

Afilnet is the ally for your company  
for recruiting and building the loyalty of clients.

# AFILNET

## WHATSAPP BUSINESS

Success  
Solution  
Business Strategy  
Innovation  
Branding  
Solution  
Marketing  
Analysis  
Ideas  
Success  
Management

Innovation  
Branding  
Solution  
Marketing  
Analysis  
Ideas  
Success  
Management

● SOCIAL NETWORK



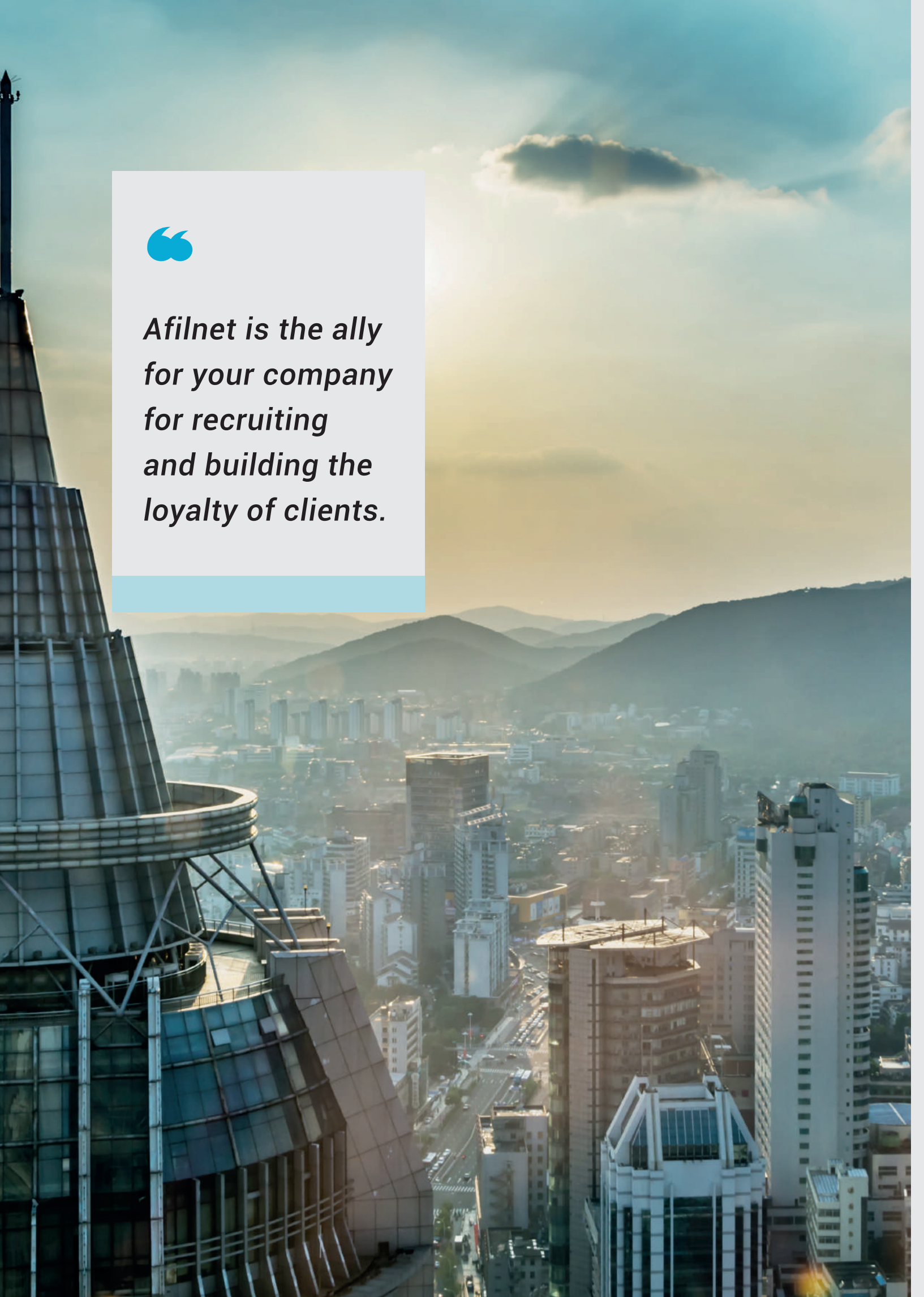
[www.afilnet.com](http://www.afilnet.com)

May Jun Jul Aug Sep Oct Nov Dec





*Afilnet is the ally  
for your company  
for recruiting  
and building the  
loyalty of clients.*





*"Connect with your customers through WhatsApp in an automated way"*

# WhatsApp Business API

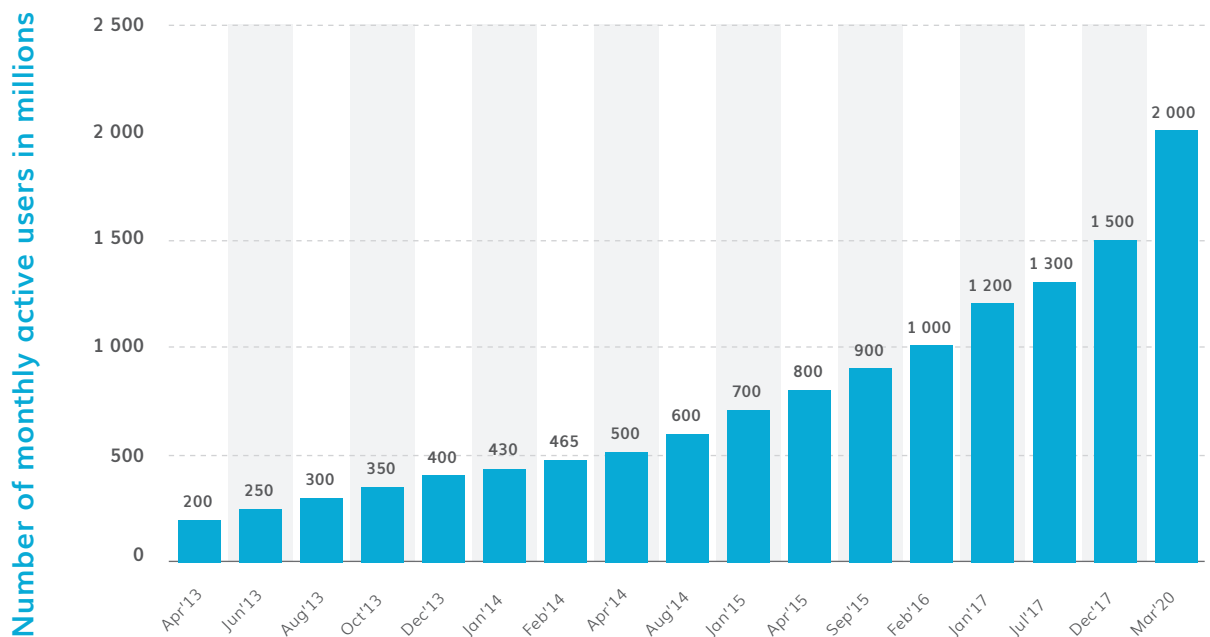
---

Thanks to Afilnet and WhatsApp Business API, you will be able to connect with your clients through WhatsApp, sending and receiving messages using the Afilnet platform or through the API.

# WhatsApp Top Statistics

- ✓ 1.5 billion users in 180 countries makes WhatsApp the most-popular messaging app in the world.
- ✓ One billion daily active WhatsApp users.
- ✓ Three million users of WhatsApp Business.
- ✓ 65 billion WhatsApp messages sent per day, or 29 million per minute.
- ✓ Two billion minutes spent making WhatsApp voice and video calls per day.
- ✓ 55 million WhatsApp video calls made per day, lasting 340 million minutes in total.

## Number of monthly active WhatsApp users worldwide from April 2013 to March 2020 (in millions)



# Services that Afilnet offers for WhatsApp Business API

## Send alerts and Notifications

Send predefined messages to your customers related to alerts related with your business processes and their activity.

**This service can be used to send non-advertising notifications, such as:**

- Sending the change of status of orders or transactions.
- Sending receipts, tickets and / or electronic invoices.

## Chat support and customer service systems

The WhatsApp Business API service can be used as a channel to provide technical and commercial support, to respond to customers queries or incidents related with your products or services.

**By allowing the automation of the service through the API, greater functionality is achieved, such as:**

- Multi-agent chat support, allowing the assignment of contacts to agents.
- Use of chatbots.
- Processing of chat / message data using Big data.
- Connection with tools used by your company, such as CRM, ERP, etc.

## User verification and 2FA

Provide additional security to your clients' accounts with our double authentication service through WhatsApp, in this service, WhatsApp is used as a tool to receive a message with a verification code, which allows you to:

- Make transactions securely
- Authenticate user accounts more securely

## Access to WhatsApp through API

We facilitate the use of WhatsApp through API so that you can interconnect your company's business processes with WhatsApp. This will allow you to personalize the experience of your clients through WhatsApp.

**With the WhatsApp Business API you can:**

- Send / Receive text, audio, video and even documents to WhatsApp users through the API



# Afilnet Chat Platform

Our chat / chatbot solution offers you an efficient, intuitive and practical way to provide high quality assistance to your customers through chat, providing your support team of a complete solution to connect with your clients with WhatsApp.

## FEATURES:



**Unlimited Chats / Clients:** Support an unlimited number of customers, and send an unlimited number of messages, there are no limitations of any kind.



**Connected to the cloud:** Upload images, videos, documents and cloud services to your account and send them to your customers by WhatsApp through our chat platform.



**Manage operators and departments:** Create operators and departments, assign clients to operators, this makes it easier to serve your clients, especially when there is a high flow of communications.



**Chatbots and automated flows:** Create response flows with predefined messages to your customers, have an agent that answers questions automatically and without assistance. (Service on request).



**Compatible with all instant messaging platforms:** Our messaging service is compatible with Web Chat, Telegram, Facebook Messenger, WeChat, etc.



**Afilnet provides you with everything you need to start using WhatsApp Business.**

**Virtual numbers compatible with WhatsApp Business,** we offer you virtual numbers fully compatible with WhatsApp Business that you can use. We have coverage in more than 50 countries.

**Access to the WhatsApp Business API,** which will allow you to connect to WhatsApp from any software application.

**Platform to connect with WhatsApp Business,** which will allow you to send and receive messages directly from your user account without having to do any integration.

**WhatsApp is billed as follows:**

**Access to WhatsApp API Service,** has a monthly cost that includes the number and access to the API.

**Messages are priced per chat / user session,** this means that you only pay the first time you send or receive a WhatsApp message to your WhatsApp Business API number per user for a maximum period of 24 hours from when the conversation started. After 24 hours the chat session closes and a new one will start.



*These rates depend on the country from which the conversations originate, you can check our rates on the web.*

# How to start using WhatsApp Business API with Afilnet

---

In order to access the WhatsApp Business API, you must follow a prior verification process, since your business must be validated by Facebook Business to be able to access WhatsApp API.



*Afilnet helps you throughout the validation process so that you can access the WhatsApp Business API with the best guarantees.*

## To access the WhatsApp Business API, follow the following process:

- 01** Contact us to tell us what you will use WhatsApp Business API for.
- 02** Request verification of your business on Facebook Business Manager (<https://business.facebook.com/>), fill out the form and Attach the requested documentation.
- 03** Add soporte@afilnet.com as a new business administrator.
- 04** Once Facebook has reviewed the documentation and verified your business, our company will indicate virtual numbers available so that you can access WhatsApp Business API.
- 05** Once you have registered your virtual number, you can use the WhatsApp services offered by Afilnet.



# RESELLER

Our program of resellers for intermediaries that have the need of providing an optimized and efficient service of omni-channel marketing to your providers, clients and/or associates. For this purpose, we provide you with a platform of automated marketing with the most advanced and optimized digital channels of communication.

## Opportunities:

- Trader prices for all of the channels (SMS, Voice, Email, Social Network)
- Assignment of unlimited clients in the account.
- Advanced panel of management of edition for resellers.
- Multiple connections with the API Afilnet to make software integrations and other applications of management.

# AFILNET

## WHATSAPP BUSINESS

Afilnet is the ally for your company  
for recruiting and building the loyalty of clients.

[soporte@afilnet.com](mailto:soporte@afilnet.com)  
[www.afilnet.com](http://www.afilnet.com)