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YironChat®

Centralized WhatsApp Chat Support System for Customer Support!

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YironChat is a centralized WhatsApp-based customer support platform, accessible across Mobile, Web, and Widget interfaces. It functions as a comprehensive omnichannel solution, streamlining customer communication and support through a unified interface. The platform is powered by *YironSession, WABA (WhatsApp Business API),* and a *custom-developed widget*, delivering a seamless and scalable support experience.

Web & WhatsApp Chat Bots

WhatsApp Business API

YironChat®

Individual Agent Routing & Support

WhatsApp Web Solution

Bulk WA Messages

Why Choose YironChat?

- ✓ Unified Omnichannel Customer Support
- ✓ Seamless Integration with YironSession, WhatsApp Business API (WABA), and a Custom-Built Chat Widget
- ✓ Web, Mobile and Widget Solutions
- ✓ Web & WhatsApp Chatbots
- ✓ Individual & Group Chats Support

- ✓ Advanced Reporting & Audit Logs
- ✓ Agent & Customer Data Masking
- ✓ Campaign Management
- ✓ Text/ Audio/Video/Document Messages
- ✓ WABA Business Templates Management

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1 WhatsApp Business API Support

Yiron Chat integrates with the official WhatsApp Business API, enabling businesses to securely and reliably engage with customers directly on WhatsApp

- ✅ Enhanced Reach
- ✅ High Engagement
- ✅ Secure Messaging

2 Individual Agent Routing & Support

Yiron Chat offers personalized routing by assigning each incoming chat to the most suitable agent based on criteria like agent availability, customer history, and inquiry type. This leads to faster responses and enhanced customer satisfaction.

- ✅ Enhanced Reach
- ✅ High Engagement
- ✅ Secure Messaging

3 Bulk WhatsApp Messages

This feature enables businesses to send bulk messages to a targeted audience, ideal for promotions, updates, and announcements. Bulk messaging ensures businesses can reach multiple clients simultaneously while maintaining a personal touch.

- ✅ Efficient Marketing
- ✅ Improved Engagement
- ✅ Personalized Outreach

4 Web & WhatsApp Chatbots

Yiron Chat includes chatbot support on both web and WhatsApp platforms, automating responses to common inquiries, providing 24/7 support, and freeing agents for complex queries.

- ✅ Round-the-Clock Availability
- ✅ Operational Efficiency
- ✅ Enhanced Customer Experience

5 Individual & Group Chats Support

YironChat supports both one-on-one and group chats, enabling communication with individual customers as well as collaborative discussions within teams or between clients.

- ✅ Versatile Communication
- ✅ Improved Collaboration
- ✅ Efficient Coordination

6 Text/Audio/Video/Document Messages

Yiron Chat supports various media formats, including text, audio, video, and document sharing, providing a comprehensive communication experience and enabling more detailed interactions.

- ✅ Flexible Communication
- ✅ Improved Customer Satisfaction
- ✅ Rich Content Sharing

7 Powerful Audit Reports

The audit report feature provides in-depth insights into communication activities, tracking agent performance, message history, customer interactions, and compliance with company policies.

- ✅ Enhanced Transparency
- ✅ Performance Tracking
- ✅ Data-Driven Decision Making

8 WABA Business Templates Management

Yiron Chat allows businesses to create, manage, and send pre-approved WhatsApp Business API templates for common messages, such as order confirmations, appointment reminders, and follow-ups.

- ✅ Time-Saving Communication
- ✅ Consistent Messaging
- ✅ Enhanced Compliance

9 Campaign Management

Yiron Chat's campaign management tools enable businesses to create, schedule, and analyze marketing campaigns, offering insights into engagement and reach.

- ✅ Targeted Marketing
- ✅ Scheduled Outreach
- ✅ Detailed Analytics

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Basic YironSession

- Web Session Support
- Single Instance
- Chat Assign
- Multiple Agents
- Media Transfer
- Chat Initiate

Basic WABA

- WABA Support
- Single Instance
- Template Send Flow
- Chat Assign
- Multiple Agents
- Media Transfer

Advanced WABA

- WABA Support
- Upto 3 Instances
- Bulk Marketing
- Campaign Mgmt
- Chat Assign
- Multiple Agents
- Media Transfer
- Audit Logs
- Data Masking

Ultimate

- Web Session, WABA & Web Widget Support
- Upto 5 instances
- Bulk Marketing
- Campaign Mgmt
- Chat Assign
- Multiple Agents
- Audit Logs
- Data Masking
- Static Bots

Master

- Web Session, WABA & Web Widget Support
- Unlimited instances*
- Bulk Marketing
- Campaign Management
- Chat Assign
- Multiple Agents
- Media Transfer
- Audit Logs
- Data Masking
- Dynamic Bots*
- Mobile Application
- 24 hours Support (Call and By Email)

Key Features

✓ WhatsApp Web Session Integration

✓ WhatsApp Business API Support

✓ Individual Agent Routing & Support

✓ Bulk WhatsApp Messages

✓ Web & WhatsApp Chatbots

✓ Individual & Group Chats Support

✓ Text/Audio/Video/Document Messages

✓ Powerful Audit Logs

✓ Agents & Customer data masking

✓ WABA Business Templates Mgmt

✓ Web & Mobile App Channels

✓ Multiple Branches Handling

✓ Robust Access Control

✓ Campaigns Management

✓ IN and OUT API Support

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Our Other Products

yTravSuite
Comprehensive Travel Portal Software with extensive Travel Management modules

FACTS
A unique and robust Financial Accounting & Customer Tracking Software

yCRM
Robust customizable CRM Software for Travel Industry

yHRMS
Enterprise HR Management Software for Travel & Tourism industry

yironRecruit
An Applicant Tracking System for Travel Businesses

YironDesk
Helpdesk Software for Travel Operations & Support

Our Services

Custom Software Development & Maintenance Services

- ⊘ Software Development from scratch across tech stacks
- ⊘ Maintenance & Enhancements
- ⊘ Customization & Implementation
- ⊘ Testing Services
- ⊘ UI/UX & Architecture Design
- ⊘ Support & Deployment

Web Design & Development

- ⊘ UI/UX & Graphics Designs
- ⊘ Static & Dynamic Website Development
- ⊘ Wordpress & Corporate Website Development
- ⊘ Ecommerce Development
- ⊘ Domain & Hosting Services
- ⊘ Migration Services

Mobile Applications Development

- ⊘ Android Applications Development & Maintenance
- ⊘ iOS Applications Development & Maintenance
- ⊘ Hybrid Mobile Apps Development
- ⊘ PWA and Mobile web portals development

Digital Marketing & Branding

- ⊘ SEO, SMO & SMM Services
- ⊘ Complete Online Reputation Management
- ⊘ Email, SMS & WhatsApp Marketing
- ⊘ Branding & Leads Generation Services
- ⊘ Content & Target Marketing

Travel ITES, Consulting & BPO Services

- ⊘ 24x7 Travel BPO/ITES Services
- ⊘ Multi Location/Language/Channels Support
- ⊘ ADM Reconciliation
- ⊘ Architecture, UI/UX Design and Consulting
- ⊘ Revenue Recovery - Refunds
- ⊘ Process & Optimization Process
- ⊘ Low Fare Optimization

Our Other IT Services

- ⊘ Niche Technology Services
  (RPA, AI, ML, Blockchain & Others)
- ⊘ IT Hardware/Cloud/Infra Management Services
- ⊘ Staff Augmentation Services
- ⊘ Third Party Products Implementation And System Integration Services
- ⊘ Quality Assurance and Testing services
- ⊘ Performance Engineering

Contact Us

YIRON TECHNOLOGIES PVT LTD ®

For all sales enquiries, please contact us at **sales@yirontechnologies.com.**
For any support issues please contact us at

Contact us for any Software Development , Maintenance & implementation Needs

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