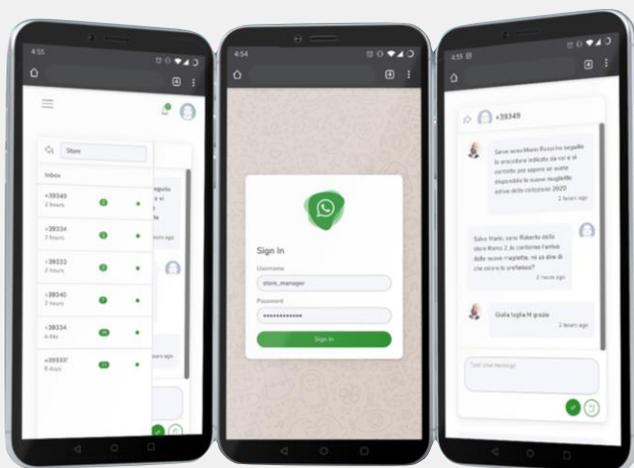
WhatsApp Business API official ISV

Facebook official partner for WhatsApp Enterprise distribution on Italian and international markets

100% integrated with CRM platforms

WhatsApp Enterprise is ready to be integrated with main CRM to manage customers inbound and outbound

Cloud and mobile!

No need to install software or update your IT infrastructure. A fully-digital solution accessible via desktop and mobile on iOS and Android devices

Boost your **Customer Experience** exploiting the power of **WhatsApp channel** for different **applications**

Remote Sales

Increase orders and sales with a quick and easy personal shopper experience

Booking Management

Offer customers a fully-automatic but personal booking experience

Customer Engagement

WhatsApp is the new channel to engage customers with gamification and instant win campaigns

Customer support

Exploit WhatsApp massive adoption to offer customers instant support via chat

Outbound marketing

Manage template messages to send push notifications on customer device

B2B

Interact with your points of sale and reseller shops to manage orders and support

Custom configuration for your verified **WhatsApp channel**

/ Our Solution is fully-custom starting from WhatsApp official verification

Automation
Chatbot & AI configuration

Configure your welcome bot to manage first customer approach, data entry, privacy & marketing policy. Exploit AI technologies for advanced automation

Virtual channels
First level automatic sorting of inbound chats

Exploit WhatsApp bot automations to sort all your inbound chats towards all points of sale. Connect your customers with specific shops with geolocation features integrated

3rd party platforms
CRM and e-commerce integration via API

Manage all your customers chats and personal data integrating CRM platforms via WhatsApp API. Enrich your customer database from WhatsApp channel

Unique verified number
Official number verification

Obtain a unique verified WhatsApp account that can be activated from existing or new phone numbers. Boost WhatsApp Business to a completely new level

: WhatsApp Enterprise: **one solution, different applications**

Unique cloud & mobile interface available for live agents to easily interact with customers in personal shopping and remote sales experience

One brand number for all live agents

Forget WhatsApp Business limits: only one centralized number for different live agents in back-end

axerve nexi

Integrated Pay-by-link system

Boost your remote sales on WhatsApp verified channel integrating a pay-by-link system with associated providers

Push notifications

Exploit WhatsApp features to send massive outbound notifications to your customers, including promotional offers, coupon and special discounts

Exploit **WhatsApp** features for **outbound marketing** targeted campaigns

/ Plan your outbound marketing using template messages, to send brand-to-customers notification without limits

Promotions

Special discounts, coupons, limited promotions

Newsletter

Marketing services, subscriptions, loyalty programs

Sweepstakes

Call To Actions for Customer Engagement activities

Tracking & Shipping

Real-time tracking services for your customers, orders on WhatsApp

Digital receipts

PDF sending for customers using WhatsApp for remote sales with a personal shopper / pay-by-link

Reminders

Appointments or personal shopping experience in store

: **Inbound** and **outbound** management on **WhatsApp,** with a **unique solution**

/ Only one platform to chat with your customers in both ways

Inbound

- A new personal shopping experience based on Instant Messaging channels

- Decentralized customer support with multiple live agents on a single number

- Marketing automation using advanced chatbots to lighten traditional caring channels

Outbound

- Push notifications to send offers and promotions with the highest opening rate

- Points & Coupon automatic sending on customer devices

- Customer Engagement campaigns deliverable on demand from brand to user

BIT2WIN

Keep in touch!

Find Us on 👁

🌐 www.bit2win.com

in www.linkedin.com/company/bitwin

🐦 @bit2win_

f www.facebook.com/Bit2winSolution

𝑽 vimeo.com/bit2win

Customer and
partners reviews 🔗

◀ Capterra

Gartner
peer insights

G²