

AI Business Automation Suite

Enterprise Conversational Intelligence & Modular Services Catalog

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Interactive Online Catalog: <https://bot.widewillow.com/catalog>

Executive Overview & Purpose

Modern businesses face persistent customer friction: missed inquiries outside office hours, high customer acquisition costs, sluggish manual follow-ups, and mounting staffing overhead. Wide Willow delivers custom **24/7 conversational automation assistants** operating natively across **WhatsApp Business** and **Telegram**. Rather than rigid, one-size-fits-all software, we provide a **modular services menu**. Clients can deploy standalone high-impact capabilities or roll out an integrated end-to-end automation suite in **48 to 72 hours** (subject to channel credentials and verification).

1. Industry-Tailored AI Solutions Menu

A. Real Estate Developers, Builders & Property Brokers

Target: Builders, property developers, channel partners, and real estate brokers.

- **24/7 Instant Lead Capture & Qualification:** Engages buyers within 3 seconds of ad click or inquiry; qualifies budget, 1/2/3/4 BHK preferences, buying timeframe, and financing pre-approval.
- **Automated Site Visit Scheduling & GPS Dispatch:** Interactive slot booking with calendar sync; sends Google Maps directions and automatic 2-hour reminder alerts to eliminate no-shows.
- **Dynamic Brochure & Floor Plan Delivery:** Instantly dispenses approved project brochures, 2D/3D floor layouts, and pricing sheets directly inside the chat.
- **Intelligent Cold-Lead Drip Nurturing:** Re-engages unbooked inquiries on Day 2, Day 7, and Day 14 with construction progress updates and festive payment options.
- **Real-Time Sales Manager Escalation:** Pushes verified buyer dossiers with direct one-tap call bridges to senior sales staff upon detecting high purchase intent.

B. Dental Clinics & Healthcare Speciality Practices

Target: Dental surgeons, orthodontists, multi-specialty dental clinics, and wellness centers.

- **Smart 24/7 Appointment Booking & Rescheduling:** Frictionless scheduling for consultations, implants, root canals, or braces with automated cancellation recovery.
- **Transparent Procedure Pricing & FAQ Guidance:** Resolves everyday patient questions regarding root canal costs, crown materials (zirconia vs ceramic), aligners, and EMI plans.
- **Pre-Procedure Preparation Guidance:** Dispatches medical preparation notices (fasting instructions, medication pauses, blood pressure notices) before appointments.
- **Post-Treatment Follow-up & Pain Monitoring:** Proactive 24-hour post-op wellness check-ins; alerts the doctor immediately if severe bleeding or unexpected pain is reported.
- **Emergency Triage & Escalation:** Flags emergency keywords (severe trauma, fractured teeth) and routes urgent calls directly to on-call clinical staff.
- **6-Month Preventive Recall Automation:** Automatically recalls past patients every 6 months for routine cleaning and checkups to maintain consistent clinic footfall.

C. Medicine Representatives, Retail Pharmacies & Wholesale Chemists

Target: Retail pharmacies, wholesale medicine distributors, pharma marketing reps, and clinics.

- **Prescription Vision AI & Order Staging:** Patients photograph doctor prescriptions; AI transcribes medicines and stages orders for pharmacist verification.
- **B2B Stock & Scheme Check for Doctors & Chemists:** Instant verification of trade discounts, bonus schemes (e.g. 10+1 free), and batch expiry details via chat.
- **Chronic Patient Monthly Refill Alerts:** Tracks medication schedules (cardiac, diabetes, hypertension) and sends automated refill reminders 3 days before supply ends.
- **Generic & Salt Substitute Recommendations:** In case of brand stock-outs, instantly recommends approved generic equivalents matching active salts and pricing.
- **MR Field Order Booking Tool:** Medical reps dictate or type chemist orders on the fly; assistant formats clean purchase orders and syncs directly with billing.

D. Universal High-Value Enterprise Add-ons

- **Executive Email Assistant:** Dual-inbox executive email intelligence with noise filtering, multi-turn thread memory, and review-first autonomous draft generation.
- **Multi-Lingual Voice & Text Support:** Natively supports English, Hindi, and Odia voice memos and text, removing regional communication barriers.
- **Payment Advances & Instant UPI QR:** Generates dynamic UPI QR codes and payment gateway links to collect booking deposits with instant digital receipts.
- **Google Sheets & CRM Live Sync:** Real-time bidirectional synchronization with client spreadsheets and CRM databases.

2. Platform Comparison: WhatsApp vs. Telegram

Feature / Dimension	WhatsApp Business Platform	Telegram Bot Platform
Audience Reach (India)	Universal (99%+). Everyone already uses it daily.	Moderate (35-45%). Popular with tech, youth, and business owners.
Customer Onboarding	Zero friction: tap a link or message a phone number directly.	Requires Telegram app download if not already installed.
Messaging Cost	Paid per 24-hr session via Meta Cloud API tier rates.	100% Free: unlimited messages, zero per-message charges.
UI & Interactivity	Text, Quick Replies (max 3), List Menus (max 10), PDFs, Images.	Rich Inline Keyboards, Full Web Apps (Mini-apps in chat), Sliders.
Setup & Governance	Fully managed Meta verification and approved message templates.	Instant turnkey token authorization with zero bureaucratic delays.
Recommended Role	Front-End: Patient bookings, lead capture, prescription orders.	Back-End: Instant staff alerts, doctor push notifications, CRM sync.

3. 5-Step Frictionless Deployment Roadmap (Typically 48–72 Hours)

Phase & Timeline	Client Input Needed	What Wide Willow Configures & Delivers
Step 1: Discovery & Audit (Day 1 • 30 Mins)	Provide existing pricing sheets, FAQs, and staff contact routing.	Maps conversational decision trees, tone guidelines, and escalation logic.
Step 2: Logic & Multi-Lingual (Day 1–2)	Approve conversational phrasing and appointment options.	Programs NLP models, voice transcription (English, Hindi, Odia), and document delivery.
Step 3: Platform Linking (Day 2 • 15 Mins)	1-minute QR pairing or Meta Cloud API authentication on business line.	Links encrypted cloud endpoints; provisions private staff alert channels.
Step 4: CRM & Payment Setup (Day 2–3)	Provide Google Sheet or CRM target destination.	Integrates real-time spreadsheet sync, dynamic UPI QR codes, and digital invoices.
Step 5: Handover & Go-Live (Day 3 • Launch)	20-minute orientation call with front-desk staff.	Runs edge-case dry runs, transitions bot to live production, and activates 24/7 monitoring.

4. Enterprise SLA, Data Protection & Next Steps

- **99.9% Uptime Guarantee:** Production cloud infrastructure monitored 24/7 with automated health-check failover.
- **Data Privacy & Client Confidentiality:** Encrypted storage for all customer inquiries, records, and orders. Zero client data sharing.
- **Zero Maintenance Overhead:** Wide Willow handles 100% of server updates, API migrations, and prompt fine-tuning.

Ready to Deploy Your Autonomous Business Assistant?

Contact Wide Willow Solutions today for a bespoke demonstration and proof-of-concept:

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