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The best customer experiences
are built with Zendesk



XaaS City By VLAN

Sunshine Conversation



Agenda

- Background of the Solution
- Customer Success Story
- Features and Benefits
- Pricing Structure : Man-days + Platform (Hosting)

Background of the Solution

- **Target Audience**

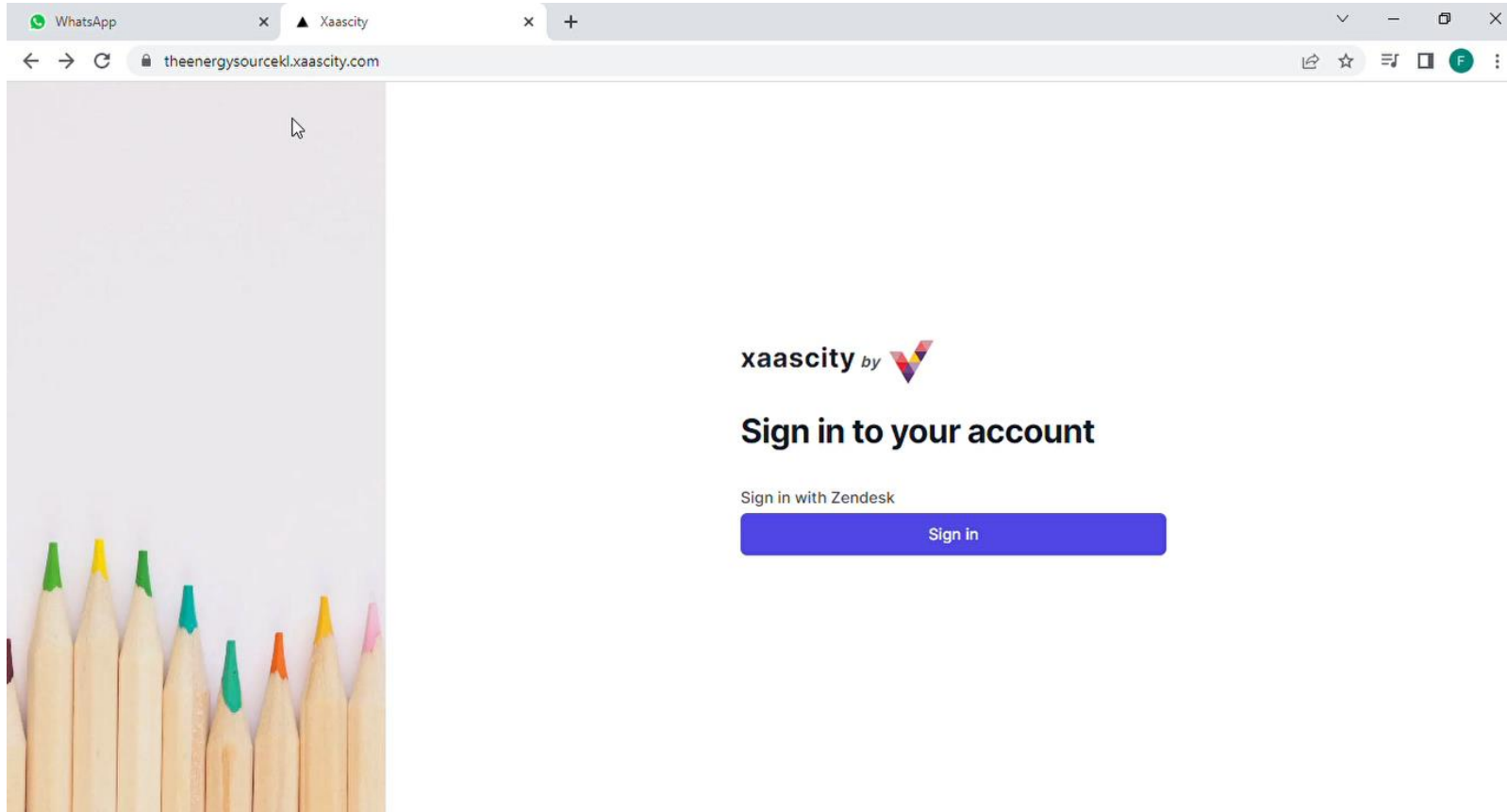
Growing organizations/ Startups / SMB often relies heavily on promotional activities via Social messaging especially WhatsApp and managing the inbound enquiries pertaining to their respective products.

- Due to the nature of WhatsApp business policy that requires approved templates to reach out customers, or group of customers, hence this is where this Custom build Solution fits in. It solves the 24 hours limitation, ability to broadcast messages, ability to get the messages templates approved, and ability to validate the exact customers that need to be the recipient

Customer Success Story– The Energy Source Special Education School for Childrens

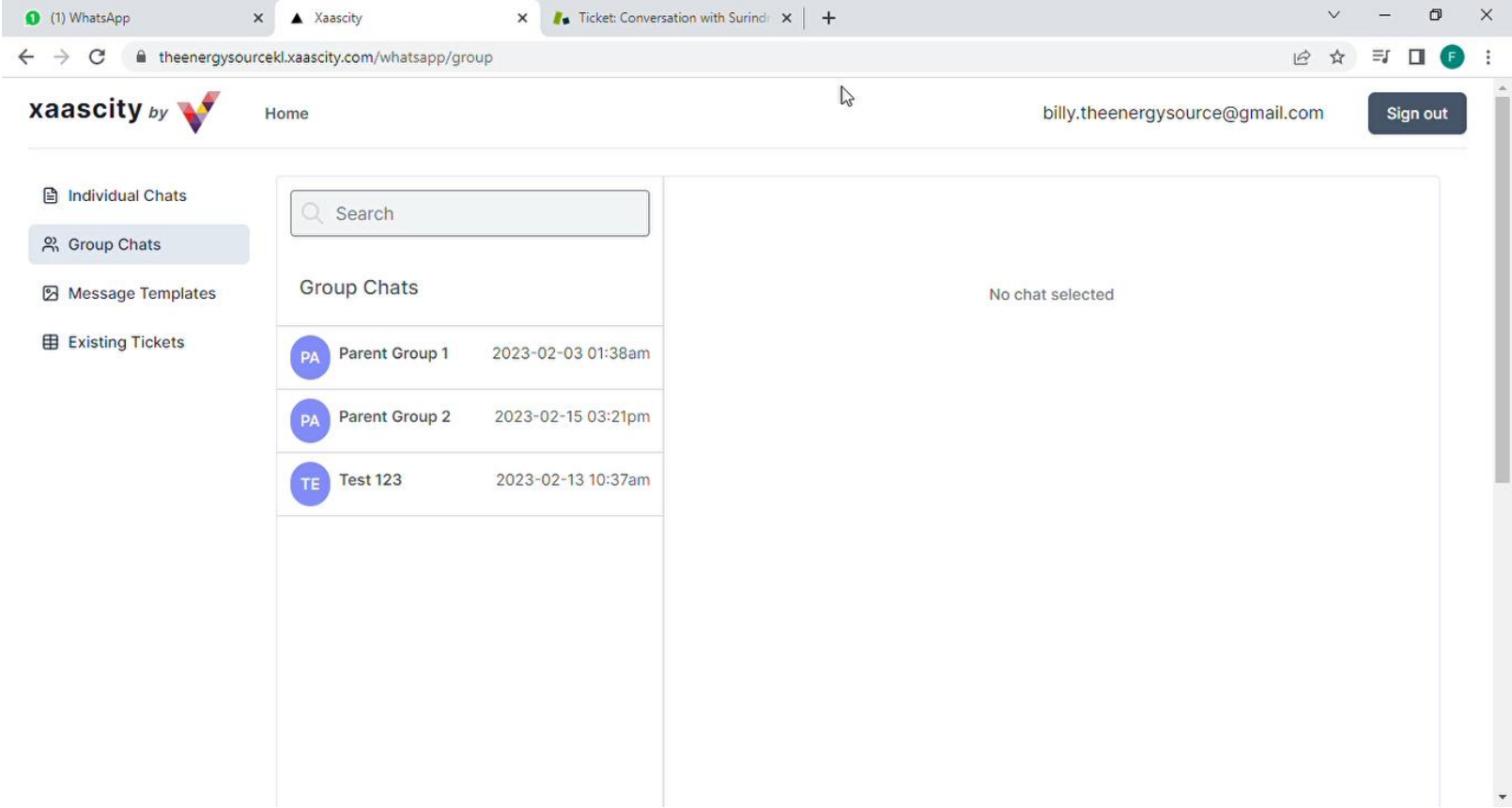
- a) Clear Strategy– Billy and Joanna consult Zendesk – Account Exec – Felicia for a CLEAR Strategy of what they want to achieve from their CMO(Current mode of operations to FMO (Future mode of Operations)
- b) Consult – VLAN Asia was involved on mapping the process flow and roadmaps of Digitalization (covers both proactive Messaging for their marketing initiative and also social messaging management from their customer service team
- c) Continuation and Change – Along the deployment there were new developments and requirements added and that basically have enhanced the whole implementation of digital roadmap within Energy Source

Individual Chat



- Initiating new conversation – (One to One)
- Login to your dedicated assigned URL
- Create a new chat
- Add in new number
- Choose the approved template
- Hit Send

Group Chat



- Initiating new conversation – (One to Many)
- Login to your dedicated assigned URL
- Create a new chat
- Add in new number
- Choose the approved template
- Hit Send

Message Template

The screenshot shows a web browser window with the URL `theenergysourcekl.xaascity.com/whatsapp/templates`. The page header includes the Xaascity logo, a 'Home' link, the user email `billy.theenergysource@gmail.com`, and a 'Sign out' button. The main content area is titled 'Message Templates' and features a '+ New Template' button. Below the title, there are filters for 'Approved' (4), 'Rejected' (1), and 'Pending' (1). The templates are displayed in a grid:

- auto_reply_7**: This is an Auto Reply Notification
- auto_reply_6**: Hi this is an auto notification for your order. We will get back to you in {{1}} days
- appointment_cancel**: Good Day, We regret to inform you that we need to cancel your therapy session with {{1}} on {{2}} at {{3}}. If you would like to reschedule the session, please call us on 016-260 8895. Thank you. Includes a 'Contact Us' button.
- auto_reply_5**: Hello Enerciser!

- Create a new HSM template
- Submit FB for approval
- Edit existing HSM Template
- Hit Send

Existing Ticket

The screenshot shows a web browser window with the URL `theenergysourcekl.xaascity.com/whatsapp/tickets`. The page header includes the Xaascity logo, a 'Home' link, the user email `billy.theenergysource@gmail.com`, and a 'Sign out' button. On the left sidebar, there are navigation options: 'Individual Chats', 'Group Chats', 'Message Templates', and 'Existing Tickets' (which is selected). The main content area is titled 'Existing Tickets' and contains a sub-header 'WhatsApp Tickets' with a description: 'List of all Zendesk WhatsApp Tickets that can be used for 24 Hours Replies'. Below this is a table with the following columns: Subject, Name, Email, Phone, Created Date, and Ticket Id. The table lists five tickets, each with a checkbox in the Subject column.

<input type="checkbox"/>	Subject	Name	Email	Phone	Created Date	Ticket Id
<input type="checkbox"/>	Conversation with Andrian-WhatsApp Test	Andrian-WhatsApp Test		60136750696	2023-02-15 04:16pm	849
<input type="checkbox"/>	Conversation with Surindren	Surindren		60162417247	2023-02-15 03:20pm	847
<input type="checkbox"/>	Conversation with ...Billy C	..:Billy C		60173980072	2023-02-13 10:37am	830
<input type="checkbox"/>	Conversation with Han Yang (child name)	Han Yang (child name)		60172017451	2023-02-10 11:02am	815

Tracking of each conversation

- Each messages sent will create a case
- Review messages that has been sent
- Any replies from customer will be appended in the same case number
- Review case history in unified customer profile

Features and Benefits

Sue Perb

I'd like to book a flight from Montreal to San Francisco.

Mon, Nov 11 4:20 PM

Your reservation is confirmed for April. Know if you change your mind, let us know if you'd like to change your reservation.

MONTREAL - SAN FRANCISCO
Select your preferred seat

1	1A	1B	1C	1D	1E	1F	1G	1H	1I	1J
2	2A	2B	2C	2D	2E	2F	2G	2H	2I	2J
3	3A	3B	3C	3D	3E	3F	3G	3H	3I	3J
4	4A	4B	4C	4D	4E	4F	4G	4H	4I	4J
5	5A	5B	5C	5D	5E	5F	5G	5H	5I	5J
6	6A	6B	6C	6D	6E	6F	6G	6H	6I	6J
7	7A	7B	7C	7D	7E	7F	7G	7H	7I	7J
8	8A	8B	8C	8D	8E	8F	8G	8H	8I	8J
9	9A	9B	9C	9D	9E	9F	9G	9H	9I	9J
10	10A	10B	10C	10D	10E	10F	10G	10H	10I	10J
11	11A	11B	11C	11D	11E	11F	11G	11H	11I	11J
12	12A	12B	12C	12D	12E	12F	12G	12H	12I	12J
13	13A	13B	13C	13D	13E	13F	13G	13H	13I	13J
14	14A	14B	14C	14D	14E	14F	14G	14H	14I	14J
15	15A	15B	15C	15D	15E	15F	15G	15H	15I	15J

Cancel Continue

- Send proactive messages that drive customer engagement
- Integrate bots for conversations at scale
- Build interactive experiences that go beyond support

CONVERSATION CLOUD

Store a **complete history of messages** from every channel for a *single, continuous conversation* with message persistence.



Pricing Structure : Man-days + Platform (Hosting)

- Standard on off 2,500usd+ (interface+ WhatsApp broadcasting + one to one chats+ group blast)
- Hosting Charges (Monthly - 50USD)
- Prerequisites

Zendesk Suite Pro and above + Sunshine Conversation

Q&A

Thank You



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