

skale

WhatsApp Chatbot

INTRODUCTION GUIDE



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Why Partner with SKALE?

SKALE's Agency Partners are generating 6-digit revenue (USD) from re-selling SKALE's Technology Solutions

Track In-Store Conversions and Demonstrate ROI to Clients

New Revenue Share Opportunity
Resell SKALE's Technology
*(20% - 50% Mark Up on Discounted Pricing)
Tech Fully Managed by SKALE)*

Opportunity to Increase Client Budgets and Total Size of Client Accounts

Go beyond Tactical Campaigns,
Help Clients Capture Customer Data

Free Partnership Program
No Frills, No Minimum Targets
Full Access to Agency Resources

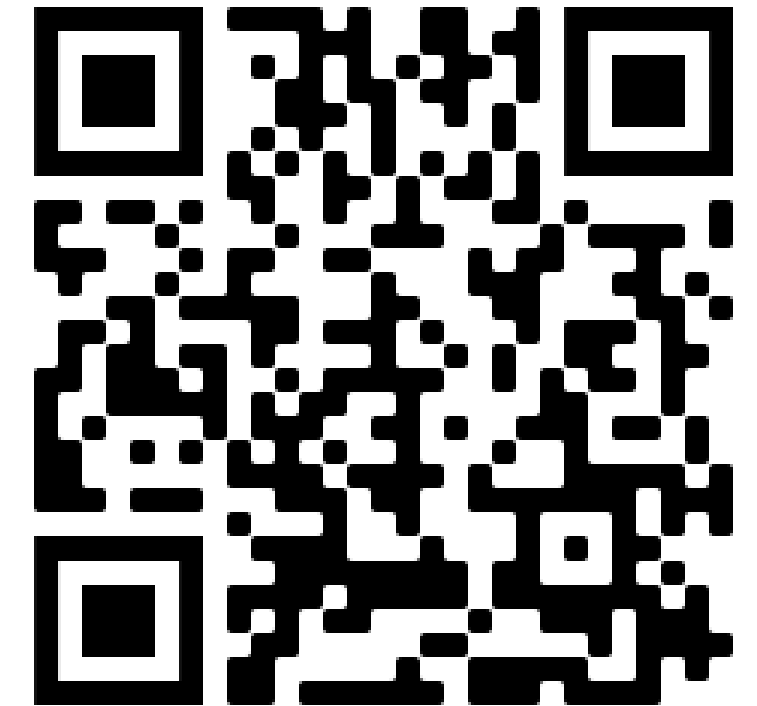
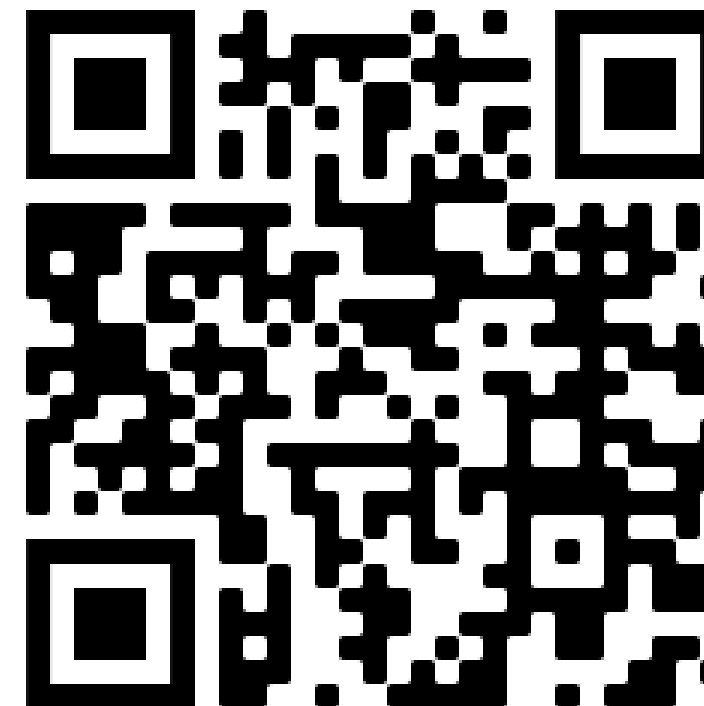
SKALE's WhatsApp Chatbot

What can our chatbot do for you?

- 1 Collect personal data and give out promo codes even before your eCommerce shoppers reach your marketplaces.
- 2 Automatically verify in-store and online receipts, product barcodes, QR codes, and order IDs.
- 3 Enrich customer profiles through engaging activities and mini-games.
- 4 Reward customers instantly based on their personal or purchase data

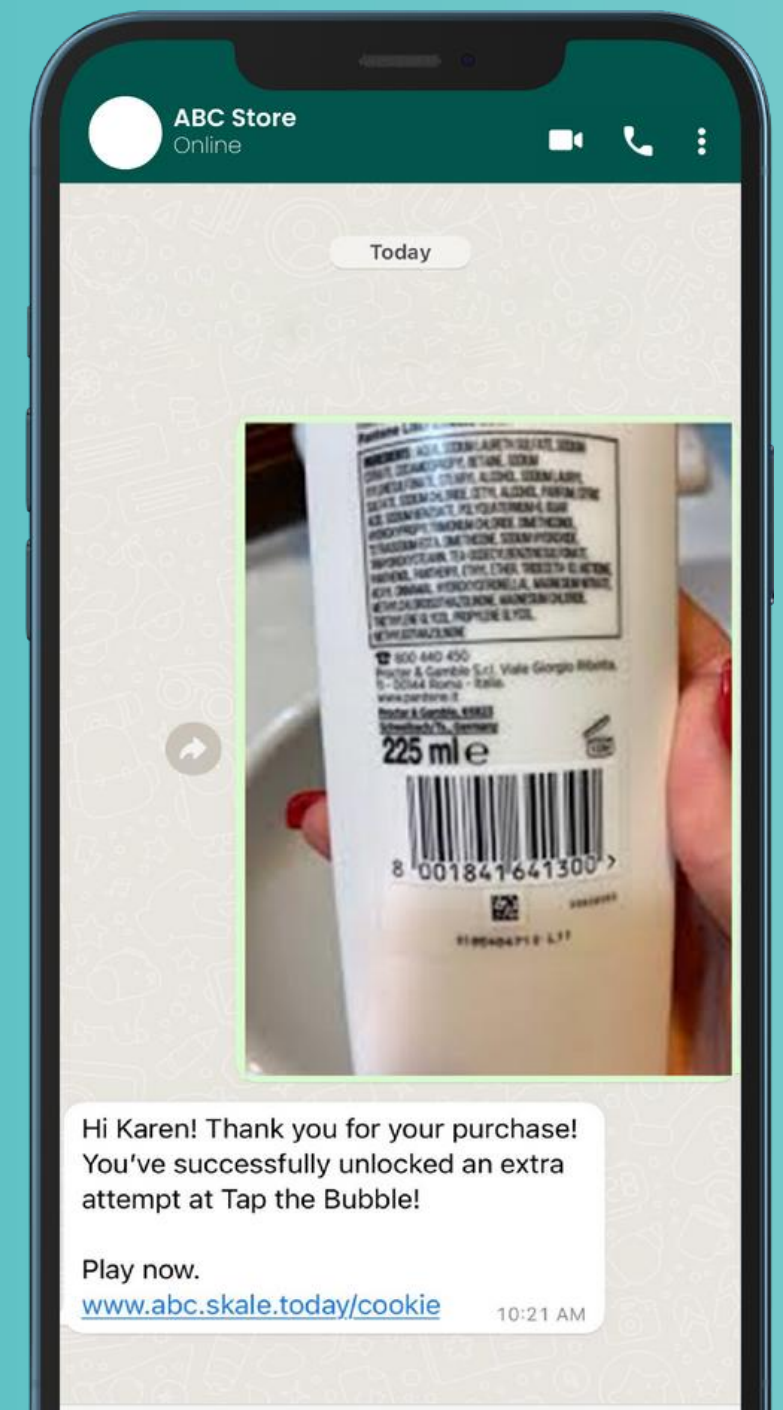
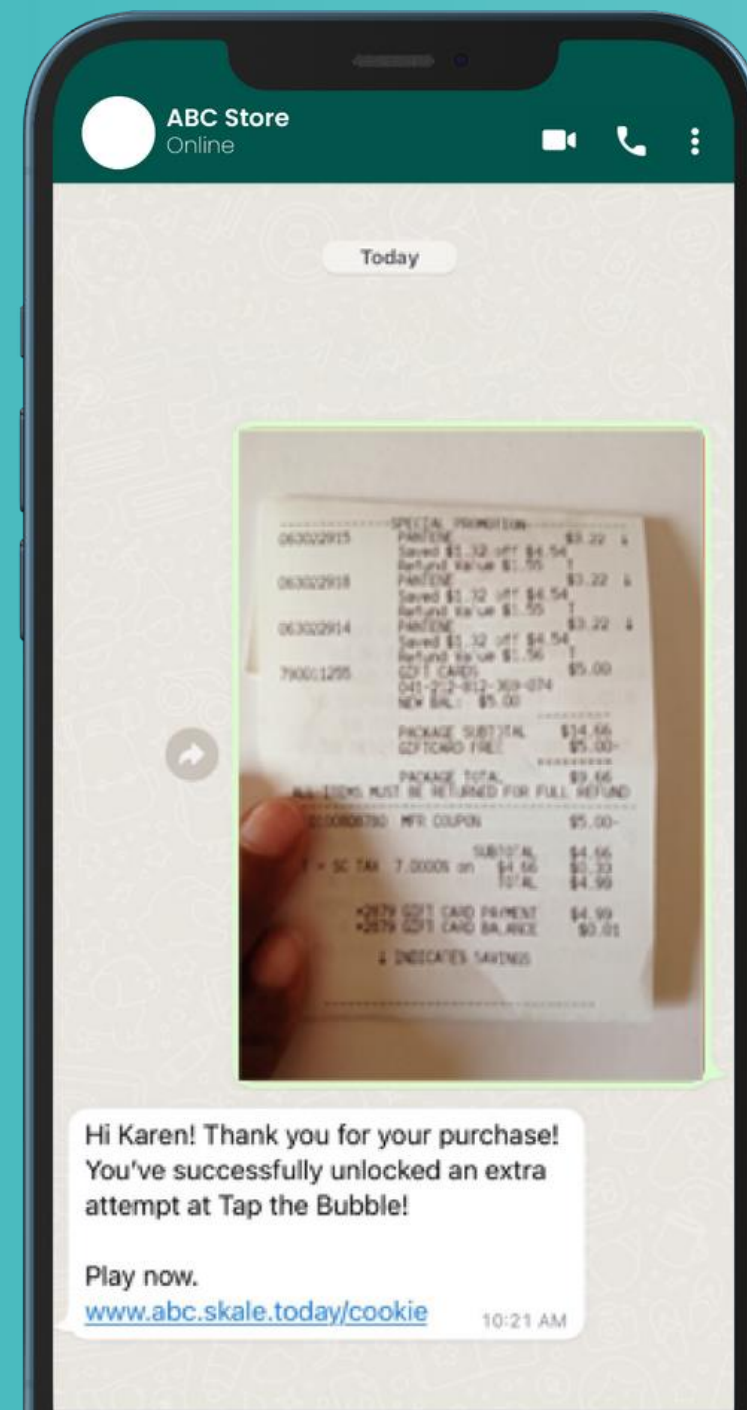
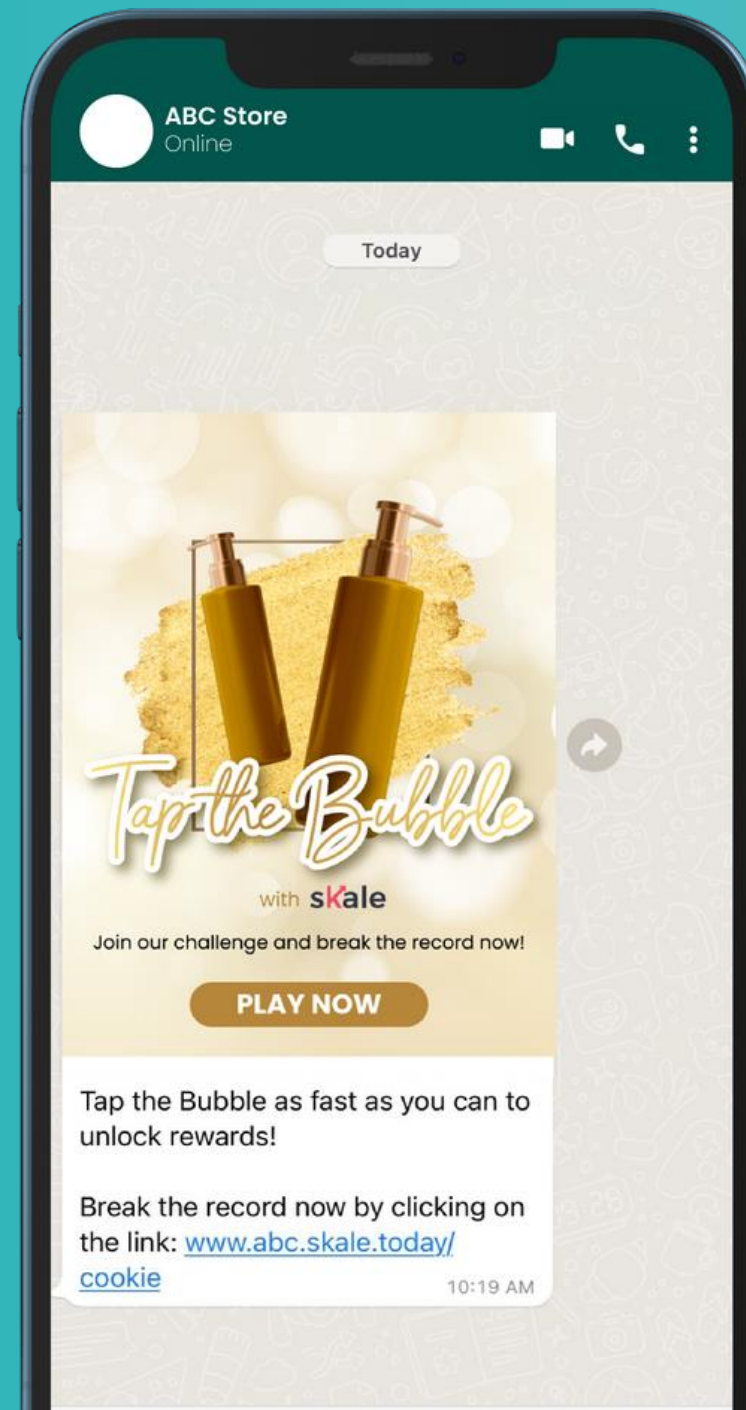
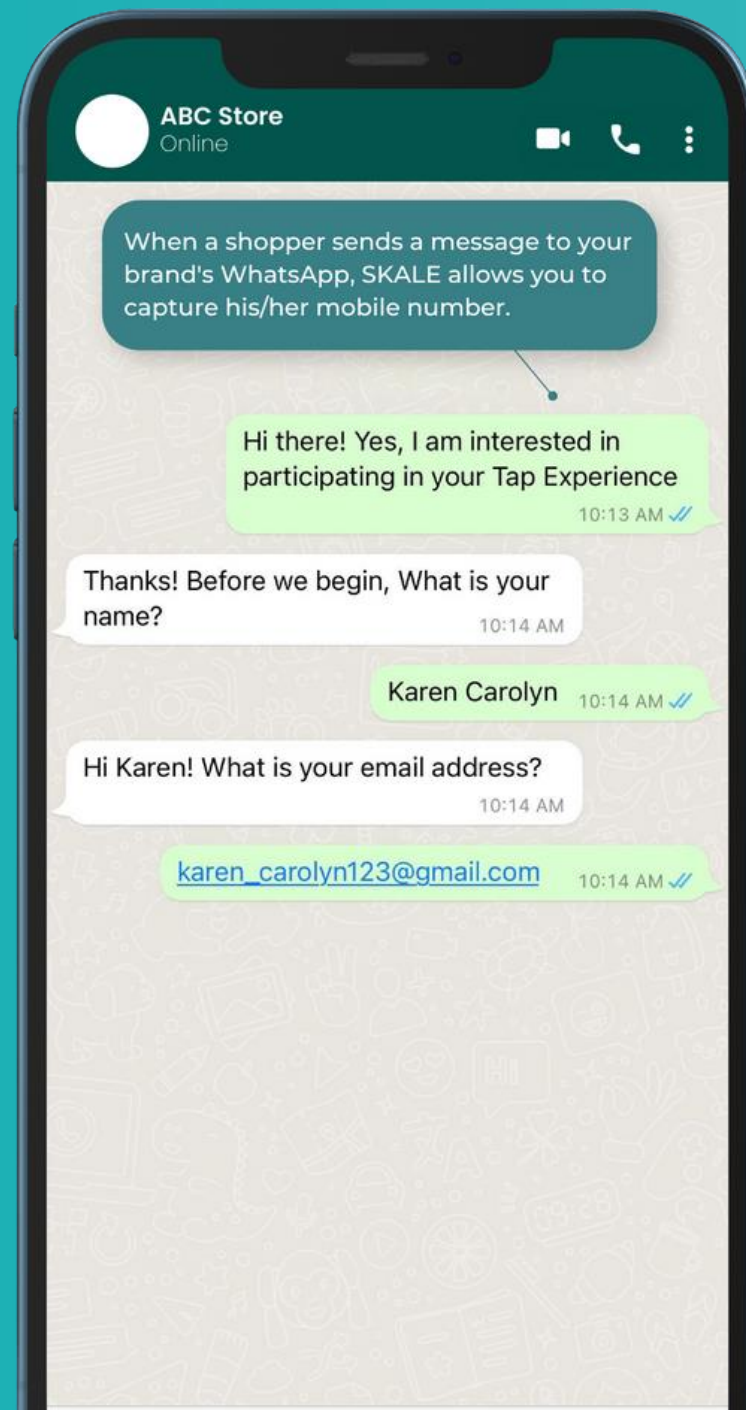
Experience SKALE's
WhatsApp Solution

WATCH HOW IT WORKS



Here's how our **WhatsApp chatbot** works

1. Users can submit their personal details via the brand's WhatsApp chatbot.
2. Deliver rewards or unlock gamified experiences for registrants.
3. Verify receipt uploads and deliver personalized rewards
4. FMCG and CPG brands also have the option to validate product barcodes.



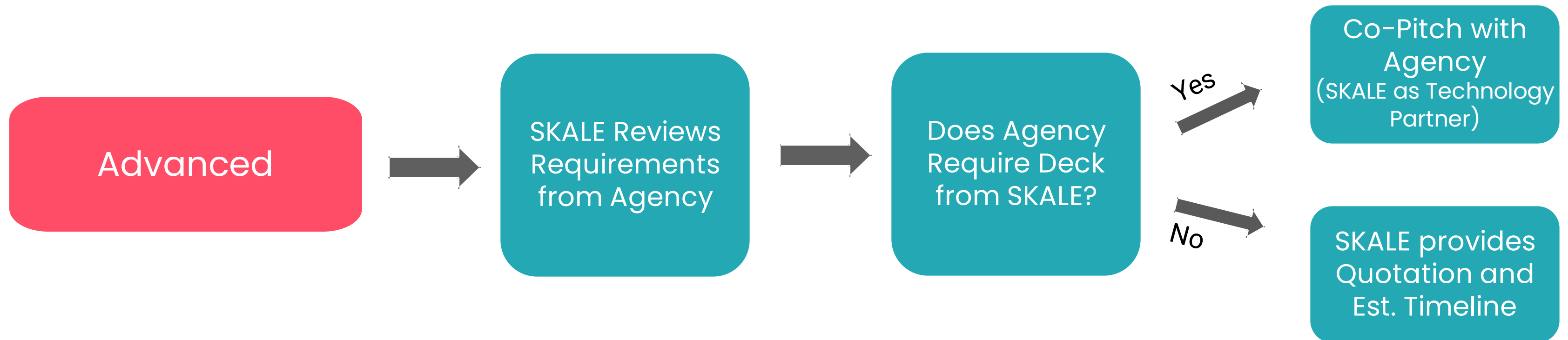
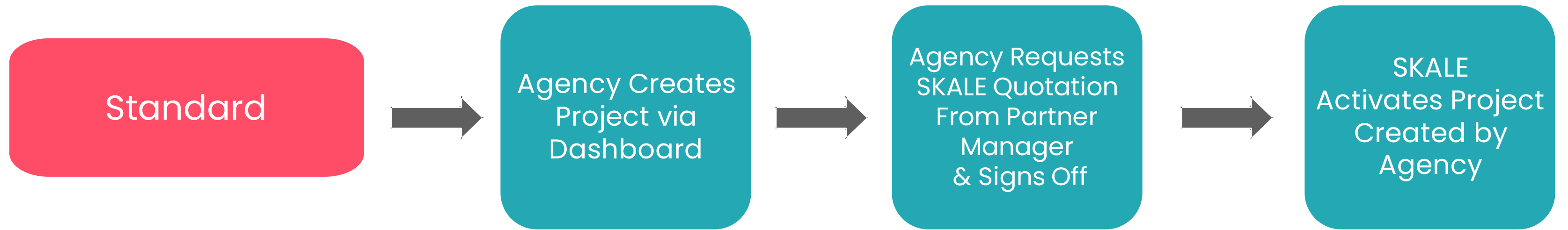
AGENCY PARTNERSHIP TIERS

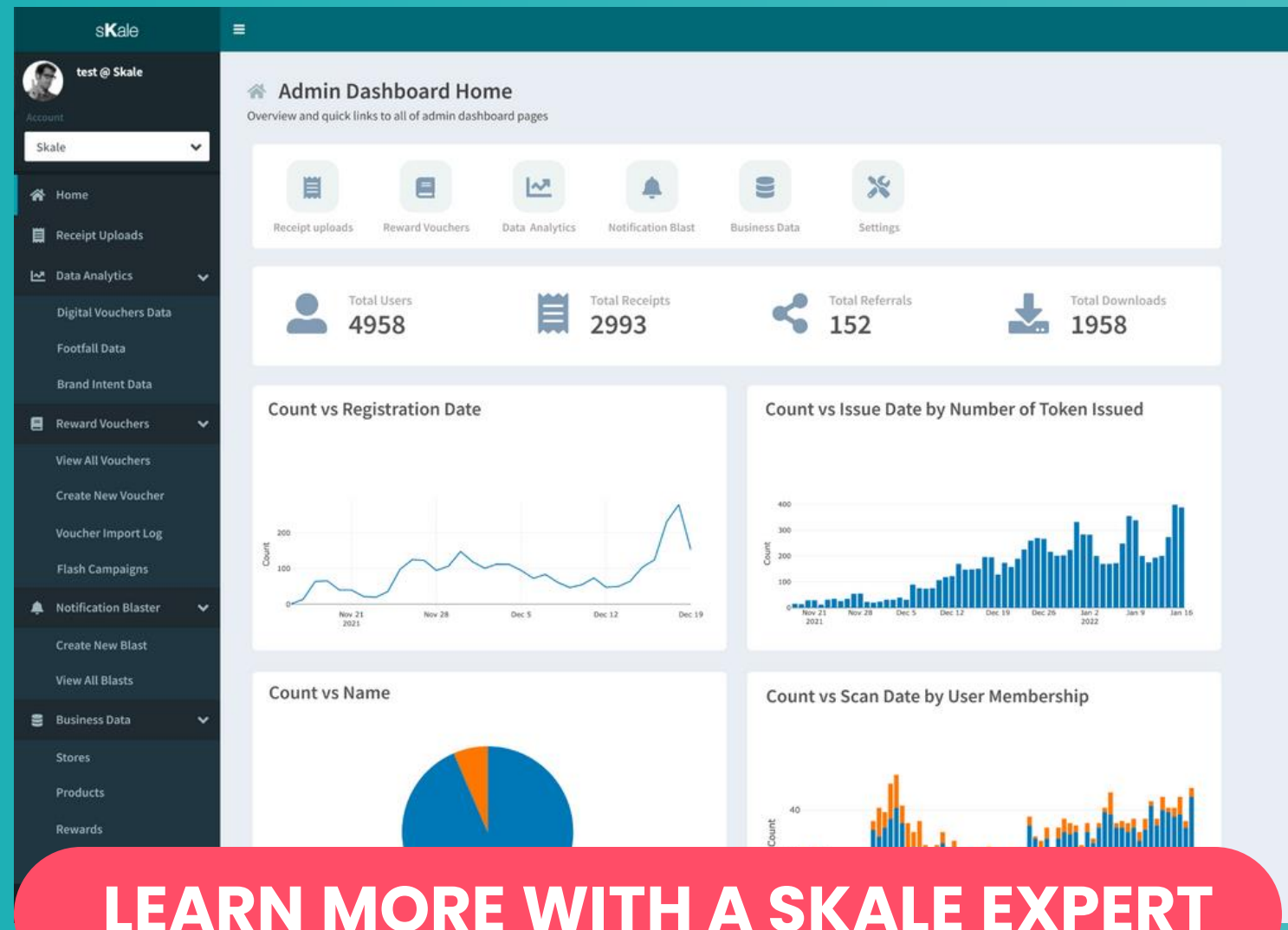
Annual Tiers*	Preferential Pricing	Partner Badge	Demo Account	Co-Pitch on Advanced Projects	Marketing Support	Invites to SKALE Client Events	Sponsorship for Awards
Standard (All Agency Partners)	✓	✓	✓				
Silver (Min 3 Projects)	✓	✓	✓ Early access ¹	✓	✓ Leads / Referral ²		
Gold (> 10 Projects)	✓ Additional Incentive	✓	✓ Early access ¹	✓	✓ Quarterly Plan ³	✓	
Platinum (> S\$100k and above)	✓ Additional Incentive	✓	✓	✓	✓	✓	✓

*Annual tiers reset at end of each calendar year

- Early access to new product roll-outs for Standard and Advanced Modules
- SKALE reserves full discretion on its marketing and lead generation plans to generate leads for its agency partners
- SKALE shall align with its agency partner on its quarterly marketing budget and support

HOW TO ACTIVATE SKALE'S SOLUTIONS





[LEARN MORE WITH A SKALE EXPERT](#)

You'll be able to collect, track, and manage real-time customer and purchase data from our WhatsApp chatbot and smart receipts platform from a single dashboard.

We'll also let you use these data points to send personalized SMS and email campaigns.



[WATCH OUR PRODUCT VIDEO](#)

SKALE lets you automatically verify & extract data from all of these through WhatsApp!



Purchase receipt



QR code



Product barcodes



Order numbers

SKALE's WhatsApp Dashboard

The screenshot displays the SKALE WhatsApp Dashboard interface. On the left is a sidebar with navigation options: Home, Chat Templates, Chat Workflows, Follow up Scheduler, Chat History, and Variables. The main content area is titled 'Home' and provides an overview of the chat integration platform. It features a large teal banner with the text 'Welcome John Smith' and 'A Growthdesk Chat System with SKALE Enterprise Solutions'. Below this, a section titled 'Here are some of the main functions to make use of' contains four white speech bubble cards with teal icons and labels: 'Chat Template' (document icon), 'Chat Workflow' (robot icon), 'Follow up Scheduler' (bell icon), and 'Chat History' (message icon). The top right corner shows the 'skale' logo, 'CHAT CHANNEL', and 'Skale Chat' with a dropdown arrow.

Home

Overview of the chat intergration platform

Welcome John Smith

A Growthdesk Chat System with [SKALE Enterprise Solutions](#)

Here are some of the main functions to make use of

- Chat Template
- Chat Workflow
- Follow up Scheduler
- Chat History

SKALE's WhatsApp Solution

< SKALE Enterprise Solutions

- Home
- Chat Templates
- Chat Workflows
- Follow up Scheduler
- Chat History
- Variables

Templates

Overview and quick links to all of admin dashboard pages

Templates

+ Create Template

Show 25 entries

ID	Slug	Type	Preview	Lang	Last Updated	
21	text_conversation_ended	Text	Hi {{name}}, since we haven't heard back from you, we will close the chat for now. Feel free to let me know if you have any questions, I'd be glad to help 😊	English	02/09/2022 02:16pm	Edit
22	text_unrecognized_messages	Text	Oops, sorry we did not manage to understand your question. I'm still learning 🤖. For further questions or enquiries, please feel free to contact us at hello@skale.today	English	04/09/2022 05:52pm	Edit
23	reply_options_onboarding	Button Reply	Or, select based on the following:	English	04/09/2022 05:52pm	Edit
24	answer_to_user_participant_outlet	Text	Please refer to this {{directory_url}} for list of participating outlets.	English	31/08/2022 01:10pm	Edit
25	answer_to_user_announcement_date_of_winners	Text	Winners are announced on a monthly basis	English	31/08/2022 01:10pm	Edit
26	answer_to_user_faq	Text	Please refer to this link {{faq_link}}.	English	31/08/2022 01:10pm	Edit

Customize every
Whatsapp
Workflow from
SKALE's
Dashboard

Create WhatsApp Chat Templates Easily

SKALE Enterprise Solutions

- Home
- Chat Templates
- Chat Workflows
- Follow up Scheduler
- Chat History
- Variables

Chat Templates / Edit

Overview of all message templates details



Template: default_fallback | Status: Draft

English (US) Chinese (Simplified)

Header (optional)

Lower case and underscores only. Max 60 characters

Media / Text / Document



Message Body (optional)

Content 1024 characters

B / U / *I*

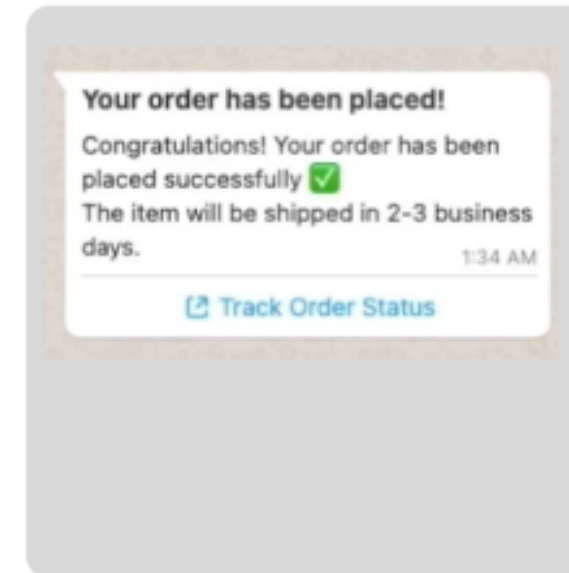
Name Mobile Email

Add New Variables

Message Footer (optional)

Small text below

Preview



Customize and Manage your **WhatsApp Channel**

The screenshot shows the 'Channel Settings' page for a WhatsApp channel. On the left is a navigation sidebar with the following items: Home, Chat Templates, Chat Workflows, Follow up Scheduler, Chat History, and Variables. The main content area is titled 'Channel Settings' with the subtitle 'Account integration settings'. It contains several form fields: 'Company Name' (Skale Chat), 'Whatsapp Profile Name' (Skale Chat), 'Whatsapp Phone Number' (+65 9123 1234), 'Whatsapp Email (optional)' (hello@skale.today), 'Whatsapp Website (optional)' (https://skale.today), 'Whatsapp Profile Picture' (Choose Image button and a circular profile picture of the SKALE logo), and 'Whatsapp Bio (optional)' (SKALE makes it extremely simple for you to get more in-store shoppers, identify loyal customers and measure in-store data with zero POS integration.). The 'Whatsapp Address (optional)' field contains '52 Club Street'. A 'Save' button is located at the bottom right of the settings area. The top right corner of the interface shows the 'skale' logo, 'CHAT CHANNEL', and 'Skale Chat' with a dropdown arrow.

Design Every **Workflow** Easily



SKALE Enterprise Solutions

- Home
- Chat Templates
- Chat Workflows
- Follow up Scheduler
- Chat History
- Variables



Chat Workflows / Create

Overview of all mesesage templates details

Name

Internal reference of what this chat workflow is about

Keyword Triggers

How does this workflow get triggered

Workflow Nodes

Link up templates with conditions or create one [here](#)
Only unique templates are allowed

Next node in the index will be triggered if the action is not triggering a template

	Node		User Action Triggers	
1	Template	init_1	None	×
2	Template	init_2	None	×
3	Template	init_3_name	Save Input to Variable	Name (System) ×
4	Template	init_4_email	Save Input to Variable	Email (System) ×
5	Template	init_5	None	×
6	Template	init_6	None	×

SKALE's WhatsApp Solution

The dashboard displays a chat history for a contact with ID 6590078132. The interface includes a sidebar with user profile information, flow history, and custom variables, and a main chat window showing a conversation about a contest.

Chat History / Chat History / 6590078132
Logs of all chats and statistical usage

User Profile
Elyse 15 Sept
Mobile Email
Workflows: 21
Last User Interaction: 15/09/2022 01:44pm

Flow History

Default	08/09/2022 08:49am
Initial Unrecognized Message	08/09/2022 08:50am
Questions relating to Vouch...	08/09/2022 08:51am
Upload Receipt	08/09/2022 08:52am
Questions relating to Vouch...	08/09/2022 08:55am
Default	12/09/2022 10:44pm
Questions relating to Partici...	12/09/2022 10:48pm
Questions relating to Vouch...	12/09/2022 10:48pm

Custom Variables
uploaded... onboarde... name last_uploa... email

Chat History:

- 01:44 PM: Hi there! Thanks for participating! Just a few quick questions so that you will be in the running to win RM50k worth of F&B Vouchers.
- 01:44 PM: What is the name of the restaurant?
- 01:44 PM: U tea
- 01:44 PM: Rm23.80
- 01:44 PM: What is the amount spent?
- 01:44 PM: Hooray!!! You are one step closer to winning exciting

Track every conversation from SKALE's Dashboard

skale

Experience our Marketing Platform today!

[BOOK A DEMO](#)

or email us at hello@skale.today