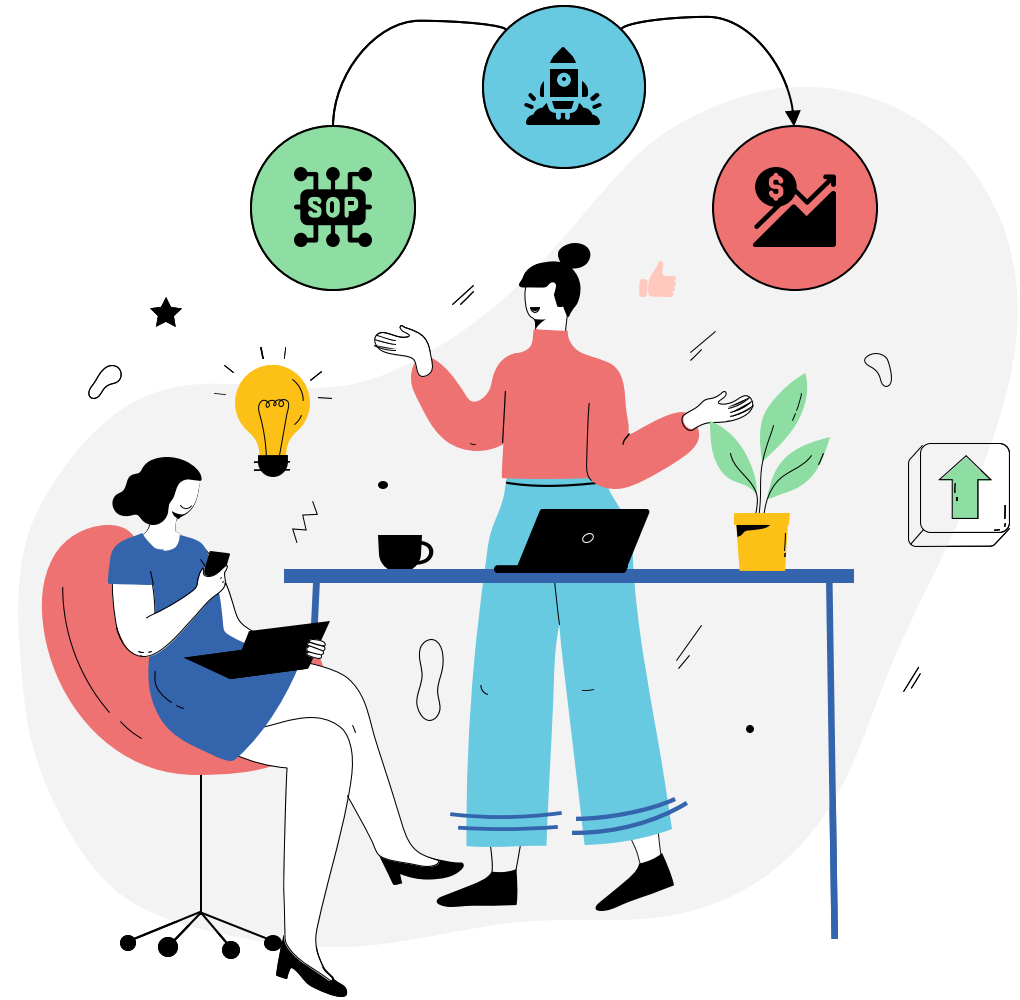


inFlow for Clinics



About us

- We are AI-focused company specialized in building **Generative-AI** solutions
- Headquartered in **Singapore**; Offices in Malaysia, India and the US; Partners worldwide
- **LLM-based solutions** that are customized and work on enterprise data
- We build **Intelligent Virtual Agents** that are customized to your domain and your enterprise



Business Drivers for automation



01. COST REDUCTION

84% of organizations reported cost reduction as a key driver

02. FASTER TIME TO MARKET

52% of companies consider faster time to market as a critical factor

03. CUSTOMER EXPERIENCE

65% of consumers are likely to switch brands if a company doesn't personalize communications

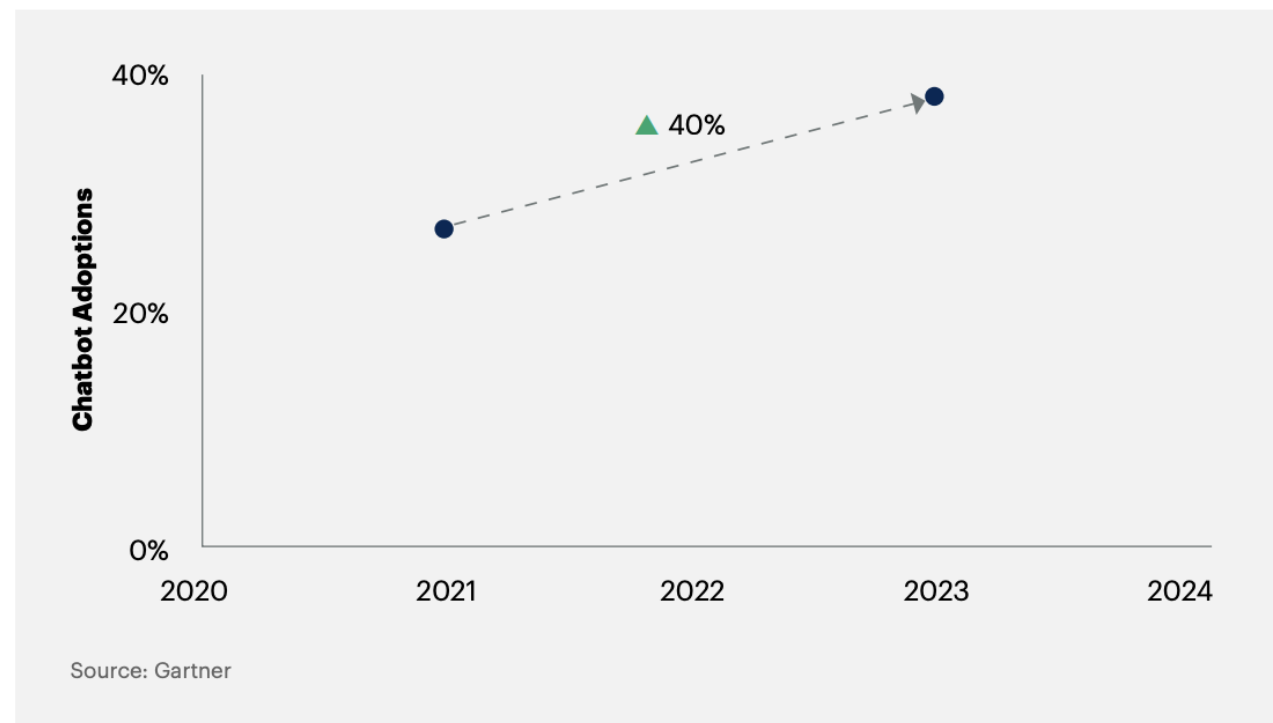
04. PRODUCTIVITY

59% of executives view automation as essential for staying competitive

Chatbots Will Become a Primary Customer Service Channel



Figure 1: Adoption of Chatbot Technology



Why iNextLabs?

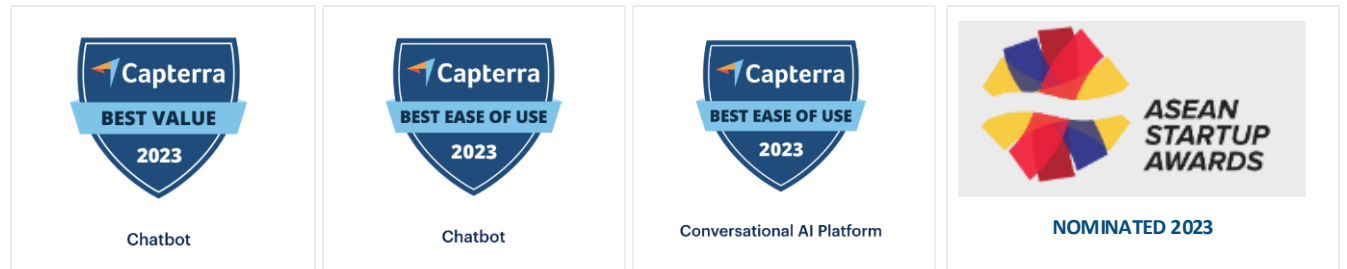
because when it comes to unlocking the future, we're always one step ahead!

At iNextLabs, **innovation is our DNA**, and **customer success is at the heart** of everything we do

Trusted by companies worldwide



Endorsed by Analysts

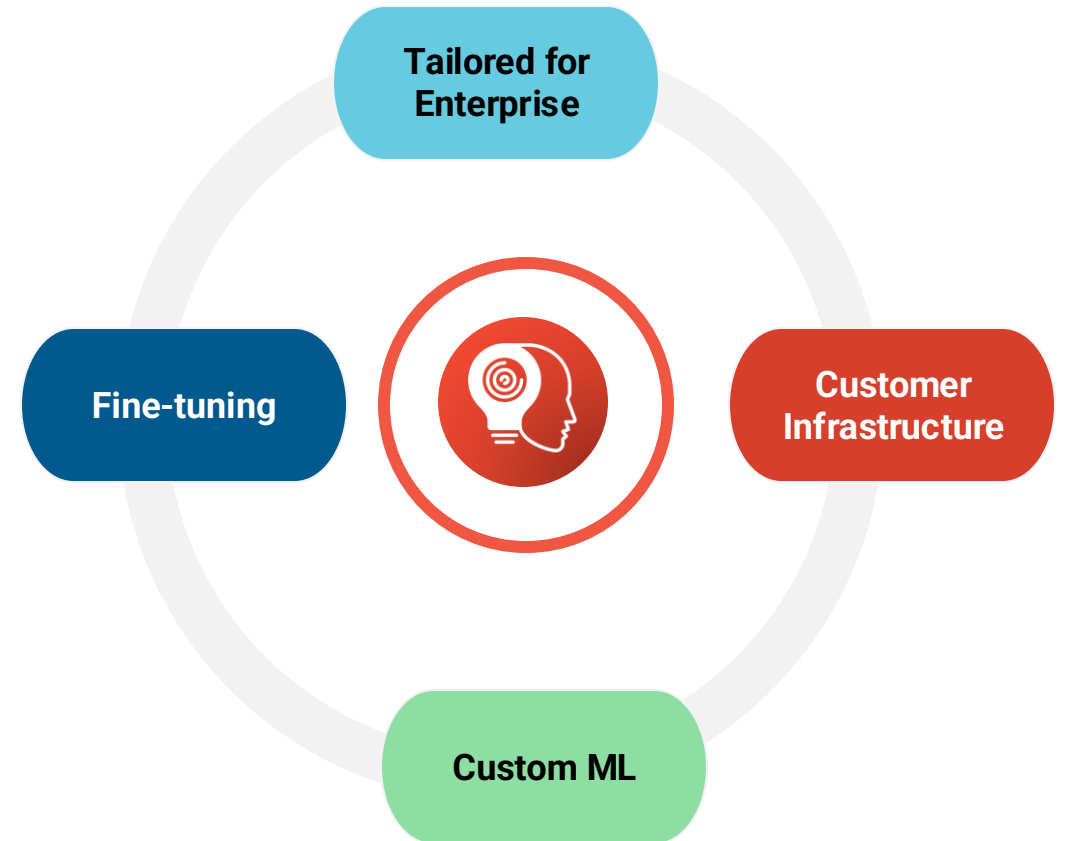


Featured on CIO Tech Outlook Magazine as **“10 Most Promising Conversational AI Startups 2023”**

inFlow: SaaS-based conversational-AI solution developed for small and medium enterprises



inFlow Enterprise: LLM-Powered solutions deployed on your premise or cloud infrastructure



inFlow: Empowering businesses with AI

Make every customer feel valued with AI-powered conversations

- ❖ **Designed for** Healthcare, Clinics, Retail, Service Industry, Fashion, Food and Beverages
- ❖ **Primary Channel:** WhatsApp.
- ❖ **Other channels:** Web, Voice, Google, Facebook/Insta Messengers, etc.,
- ❖ **Features:** WhatsApp Business Platform, WhatsApp Flows, LLM-Based Knowledge Management, Mult-channel, WhatsApp Broadcasting, Contact Management



 Broadcast Leverage WhatsApp to reach customers at scale	 Response Get instant notifications when your customers respond	 Shopping Allow customers to browse and buy products from WhatsApp
 Live Agent Combine the power of AI with Human Expertise	 Contacts Build your marketing data with automated contacts builder	 Interactive Forms Forms to handle different workflows within WhatsApp

SaaS Offering

Get Deployed in < 3 days

Predefined Templates

Integrations

WhatsApp Business Platform

- ❖ WhatsApp designed specifically for businesses to communicate at scale
- ❖ Integrate WhatsApp's messaging capabilities into existing communication systems
- ❖ Key Features: Two-way communication, Templates, Rich Media Messaging, Analytics, Personalized, Security and Compliance

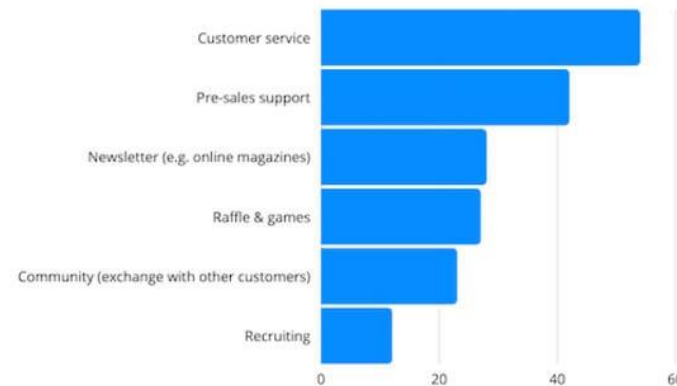
Accessing WhatsApp Business Platform

- ❖ Business (legitimate and permitted)
- ❖ Address and Telephone proof
- ❖ No Phone required
- ❖ Valid and Active Number (Fixed/Mobile)



Why WhatsApp for Business

- WhatsApp Business API messages have a 99% open rate¹
- WhatsApp Business can streamline customer service by 225%¹
- 175 million people a day use WhatsApp to contact businesses²



1. Source: 34 Latest WhatsApp Statistics For 2024: The Complete Guide - <https://bloggingwizard.com/whatsapp-statistics>

2. WhatsApp - Nutzungsabsicht für Kontakt mit Unternehmen nach Einsatzbereichen in Deutschland 2018 | Statista

inFlow: Broadcast

WhatsApp Marketing



Reach customers where they are

Connect with customers on WhatsApp, the platform used by millions of people worldwide



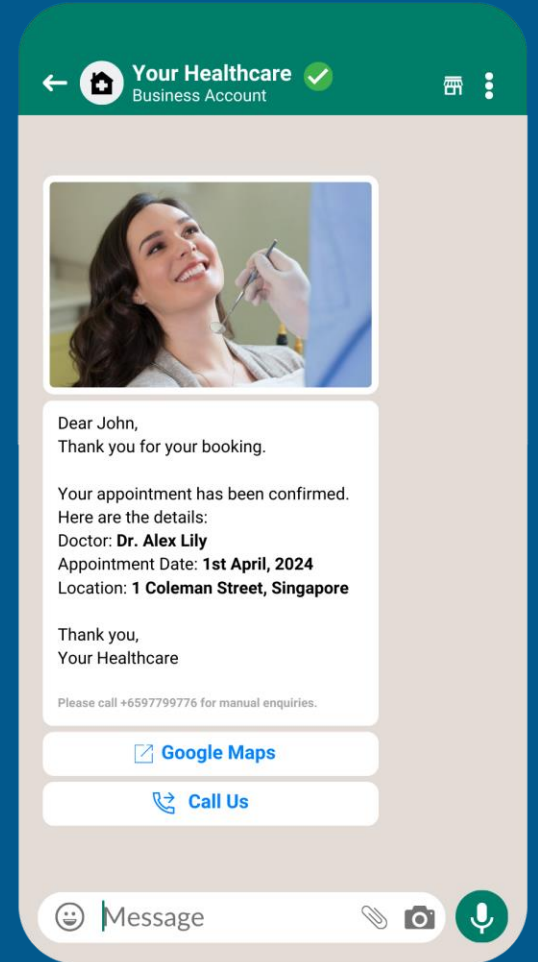
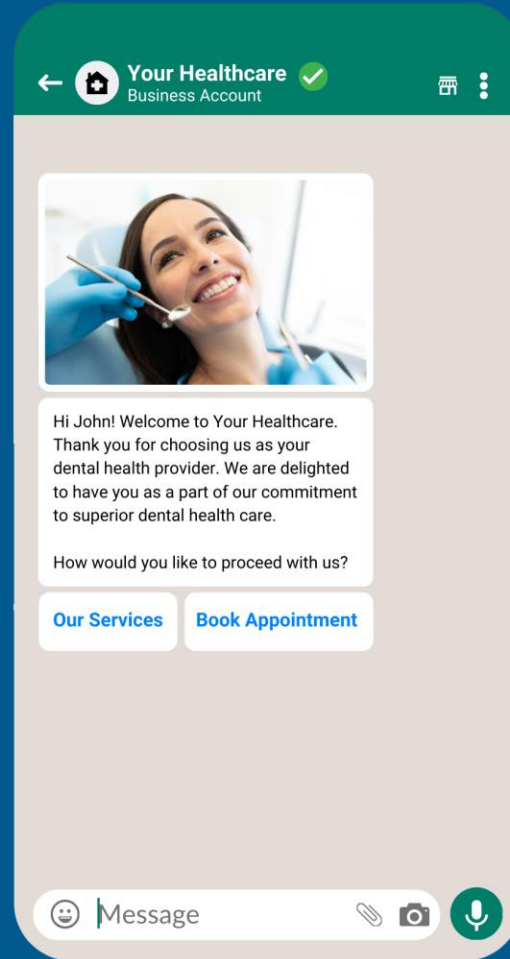
Broadcast at scale

Send to customers at scale without having to group them or have contacts stored in your mobile device



Make Messaging Engaging

Add Call-to-Action (CTA) and quick reply buttons to your messages to make it more engaging and easier to respond



inFlow: Forms

Build forms on WhatsApp

The first screenshot shows a form with the following fields: First Name (John), Last Name (Doe), and Patient ID (112233). A 'Next' button is at the bottom.

The second screenshot shows a list of appointment types: General Checkup (selected), Specialist Consultation, Pediatric Appointment, Dermatology Appointment, Eye Examination, Gynecology Consultation, Dentist Visit, and Other.

The third screenshot shows a date picker for 'Pick a date' (09-12-2023) and a time picker for 'Select your preferred date' (12 pm).

The fourth screenshot shows a summary of the appointment: Date (09-12-2023), Time (12.00 PM), Appointment Type (General checkup), First Name (John), Last Name (Doe), and Patient ID (112233). A 'Confirm' button is at the bottom.

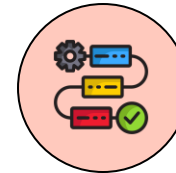
The first screenshot is titled 'Feedback 1 of 2' and contains the question 'Would you recommend us to a friend?' with 'Yes' (selected) and 'No' options. Below it is the question 'How could we do better?' with a text input field.

The second screenshot is titled 'Feedback 2 of 2' and contains the question 'Rate the followings:' with three items: Hospital Ambiance (5/5 stars), Hygiene (4/5 stars), and Dental Care (5/5 stars).



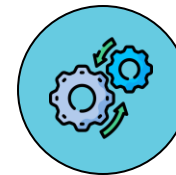
Build forms to simplify tasks

Appointment Scheduling, Feedback, Sign up forms



A complete workflow scenario

Create workflows that guide users through multiple screens

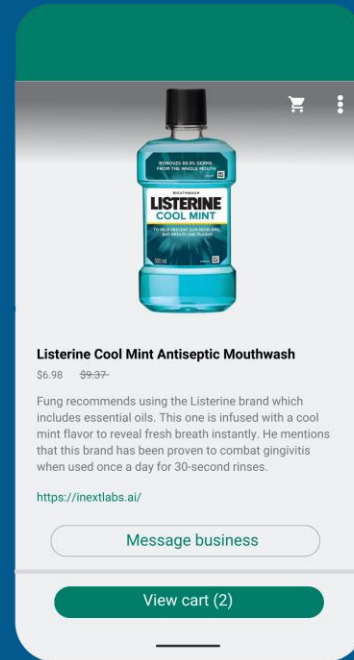
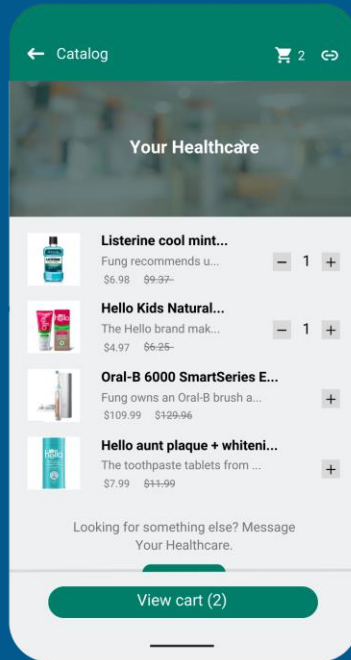


Connect endpoints to make it dynamic

Exchange data across screens to enable more complex interactions

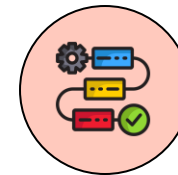
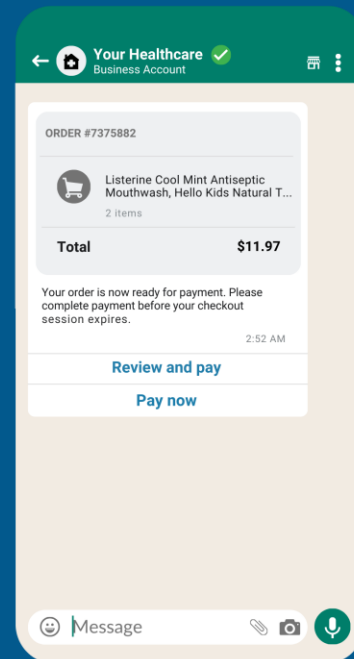
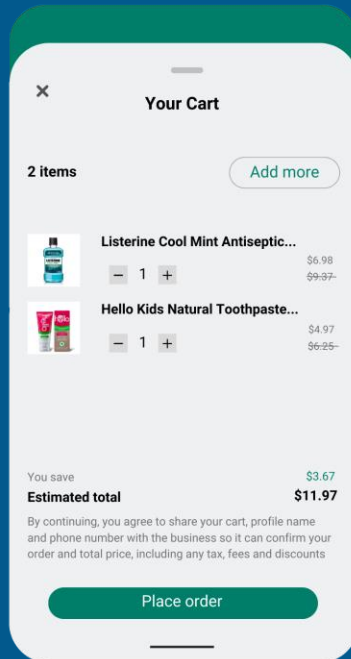
inFlow: Catalog

Sell on WhatsApp



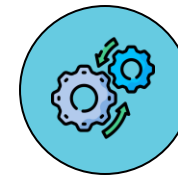
List sellable products

Allow customers to browse and buy products from WhatsApp



A complete purchase cycle

Cart management to collecting address to enable payments without leaving WhatsApp window

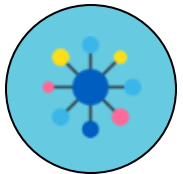


Seamless Integrations

Orders can be pushed to POS / PMS with API integrations

inFlow: **Live Agent**

Build forms on WhatsApp



Unified inbox

Get conversations across channels in one single inbox



Live Agent

Seamlessly transition from automated responses to personalized interactions



Agent Assist Tools

Make agents life easier with summarization, automated response, canned reply, etc.



Customer **Success** Story

Dental Clinic increases patients' engagements on WhatsApp

A leading dental clinic with over six branches in Singapore has significantly enhanced patient engagement and streamlined operational efficiency by harnessing the power of the WhatsApp Business Platform.

Through personalized messaging, the clinic offers appointment reminders, updates on promotions, and timely follow-ups, resulting in a substantial reduction in no-shows.



Thank you!



 <http://www.inextlabs.ai/>

 info@inextlabs.com

