

The support of the future is already on WhatsApp

Bring your support, communication and sales together in the channel your customers already use — with AI answering 24/7 and your team stepping in only when it adds value.

- Support and triage
- Requests and quotes
- Bookings
- Payments and documents



The channel they already use
No app to install, no portals to remember: your customers already have WhatsApp open all day long. That is where support happens.



Answers on the spot, 24/7
AI answers repeated questions, sends quotes and books services at any hour — without the customer waiting.



Grow without growing the team
Serve more customers with the same team: the repetitive stays with AI and people handle what needs a human touch.



Organised and traceable
Every request, quote and conversation with a full history — nothing lost in personal phones or email inboxes.

~98%

of messages opened — and read within minutes

24/7

support and sales, every day

0

apps to install — everything on WhatsApp

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channel to serve, quote and get paid

THE CHALLENGE

Many contacts, little organisation — and customers left without follow-up

- Many scattered contacts and little organisation across the team
- Slow replies and the same questions repeated every day
- Requests and quotes handled by hand, one by one
- Information scattered across email, phones and spreadsheets
- Customers left without a reply — and without follow-up after the sale

THE SOLUTION

Zapify turns WhatsApp into the hub of your business

- A WhatsApp assistant with menus, AI and human support when needed
- Automatic triage that routes each request to the right person
- Quotes, proposals and documents sent and approved by conversation
- Bookings, confirmations and reminders without manual calls
- Payments, receipts and after-sales in the same conversation thread

USE CASES IN SERVICES AND SMBS

From first contact to loyalty — all by conversation

From the first question to after-sales follow-up, every moment of your business handled on WhatsApp.



01 Support and triage

Questions, requests and routing handled on the spot, with AI filtering and passing to the right person.

- Frequent questions answered 24/7
- Routing by topic
- Queue and assignment to the team
- Internal notes and history



02 Requests and quotes

Proposals, approvals and follow-up without leaving the conversation — from request to "yes".

- Structured request capture
- Proposal and catalogue sending
- Approval by button
- Automatic follow-up



03 Bookings and visits

Bookings, confirmations and reminders that fill the calendar and cut no-shows.

- Booking by conversation
- Confirmations and reminders
- Easy rescheduling
- Syncs with the calendar



04 Documents and payments

Links, receipts and contracts sent and signed without email back-and-forth.

- Payment links
- Receipts and invoices
- Contracts and documents
- Proof in the chat



05 After-sales and support

Follow-up, satisfaction and returns that turn customers into regulars.

- Post-service follow-up
- Satisfaction surveys
- Ongoing support
- Reactivation of inactive customers



06 Campaigns and loyalty

Promotions, reactivation and relationships in the channel with the highest response rate.

- Segmented campaigns
- Offers to regular customers
- Contact reactivation
- Loyalty programmes

A PLATFORM CONNECTED TO YOUR BUSINESS

Integrates with the tools you already use

Zapify connects to your CRM, calendar, billing and campaigns to automate support end to end.



CRM & contacts



Calendar & bookings



Billing & payments



Quotes & proposals



Meta Ads · Click-to-WhatsApp



BI & reports



ERP & management



Webhooks & API

BENEFITS FOR EVERYONE

Advantages for your business



For customers

- Fast, practical replies
- Less waiting
- A simple, direct experience



For operations

- Less admin load
- Centralised support
- More productivity



For management

- More confirmed requests
- Better control of operations
- Metrics and efficiency



For the team

- Fewer repeated tasks
- Focus on what has value
- AI as a copilot

Put WhatsApp to work for you

30 days free. No card. With our team helping you get started.

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