



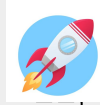
Creating smart communication

**No 85, Padmini Complex, Gandhi Nagar,
Adyar, Chennai - 600020**

www.wacto.in



Conversational AI Platform Guide



Lets Starts

Thank you for choosing WACTO.

We have created a quick start guide that will help you setup and navigate through the platform.

Please reach out to us at wecare@wacto.in for any issues or concerns **24/7**. Also, let us know if you have any suggestions or feedback on the guide shared, we will be happy to look into it.

The diagram illustrates the integration of WACTO's conversational AI platform with WhatsApp. At the top, the WACTO logo is in the upper right corner. The main heading reads "Scale-up Your Business With WhatsApp API". Below this, a central smartphone held by a hand displays the WACTO chatbot interface. Surrounding the phone are several blue boxes connected by dashed lines, representing various business use cases: "Product Showcase", "Instant Feedback Forms", "OTP & Verification Code", "Generate Leads", "Provide 24/7 Customer Support", and "Send Promotions". At the top center, "Google Sheets Integration" is also connected to the central phone. The bottom of the slide features a dark blue footer with contact information: a phone icon followed by "+91 98846 74111", an email icon followed by "sales@wacto.in", and a globe icon followed by "www.watco.in".

Create your own bot

Login to app.wacto.in

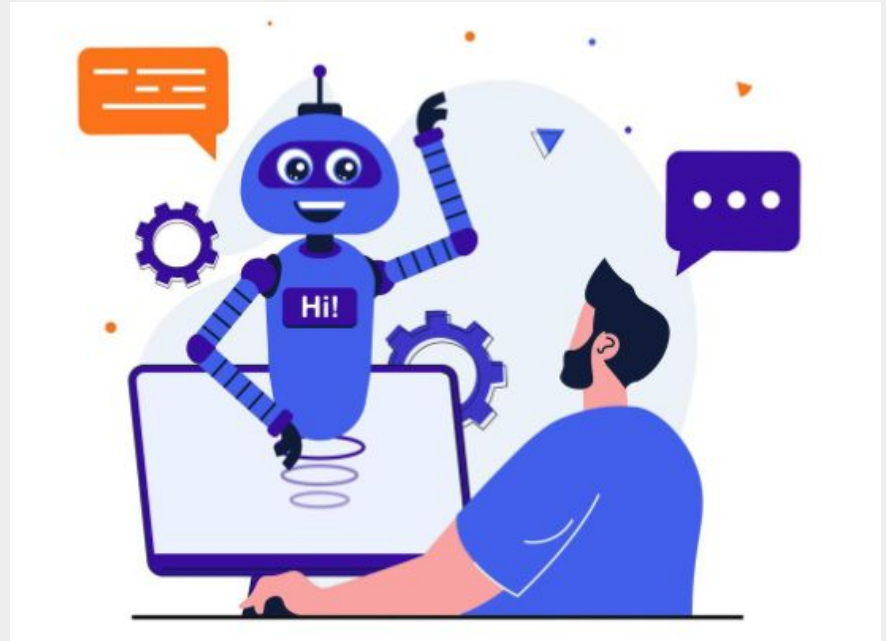
1 Design and build a bot flow

2 Train your bot

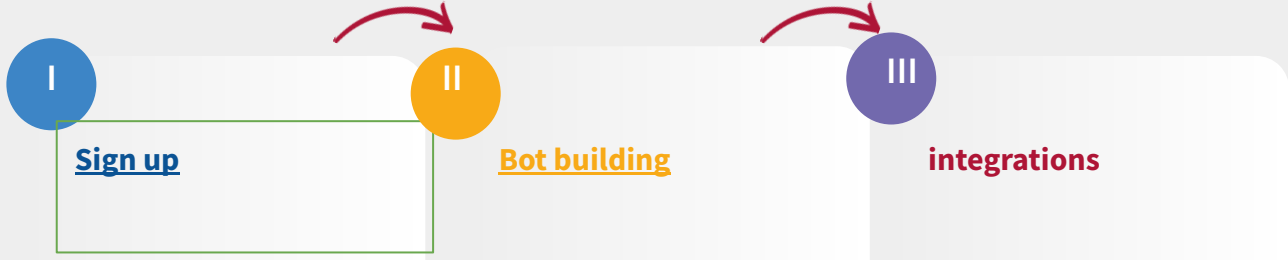
3 Set up live chat agents

4 Deploy on channels of choice

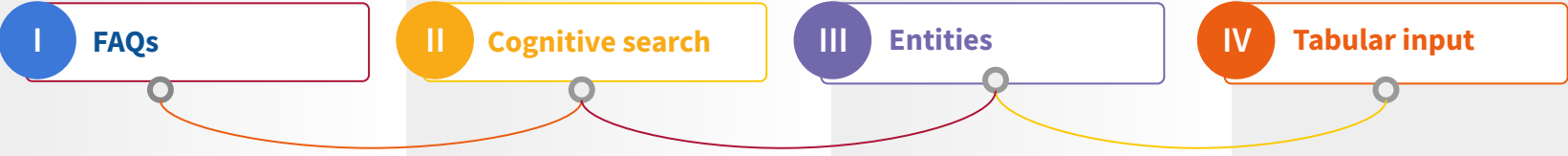
5 Analytics



Design and build a bot flow



Train your bot



Set up live chat

I Set up and manage a team

II Add working hours and SLAs

III Reply to messages across channels

IV Reply to messages on the go

Deployment

Deploy on channels for external communication

- WhatsApp
- FB Messenger
- Instagram
- Website
- Email
- Telegram
- Line
- WeChat



How to create a WhatsApp chatbot



How to create FB chatbot



How to create an Instagram chatbot

Users, segment and analytics

Users and segments

How to view users, upload contact lists, and create segments and filters



Analytics

How to measure agent and bot performance



Reply to messages across channels

How to manage chats across multiple channels from the inbox

