

Your customers write and call. Claud-IA answers.

A virtual assistant that talks to your customers on WhatsApp and over the phone. It sends reminders and promotions and, when needed, hands the conversation to an agent.



Everything you need to talk to your customers

Turn on only the services you need and add the others whenever you like.



WhatsApp with agents

The assistant answers frequent questions instantly. When needed, it queues the conversation for the first available agent, with the full history.



Recall and reminders

Upload your appointment list and Claud-IA sends the reminders. Customers confirm, cancel or ask for an agent with one tap.



Promotions and campaigns

Posters, videos, brochures, discount codes and invitations, sent only to people who opted in. Every message includes a button to stop receiving them.



Voice assistant

It answers the phone, understands the request and routes it. It can also move the conversation to WhatsApp, so the caller never waits on hold.



Email and documents

Documents, instructions and information arrive on WhatsApp or by email, whichever the customer prefers.



Panel and reports

Queues, agents, response times, reminder outcomes and costs, in a single panel with roles and permissions.

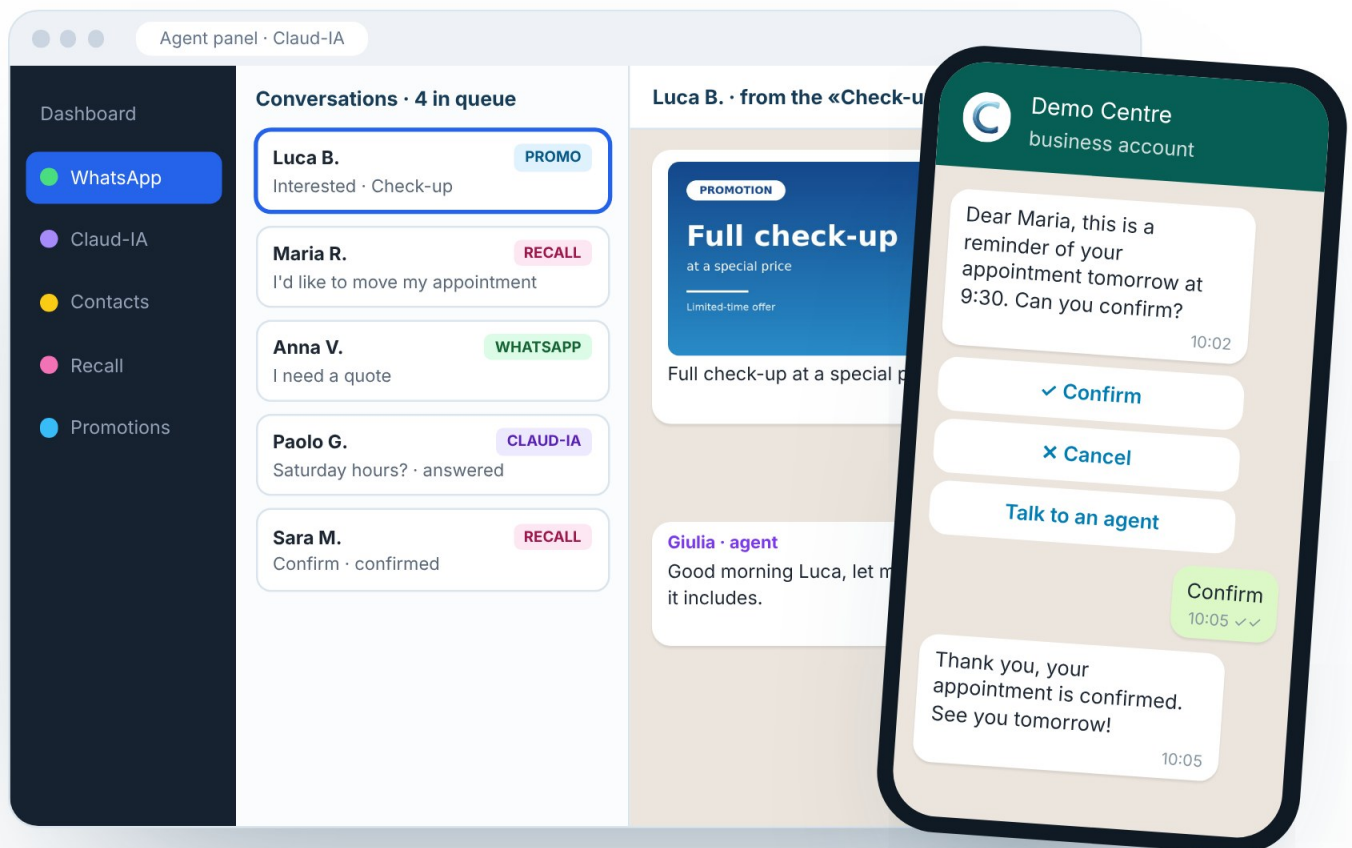
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One WhatsApp number for everyone: the assistant answers first, and agents step in when a person is needed.

THE PANEL

One panel for all your agents

Conversations from WhatsApp, Recall and promotions arrive in the same place, each with its own label. Agents see where each request comes from and reply with the full history in front of them.



Clear labels

PROMO, RECALL, WHATSAPP or CLAUD-IA: you can tell at once where the customer comes from.

Shared queue

The first available agent takes the conversation, with no duplicates.

Roles and permissions

Recall staff and promotions staff each see only their own work.

WHO IT'S FOR

For anyone handling many requests a day

And want to answer all of them well, without adding staff.

HEALTHCARE

Healthcare facilities and laboratories

- Appointment reminders with confirm and cancel
- Information on tests, preparation and opening hours
- Documents and instructions sent on request
- Fewer missed appointments, a less busy switchboard

RECEPTION

Companies with reception services

- Instant first reply, even out of hours
- Requests routed to the right office
- Several agents on the same WhatsApp number
- Full history of every conversation, always available

MARKETING

Marketing and communication

- WhatsApp campaigns with images, videos and discount codes
- Event invitations with one-tap replies
- Consent and opt-out management
- Reports on deliveries, reads and replies

HOW IT WORKS

We take care of the setup

You follow the results.

1

You tell us what you need

Together we look at the requests you receive, your hours, your agents and the services to activate.

2

We prepare your assistant

We set up the WhatsApp number, replies, messages and panel, with your own texts and logo.

3

Your customers write

Claud-IA answers, sends reminders and promotions, and passes to your agents the conversations that need a person.

SECURITY AND RELIABILITY

Your data stays yours

Every customer has their own installation, in Europe, on the official WhatsApp Business platform.

Dedicated server

one installation per customer

In Europe

servers hosted in the European Union

Roles and permissions

everyone sees only what they need

WhatsApp Business

on Meta's official platform

MESSAGES YOU CAN SEND

From reminders to promotions

Reminders

With Confirm, Cancel or Talk to an agent buttons.

Posters and videos

Images and videos with text and reply buttons.

Brochures and catalogues

PDF documents to browse right inside WhatsApp.

Discount codes

Customers copy the code with one tap.

Event invitations

I'll be there or I can't make it: the reply arrives instantly.

Website links

Buttons that open the right page or place a call.

Want to see it in action?

Write to us: we'll show you Claud-IA with a demo on your own phone.

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