



WhatsApp Service Chatbot Training



Meet Anele – Our WhatsApp Service Chat Bot



- ✓ Anele is our 24/7 WhatsApp Service Chat Bot.
- ✓ She will help you connect with us for **service-related questions** via WhatsApp. **Simple Queries** can be sorted out on WhatsApp instead of calling the call center.
- ✓ Anele will assist you with **instant replies** on service-related issues & questions, **saving you time & money**(chat is cheaper than calling)
- ✓ She is **'learning'** as we build her to be able to support you with service-related queries.
- ✓ She will continue to **evolve**, as we add more and more features to support you further.
- ✓ She can also help with information covering many of the **frequently asked questions** coming into the contact centre.
- ✓ **Convenient**-chat with Anele any time of day!
- ✓ Your feedback will help us to know if Anele is helping you optimally and how she can improve

What kind of queries will Anele be able to help with?

Who is your upline

How much to pay &
How to Pay

Track your order

what to do when you want to edit, cancel or return an order + what to do when part of order didn't arrive.

Helping you gain an understanding on various account types

How to report fraudulent Activity

How to register & change passwords on Gi3

If the bot cannot further assist you, Anele Connects you with an Agent.

And so much more!

Plus Anele will continue to have more features added – so we recommend you Ask Anele – and you may just save yourself a call to the Contact Centre!

How do you get connected: Getting Started



Connect in 4 easy steps:

1

- Save the Chat Bot number:
+27 87 240 6725

2

- Send a Message saying “Hi”

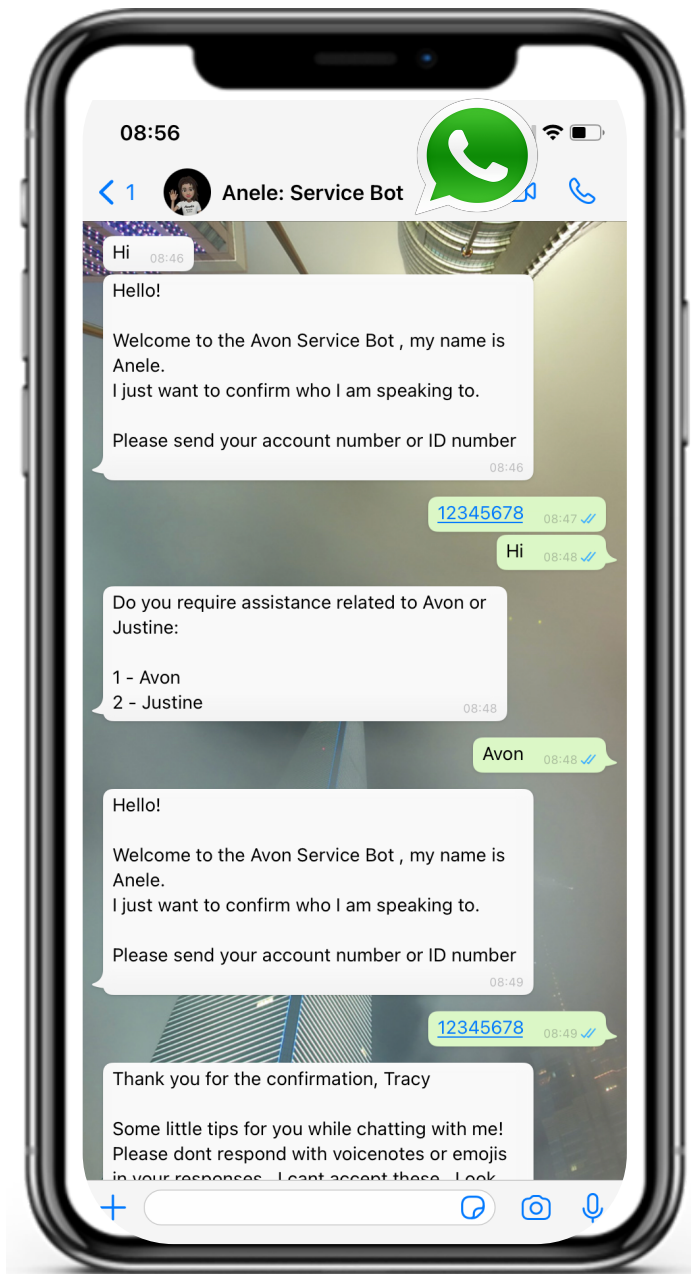
3

- Get authenticated by sharing your account number when prompted

4

- Follow the simple menus to see what Anele can help you with.

Anele will guide you through the process and let you know what she needs from you or give you an error if you enter something she cant understand

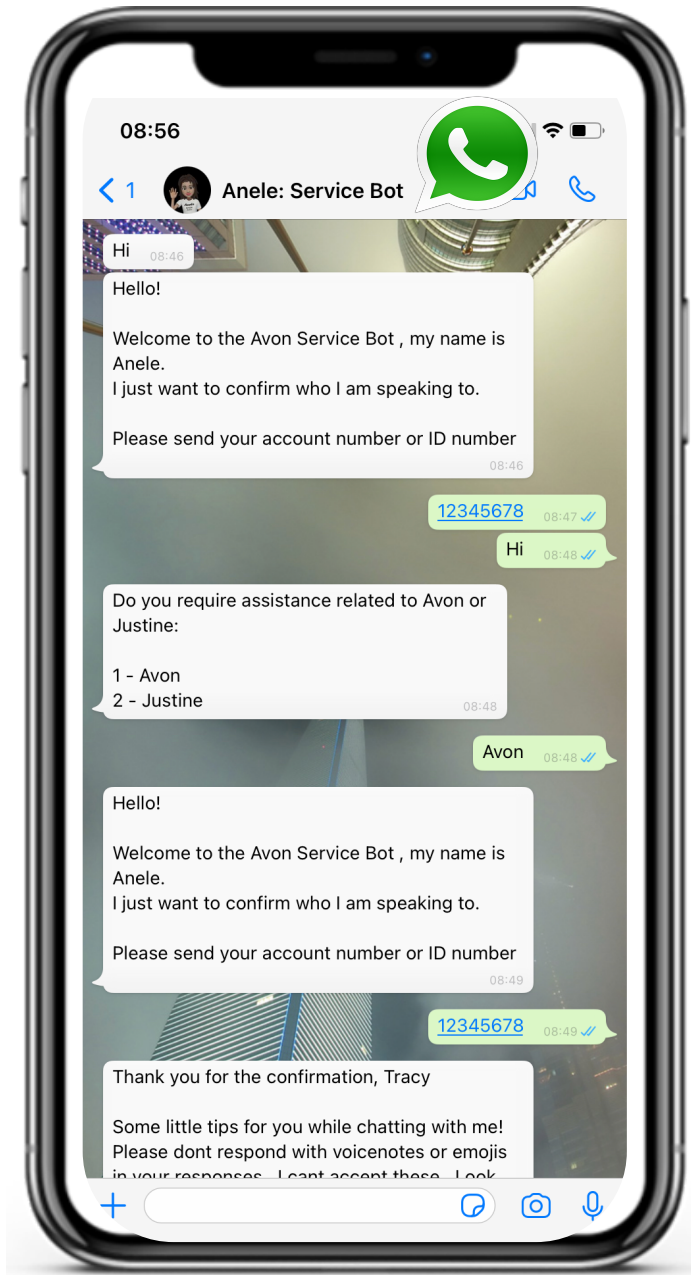


Alternative step:

Scan the QR Code to open a chat with Anele automatically



Remember: You would still need to save Anele's number to your contacts list



Navigating Menus:

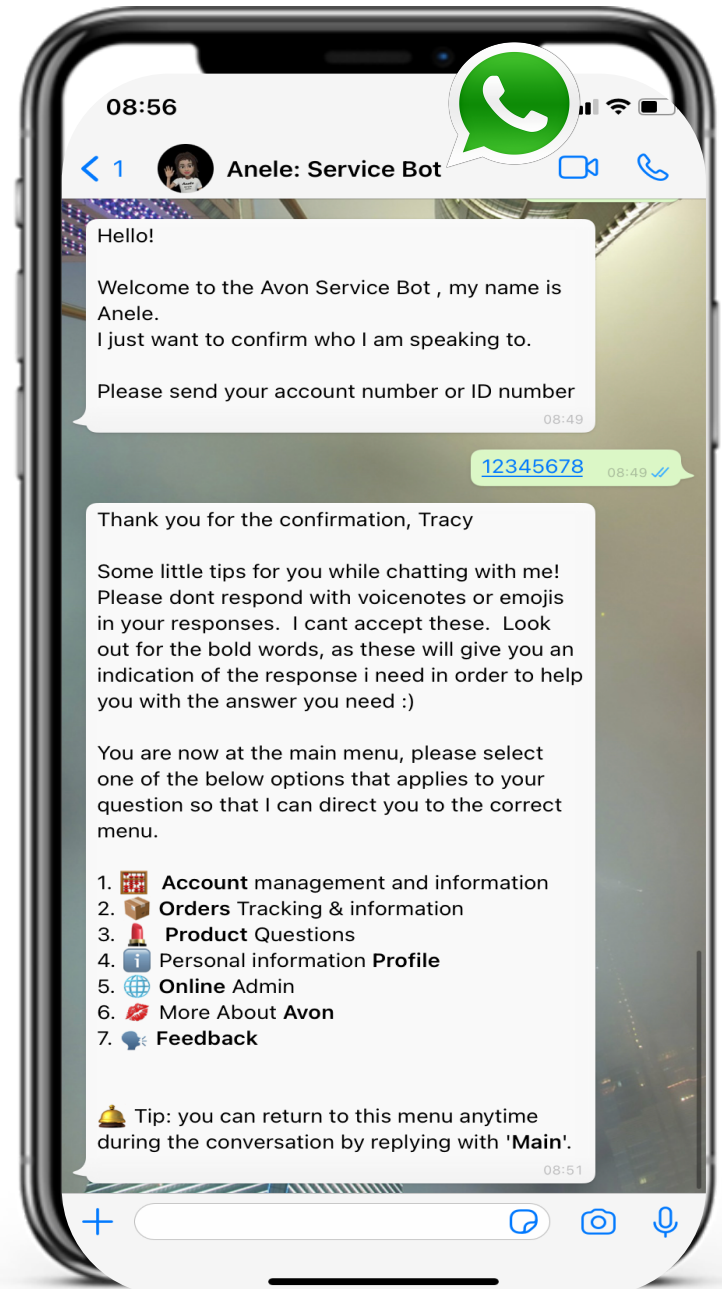


Choose from the number list in menu, to be directed to your related query:

Example:

1. Account management
2. Orders and tracking
3. Product questions
4. Personal information/profile
5. Online admin
6. More about Avon
7. Feedback

TIP: you can return to the main menu by replying "Main", OR Just type the words "End Chat" or "Bye" and the chat will end. You can also start a new one by saying "Hi/Hello"



Navigating Menus:

When searching :

The **Bold** words & **Numbers** in the messages from Anele are key words for you to use to tell the bot where you need to go

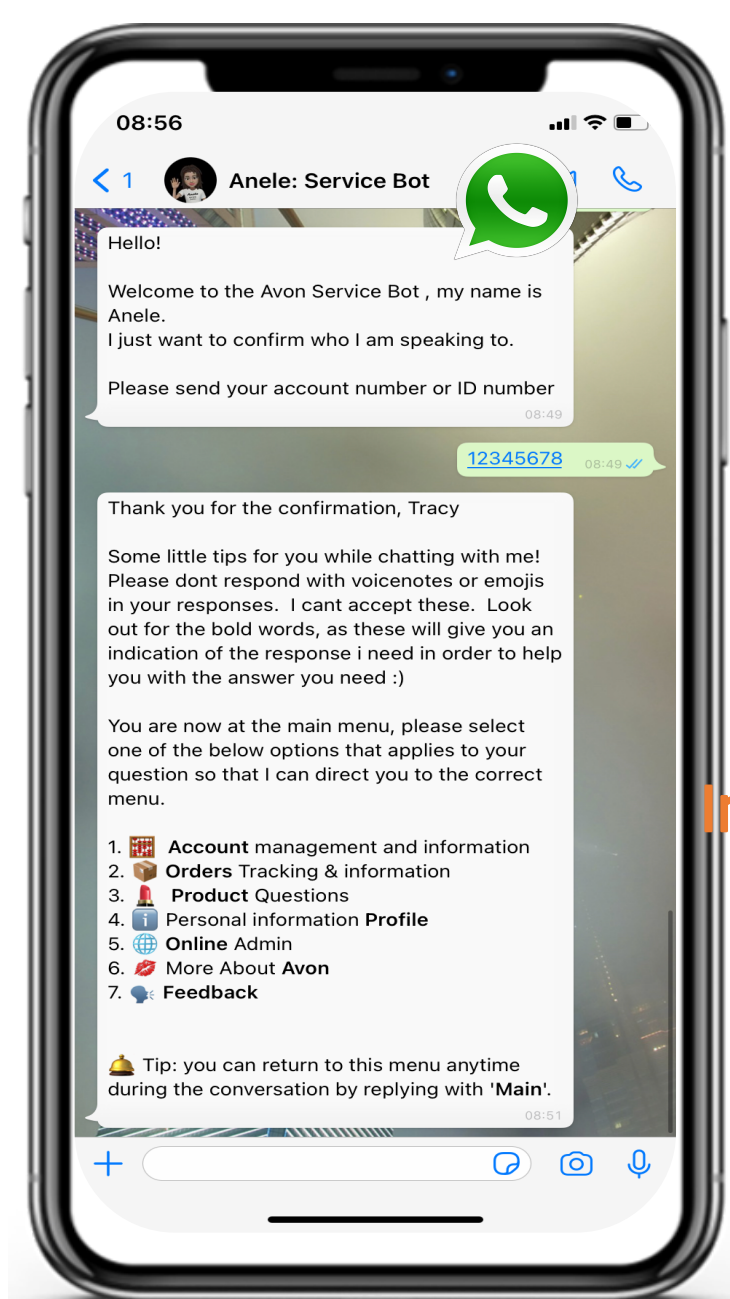
Only send the number or word in bold when making a selection on the menu
Do not send free text or any other input unless you are prompted to do so
Do not send Emojis
Do not send voice notes
Do not WhatsApp call Anele

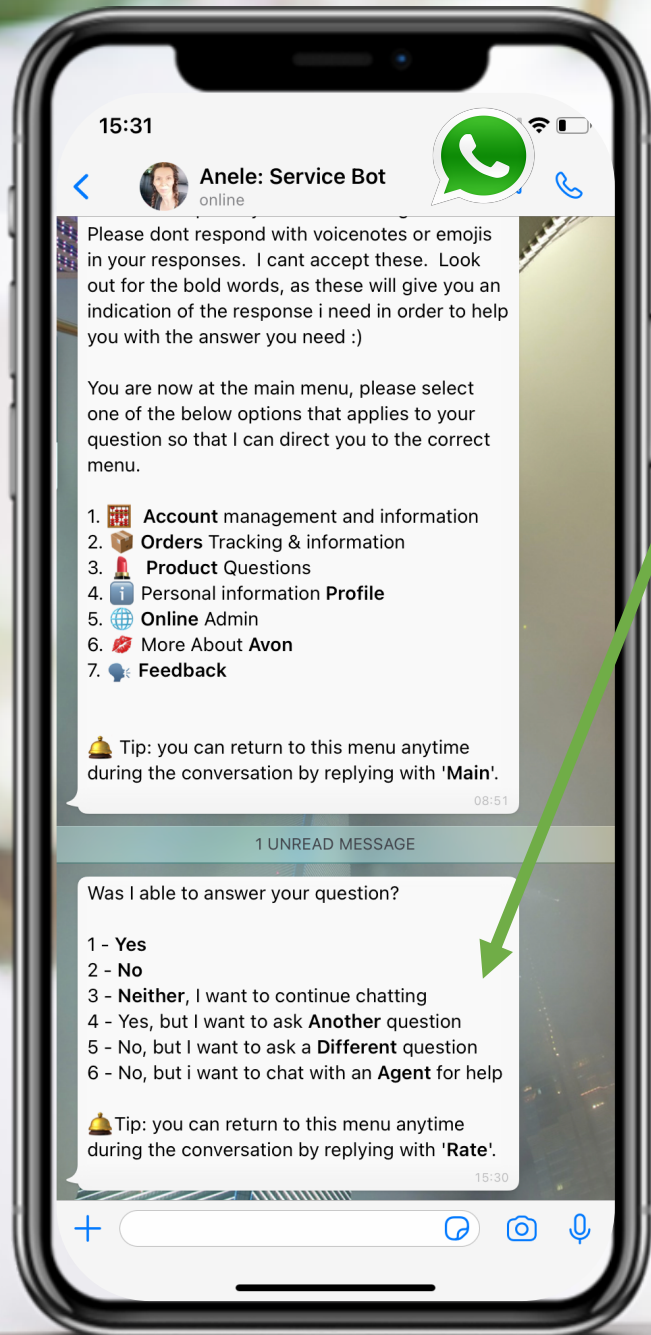
All of the above will result in you getting an error message or no response from the bot.

Important



TIP: you can return to the main menu by replying "Main" OR
To end chat Just type the words "End Chat" or "Bye" and the chat will end. You can also start a new one by saying "Hi/Hello"





At the end of your interaction – Anele will ask you to let her know if she was able to answer your question

You will have 5 different options to select

Yes

No

Neither – but I want to continue chatting

No – but I have another question

No – but I want to chat with an Agent for help

We will then also ask you some quick questions about your experience which will help us to improve our service to you

Now you can reap the benefits of the chat service 24 hours a day- 7 days a week

Quick

Convenient

Easy

24-7

Evolving

Cheaper





Q: Who /what is Anele?

A: Her name is Anele

Your new favourite messaging service is here and available 24/7

Q: What is the Avon/Justine Chat/Message Bot Number?

A: +27 87 240 6725

Q: How will Avon/Justine Chat/Message help you?

A: Available 24/7, 7 days a week

Get answers more quickly

No more holding on the phone, running out of airtime etc.

Q: The bot is available 24/7, what if I require the services of an agent in the evening ?

A: Because Agents are not available after 5pm, you will receive an after hours message, you will then need to speak to an agent only on the following day.



Q: How does it work?

A: Our Chatbot is available via WhatsApp

Save the number on your phone and say 'Hi' , get authenticated with your account number and start chatting

Please rate at the end of your interaction, so that we can see if Anele was able to help you.

Q: What information will it provide?

A: The chatbot will be able to assist with various basic queries, for example:

- order tracking queries,
- Account balance
- credit limit queries
- which courier is delivering,
- what is my balance,
- how to pay, as well as some informational details to help you know more about the business.

The WhatsApp bot continues to grow, to be able to support you with more and more in the future.

Q: Do I need data to use the Avon/Justine Chat/Message Bot?

A: Some network Service Providers may charge data for WhatsApp use, whilst others may not.

Please check with your network Service Provider.