



NETTYFISH NETWORKS
Great way to grow your visibility

Great way to grow your visibility

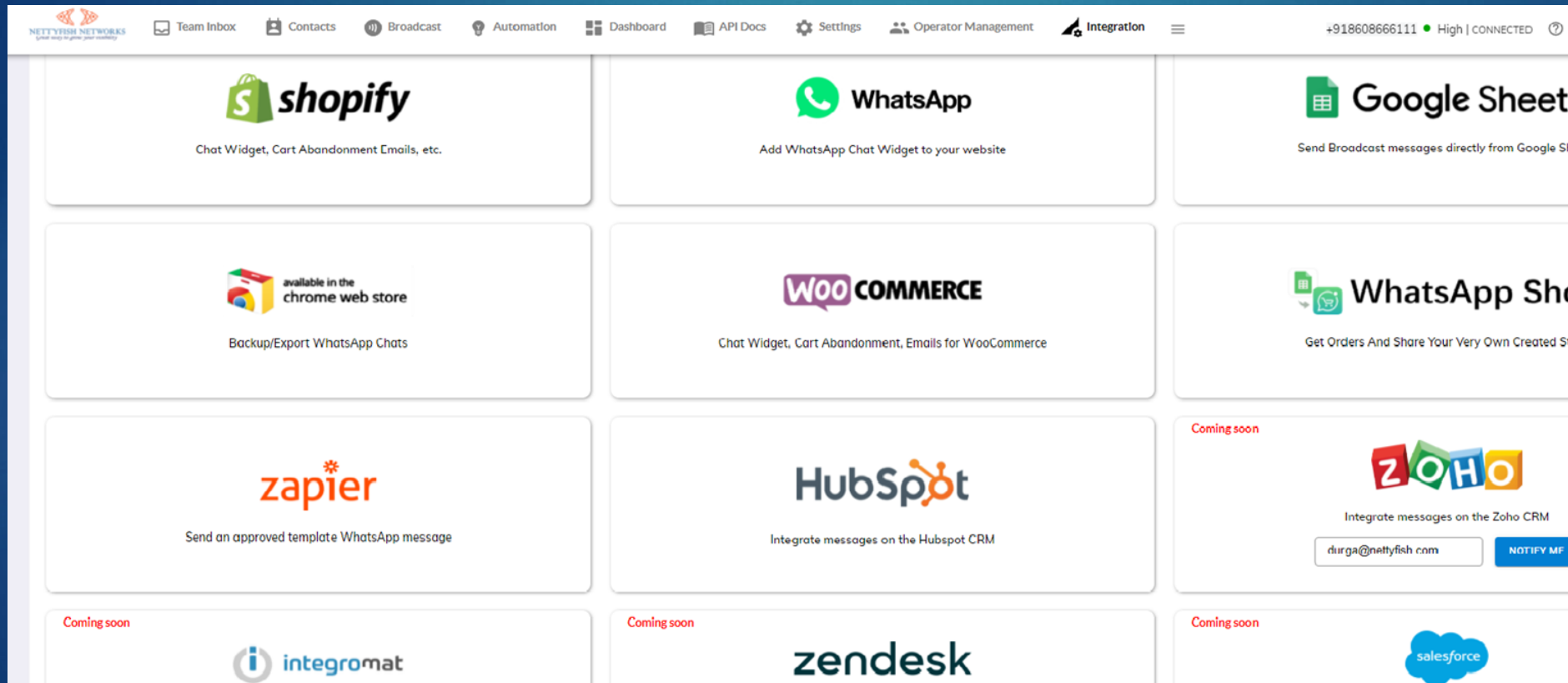
Whatsapp chatbot

WHATSAPP AUTOMATION FOR MARKETING,E-COMMERCE,SUPPORT



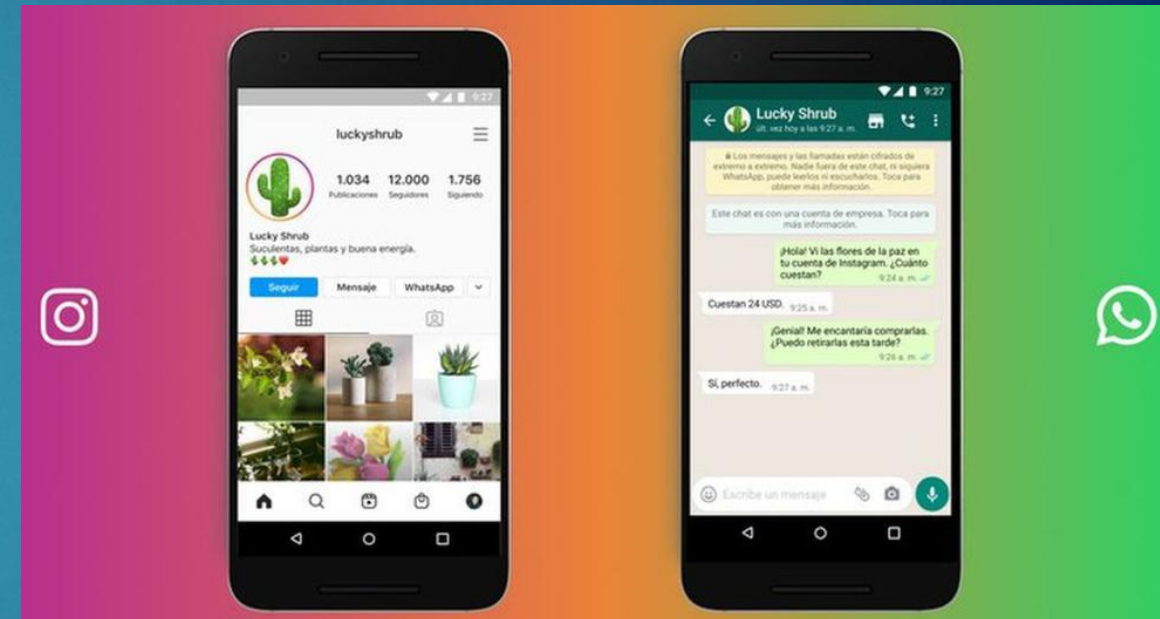
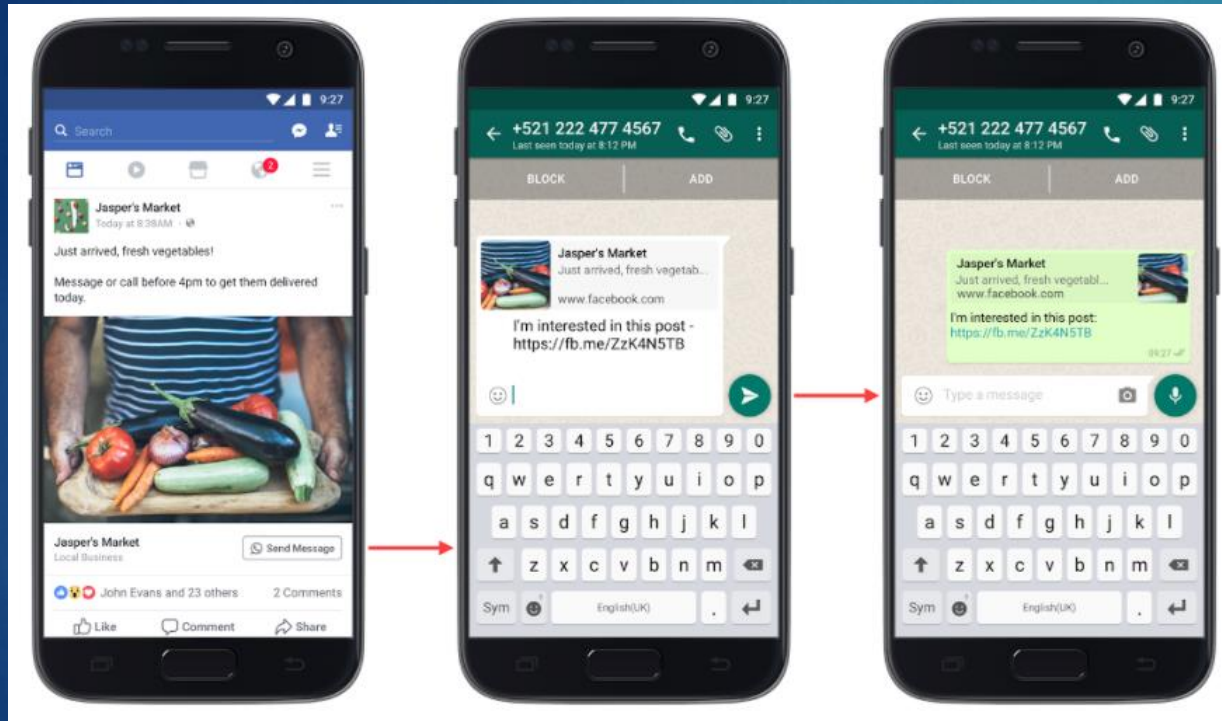
Marketing strategy

INTEGRATE WHATSAPP WITH MANY PLATFORMS



NETTYFISH NETWORKS
Great way to grow your visibility

DEPLOY WHATSAPP BUTTON ON MULTIPLE DIGITAL MEDIA PLATFORM



NETTYFISH NETWORKS
Great way to grow your visibility

Support Strategy



Keyword Action



Whatsapp chatbot
flow




Reply materials



NETTYFISH NETWORKS
Great way to grow your visibility

Trigger keyword configuration

Team InboxContactsBroadcastAutomationDashboardAPI DocsSettings+918608666111 • High

Keyword Action

Default Action

Reply Material

Routing

Flows

Sequence

RETURN

1 Trigger Keyword

2 Reply Action

Keyword(s) : #defaultteam + ADD KEYWORD

Message matching methods:

Fuzzy matching

Exact matching

Contains

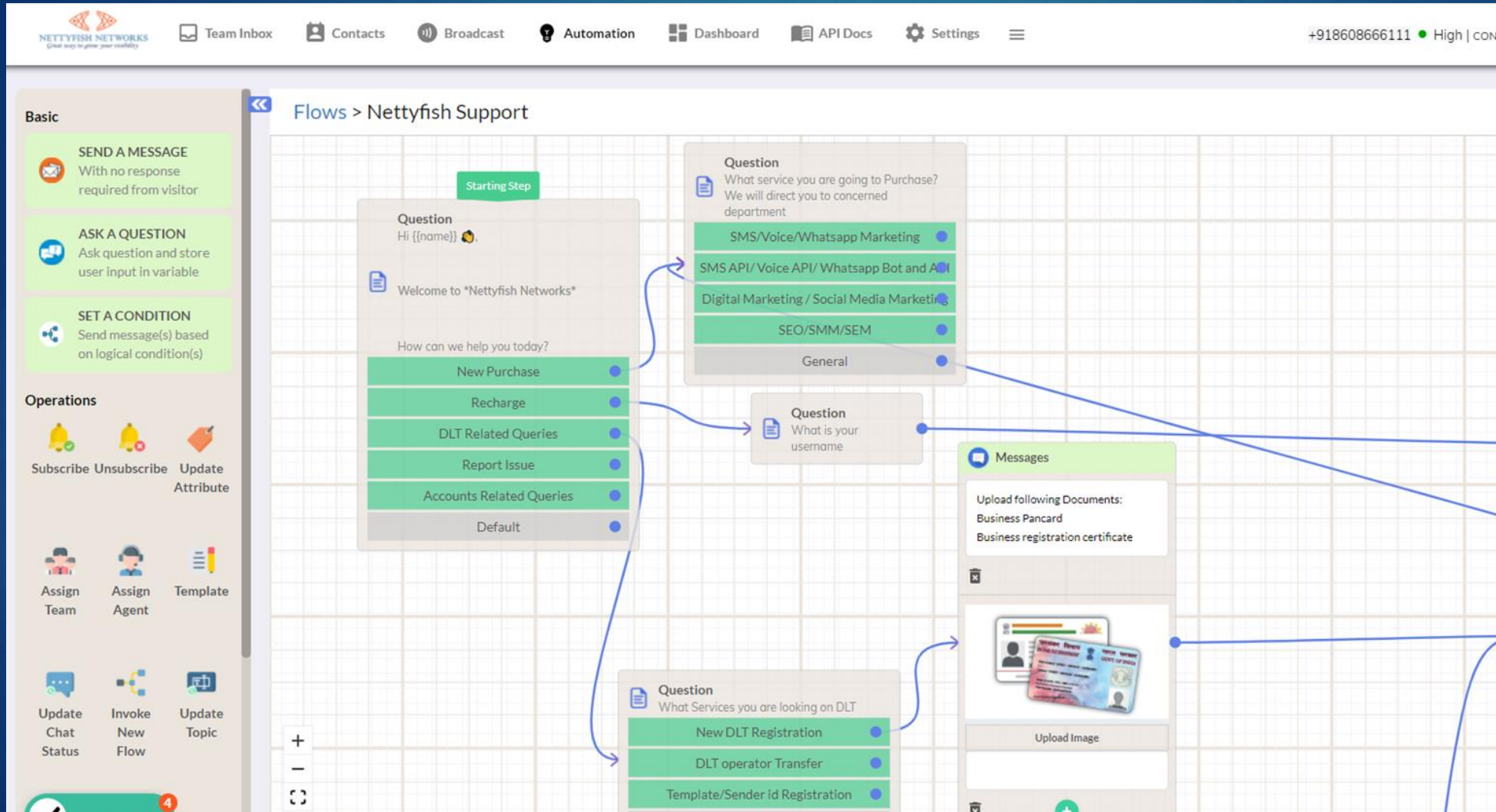
0 %

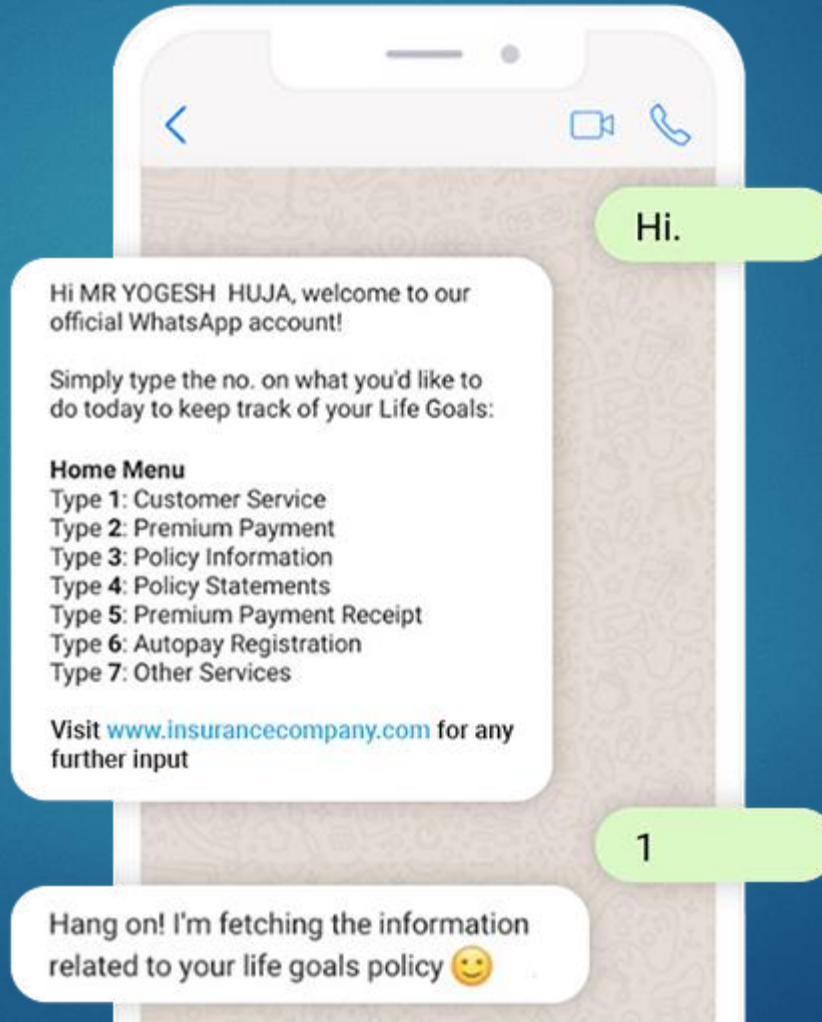
Get Started

NEXT STEP

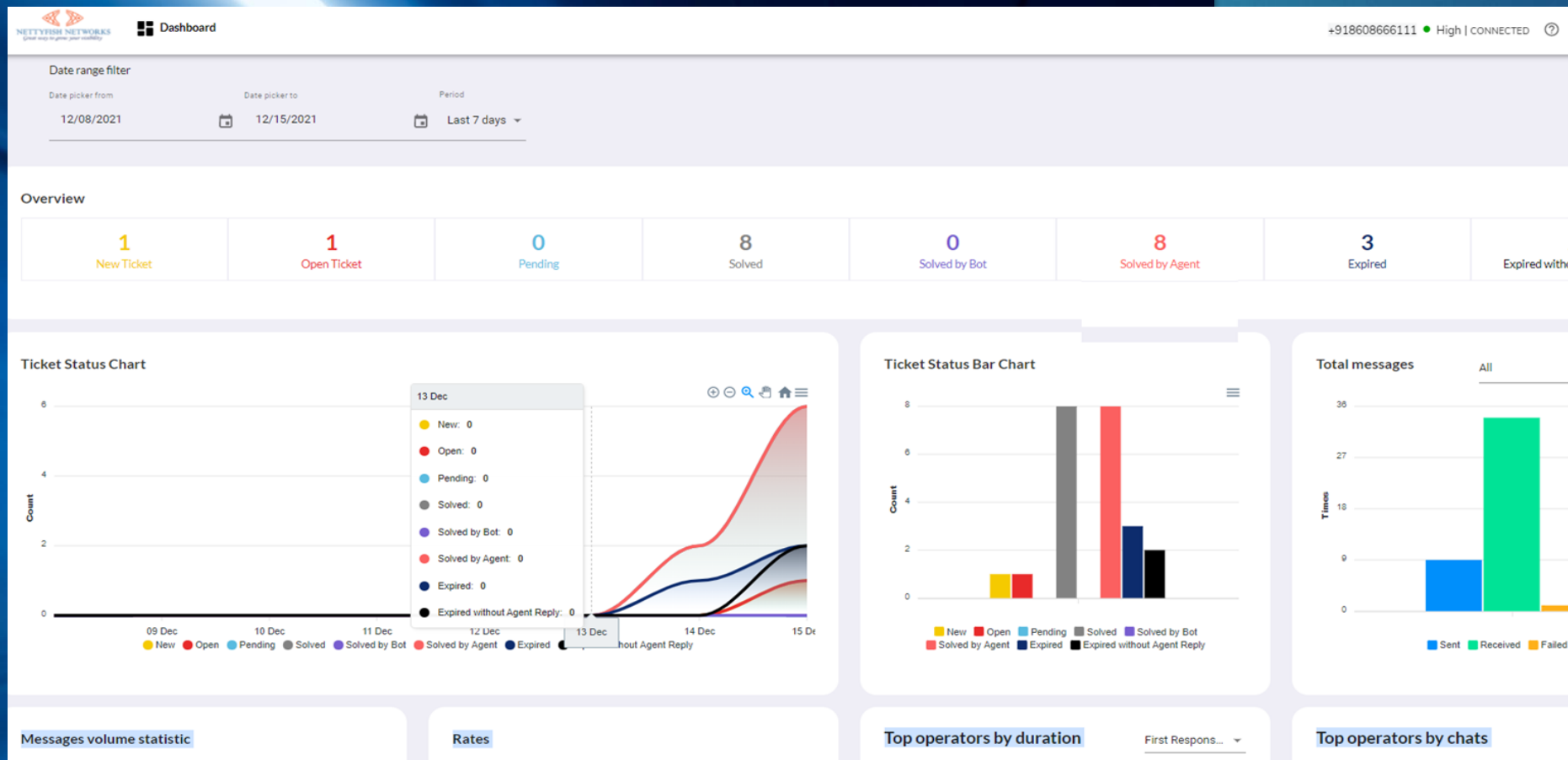
SAVE CHANGES

Easy chatbot flow for your business

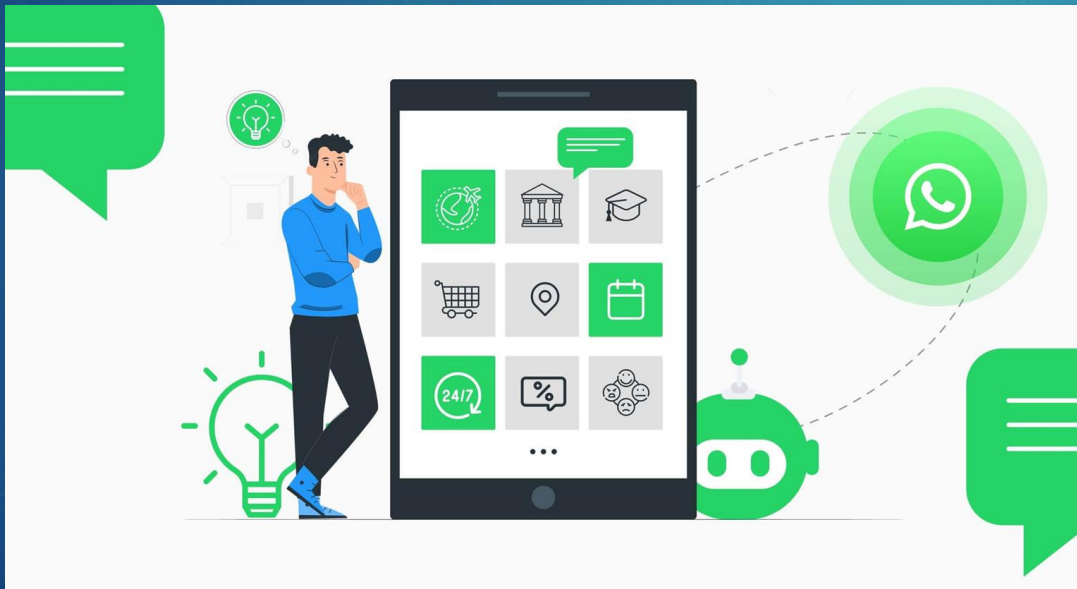




Whatsapp Support Metrics



FOR DEMO
SEND “HI” TO +918608666111
YOU CAN SEE HOW WHATSAPP CHATBOT WORKS



USER MANUAL

11



CONTACTS

[Team Inbox](#)[Contacts](#)[Broadcast](#)[Automation](#)[Dashboard](#)[API Docs](#)[Settings](#)

+918608666111 • High | CONNECTED



Nettyfish
Support
Admin

augustinettyfish

Sorted by: Last Updated

Filter by attributes








197 in total

ADD CONTACT



Rewrite all
Skip all



<input type="checkbox"/>	Basic Info	Status	Custom Attributes	Created Date	Broadcast	SMS	
<input type="checkbox"/>	 [Redacted Name]	VALID	name: Pimes phone: 91[Redacted]	Jan-06-2022	✓	✓	⋮
<input type="checkbox"/>	 Nettyfish 918608996688	VALID	name: Nettyfish phone: 918608996688	Jan-07-2022	✓	✓	⋮
<input type="checkbox"/>	 [Redacted Name]	VALID	name: [Redacted] phone: 91[Redacted]	Jan-06-2022	✓	✓	⋮
<input type="checkbox"/>	 [Redacted Name]	VALID	name: [Redacted] phone: [Redacted]	Jan-06-2022	✓	✓	⋮
<input type="checkbox"/>	 [Redacted Name]	VALID	name: [Redacted] phone: [Redacted]	Jan-06-2022	✓	✓	⋮

Rows per page: 5 1-5 of 197



BROADCAST

[Team Inbox](#)[Contacts](#)[Broadcast](#)[Automation](#)[Dashboard](#)[API Docs](#)[Settings](#)

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Admin
durganet@nettyf

[Broadcast History](#)[Scheduled Broadcasts](#)[Template Messages](#)[+ New Template Message](#)[NEW BROADCAST](#)

Sorted by: Latest

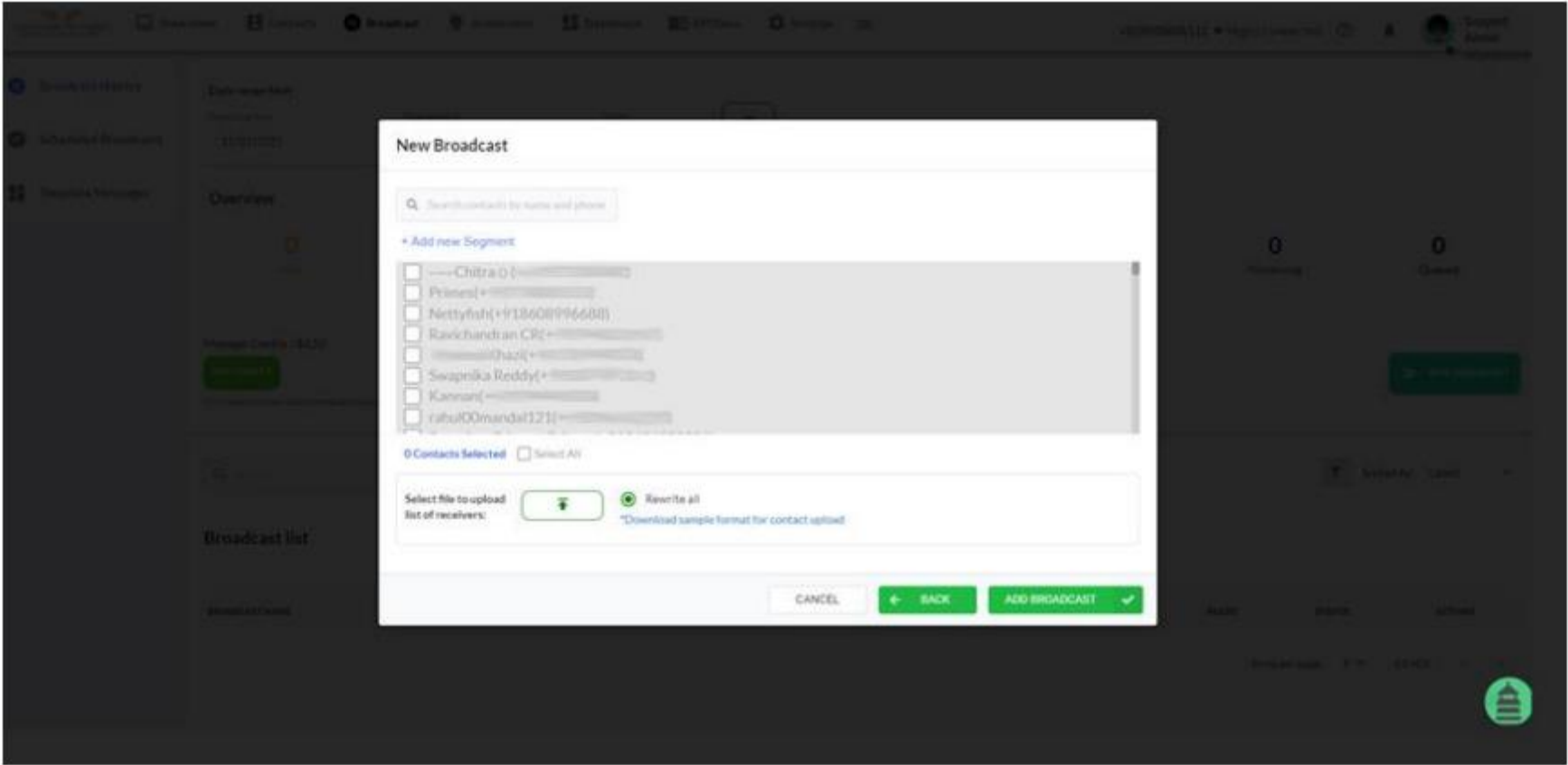


All templates must adhere to WhatsApp's Template Message Guidelines. [Click here to read](#)

TEMPLATE NAME	CATEGORY	STATUS	LANGUAGE	LAST UPDATED	
pongal_wishes	Alert Update	APPROVED	English (US)	1/7/2022	
signup	Account Update	APPROVED	English (US)	12/15/2021	
nettyfish_signup	Account Update	APPROVED	English (US)	12/15/2021	
onboarding_signoff	Ticket Update	APPROVED	English	12/13/2021	
new_chat_v1	Auto Reply	APPROVED	English	12/13/2021	

Rows per page: 5 1-5 of 5 < >

SEND BROADCAST



CHECK SCHEDULED BROADCAST



Team Inbox

Contacts

Broadcast

Automation

Dashboard

API Docs

Settings



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Support
Admin

durg@nettyfish.co

Broadcast History

Scheduled Broadcasts

Template Messages

Message Credits : \$0.50

BUY CREDITS

[Click here to know about template message fees](#)

NEW BROADCAST

Scheduled Broadcast

Search...

PONGALSAMPLE

Start In: 1/7/2022 1:17:06 PM

DELETE
BROADCAST



Rows per page: 5 1-1 of 1

AUTOMATION – DEFAULT ACTION



Team Inbox

Contacts

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durg@nettyfish.com

Default Action

Keyword Action

Reply Material

Routing

Flows

Sequence

Check when the keyword reply does not match, according to the set working time, use the default reply.

Current Working hours :

SET WORKING HOURS

☒ When it is not working hours, reply the following

Non-office hours

☐ When there is no customer service online during working hours, reply the following

☒ Send the following welcome message when a new chat is started and no keyword search criteria is met

Nettyfish Support

☐ During working hours, users wait more than 1 minutes without any reply and no keyword matched, reply the following

☒ Send the following fallback message if no keyword search criteria is met and no default action criteria is met.



KEYWORD ACTION

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@orgname

[Default Action](#)[Keyword Action](#)[Reply Material](#)[Routing](#)[Flows](#)[Sequence](#)[+ ADD KEYWORD ACTION](#)

Note: When the message matches the keyword, automatically reply

Add Keyword Action List

KEYWORD	TRIGGERED	MATCHING METHOD	REPLY MATERIAL	ACTIONS
#defaultteam	0	Exact matching	Assign to Team-Route to Defa..	
1 New Purcha..	8	Exact matching	Flows-Nettyfish Support	
2 Recharge	29	Contains	Flows-Nettyfish Support	
SMS	2	Exact matching	Flows-Nettyfish Support	
3 DLT	5	Exact matching	Flows-Nettyfish Support	

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1-5 of 7



REPLY MATERIAL



Team Inbox

Contacts

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Settings



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Admin

support@nettyfish.com

Default Action

Keyword Action

Reply Material

Routing

Flows

Sequence

TEXT

DOCUMENT

IMAGE

VIDEO

STICKERS

FLOWS

SEQ >

+ ADD TEXT

Search...

Non-office hours

Thank you for reaching out to us.
Our office is closed today.
You can reach us on business hours:
Monday to Friday- 9.30am to 6.30pm
Saturday - 9.30am to 5.00pm
Urgent requirement
for Support call: +91-8608666111
for Sales Call: +91-860000965

Invalid Input

You have replied an Invalid input

close ticket for no response

Since we have not heard from you quite some time, we are closing this ticket. Feel free to reopen ticket if you still have any queries. Thank you

no keyword match

Dear Sir,

We request you to kindly email your concerns to support@nettyfish.com

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Admin

durgan@nettyfish

Default Action

Keyword Action

Reply Material

Routing

Flows

Sequence

Flows

1 / 10

Search...

SETTINGS

+ ADD FLOW

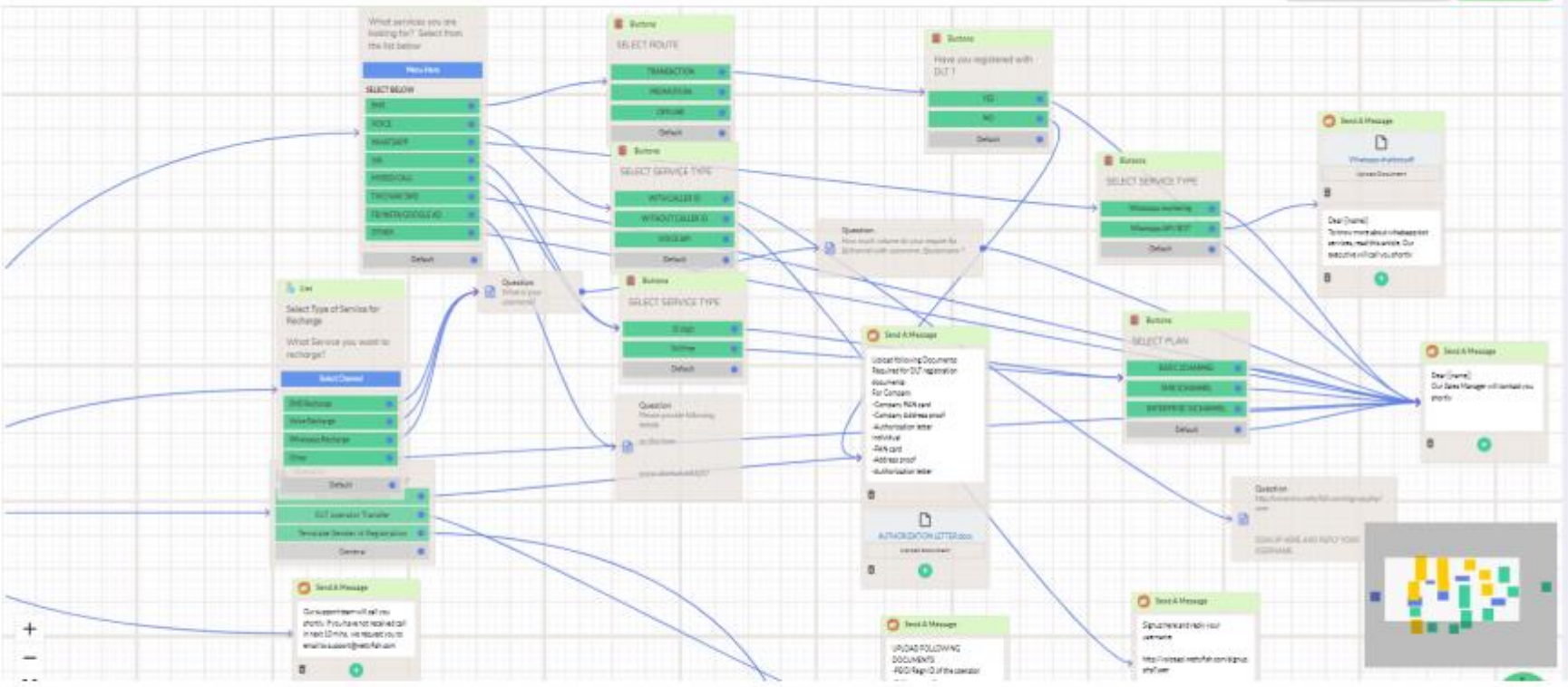
IMPORT JSON

Name	Triggered	Steps Finished	Finished
 Nettyfish Support Created 24 days ago / Updated 3 days ago	273	518	265

FLOW-NETTYFISH

Flows > Nettyfish Support

EXPORT FLOW TO JSON SAVE FLOW



DASHBOARD

Date range filter

Date picker from
12/31/2021

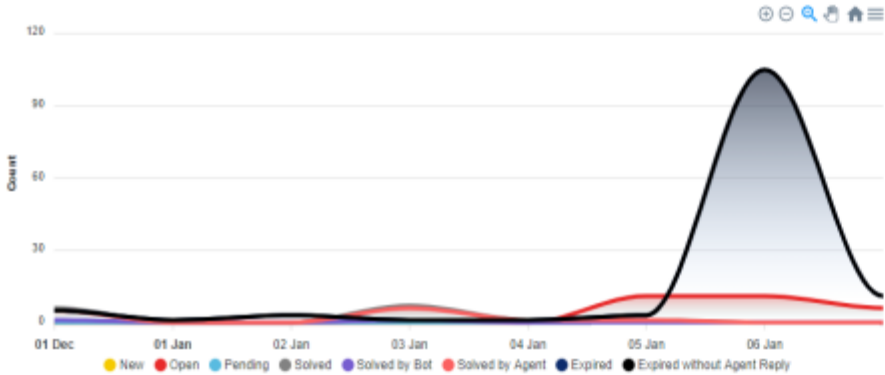
Date picker to
01/07/2022

Period
Last 7 days

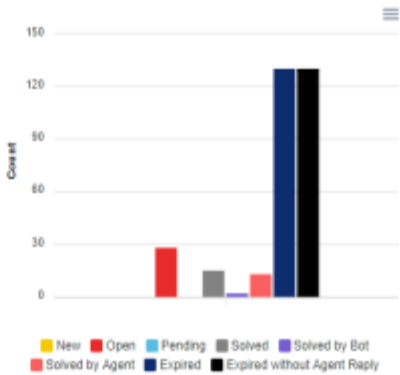
Overview

0 New Ticket	28 Open Ticket	0 Pending	15 Solved	2 Solved by Bot	13 Solved by Agent	130 Expired	130 Expired without Agent Reply
-----------------	-------------------	--------------	--------------	--------------------	-----------------------	----------------	------------------------------------

Ticket Status Chart




Ticket Status Bar Chart



Total messages



API

Team InboxContactsBroadcastAutomationDashboardAPI DocsSettings

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Nettyfish Support Admin
durga@nettyfish.com

WhatsApp chat API v1 OAS3

[Download Postman Collection](#)

Access TokenXXXXXXXXXXXX

COPY


API EndpointXXXXXXXXXXXX

COPY

[Authorize](#)

Api

GET	/api/v1/getMessages/{whatsappNumber}	Get Messages by whatsapp number	🔒
GET	/api/v1/getMessageTemplates	Get Message Templates	🔒
GET	/api/v1/getContacts	Get Contacts List	🔒
GET	/api/v1/getMedia	Get media by file name	🔒
POST	/api/v1/updateContactAttributes/{whatsappNumber}	Update Contact Attributes	🔒
POST	/api/v1/rotateToken	Rotate Token	🔒
POST	/api/v1/addContact/{whatsappNumber}	Add Contact	🔒
POST	/api/v1/sendSessionFile/{whatsappNumber}	Send File to opened session	🔒



Status

Created

Last Updated

Add New Webhook

Url:

Status:

Disabled



CANCEL

SAVE



PROFILE UPDATES

Business profile

General

Topics & Attributes

Import/Export chats

Profile picture:



CHANGE PROFILE PICTURE

Phone number:

+918608666111

About: *

Please fill out this field

Business address:

Business description:

Email for business contact:

Business industry:

Pricing and Package

PRICING:

Facebook Verification	5500+gst (non-refundable if not verified)
3 months subscription	17700+gst

Total : 23200+GST

Whatsapp Chatbot

Incoming free

outgoing reply for incoming message
- 15000 sms free

exceeding 15000 sms - 0.45 paise

Broadcast sms (if we initiate sms either
transaction or promotion - 0.45 paise
per sms with template approval only



Thank You!

SUPPORT@NETTYFISH.COM