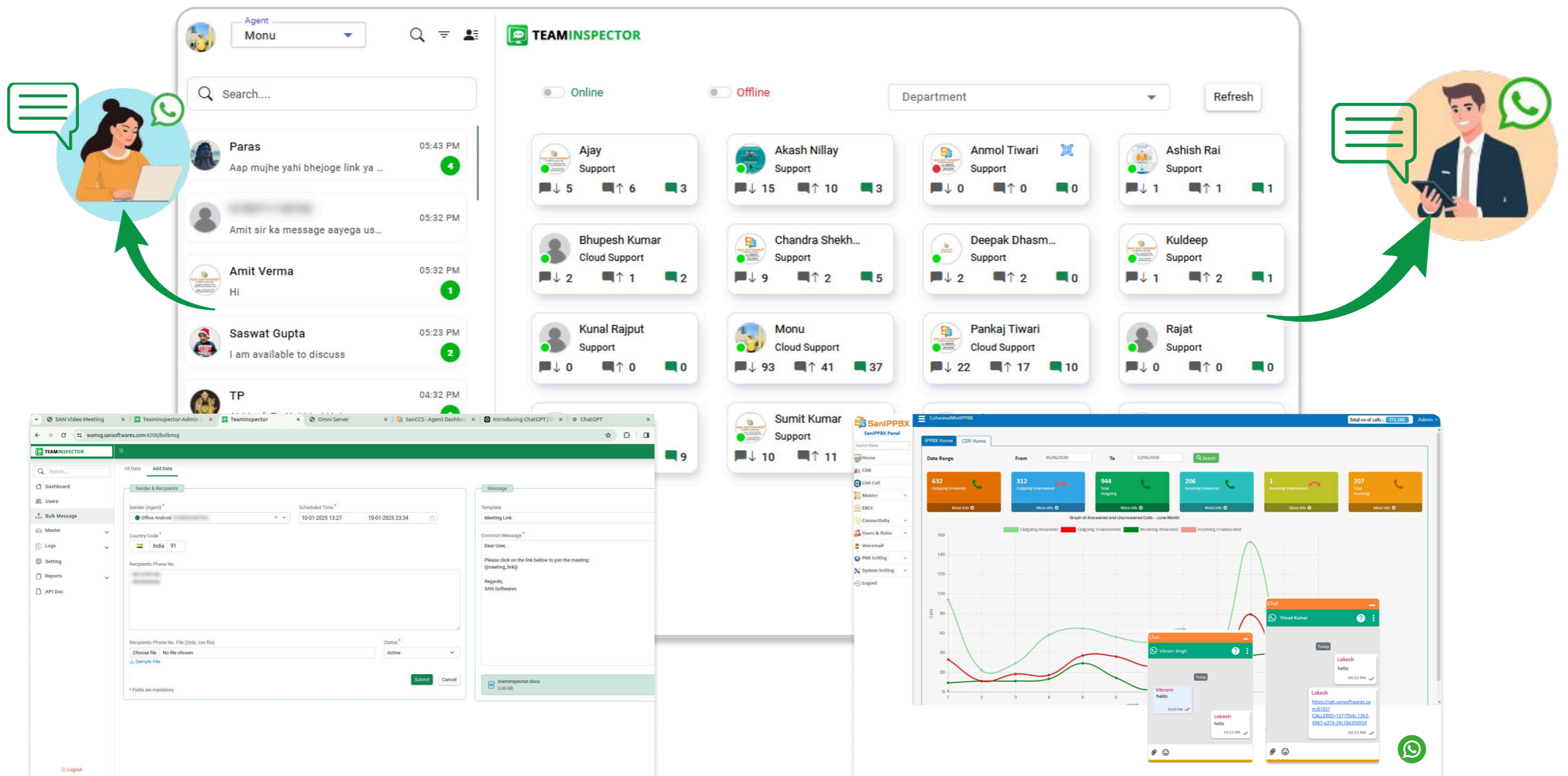


CENTRALIZED WHATSAPP CHAT MONITORING, BULK MESSAGING AND CHAT WITHIN THE CRM ON PERSONAL WHATSAPP



About TeamInspector

In today's business environment, WhatsApp has crept into the daily processes of conducting business, especially in the areas of sales and services. The client's personal information security interests and timely response to clients' inquiries, avoiding unrealistic commitments, and protecting sensitive leads are critical. **TeamInspector** is the solution center specifically created to help you monitor the team's WhatsApp accounts efficiently! Through functionalities such as personal **WhatsApp chat monitoring, bulk messaging, and chat integration** within your Customer Relationship Management (CRM) system, you can enhance operational efficiency and improve customer engagement. Service level agreements (SLAs) can be managed effectively, data security is enhanced, and team accountability is maintained. With Team Inspector, simplify your organization's communication oversight system and take your business's client relations to the next level of credibility and trust.

Advantages

► **Identify Miscommunication**

Identify and address instances of miscommunication promptly, reducing errors and improving overall communication clarity.

► **Track Delayed Communication**

Monitor and track delayed communications to address bottlenecks and ensure timely information flow.

► **Improve Loss of Leads**

Keep track of all incoming and outgoing messages to ensure comprehensive oversight and prevent information gaps

► **Better Customer Management**

Enhance customer management by providing a structured and monitored communication platform, ensuring high service quality

► **Instant Audit of Coordination**

Conduct instant audits of team coordination to identify and rectify inefficiencies, ensuring seamless collaboration.

► **Better Internal Control**

Improve internal control with comprehensive monitoring and management tools, fostering a disciplined and accountable team environment.

By using TeamInspector, get the control of your conversations on a higher level and enhance the dependability and credibility of your business with your clients

► **Efficient Bulk Messaging**

TeamInspector enables smooth communication by allowing your business to send bulk messages to multiple WhatsApp Users simultaneously, saving time and improving outreach effectively

► **WhatsApp Integration with CRM**

Now, you can connect the WhatsApp Messaging platform with the CRM system to enhance communication and optimize data management, ensuring a unified workflow for customers

Transform Team Communication with TeamInspector

▶ **100% Cloud Based**

As a software, TeamInspector is cloud-based, which makes it convenient for distributed/remote teams, as it doesn't require the installation of any program.

▶ **View Deleted Messages**

Ensure that all messages are preserved in the application for review to maintain transparency and accountability when the team is handling sensitive issues.

▶ **Monitor All Incoming and Outgoing Messages**

Keep track of all incoming and outgoing messages to ensure comprehensive oversight and prevent information gaps

▶ **View Read Receipt**

Regulate all incoming and all outgoing messages to have complete accountability and avoid the gap.

▶ **Manage Team Hierarchy**

Promote order within the means of ranking, team structures, and team hierarchical so that you can be able to know the relationships between the superiors and the inferiors.

▶ **User-wise Department Permission**

Grant based on the user roles and their departments so as to increase security measures of the computer system and authorized access.

▶ **Check Linked Employee**

Track and manage linked employees to ensure accurate team compositions and responsibility assignments.

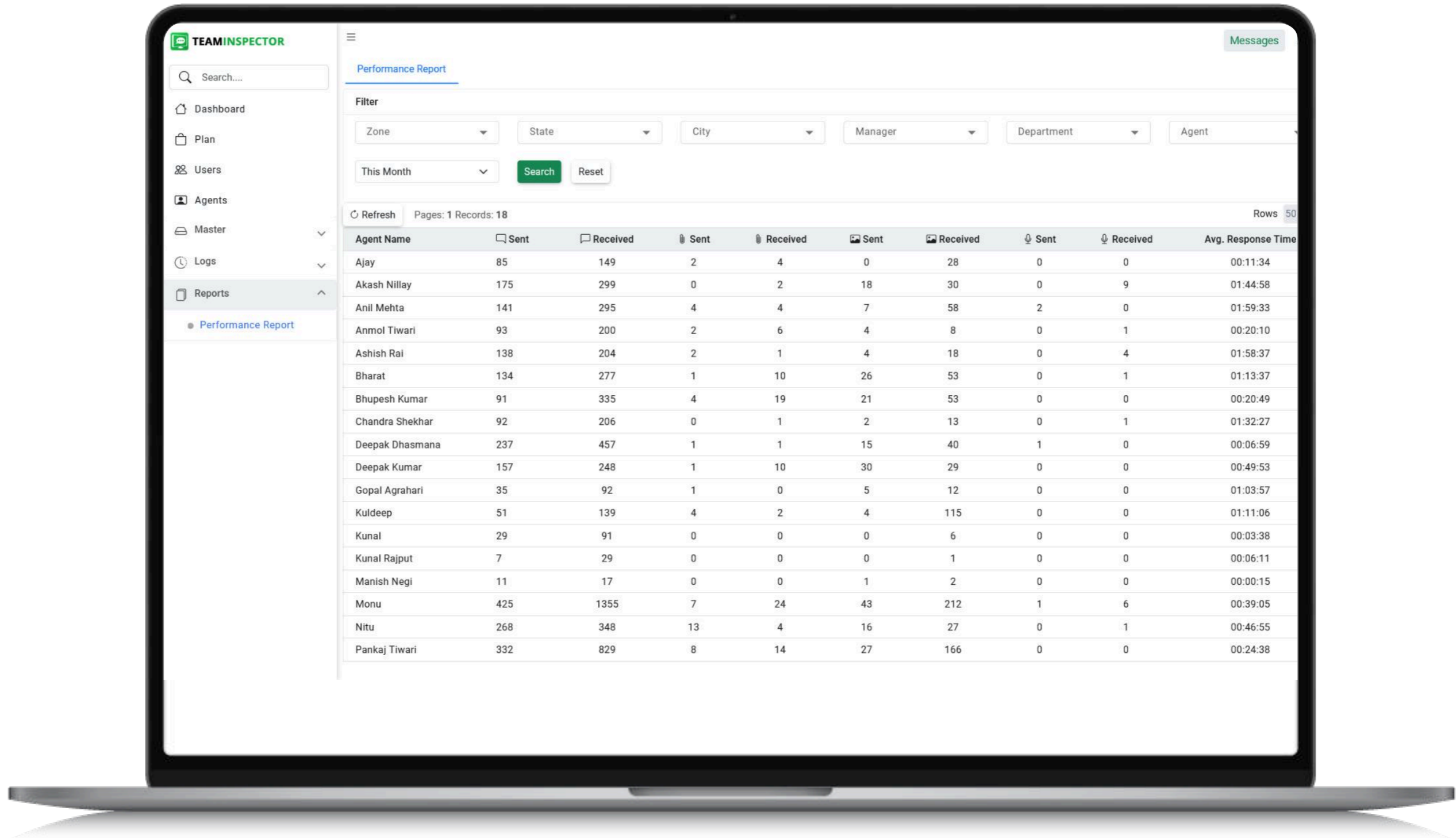
▶ **Send Bulk Messages**

With TeamInspector, you can efficiently send bulk messages to WhatsApp users simultaneously, streamlining your communication process

▶ **Integrate Personal WhatsApp with CRM**

Now you connect your WhatsApp messaging platform directly with CRM to enable Chat and Messaging

Agent Productivity Report Of Team On The Basis Of **WhatsApp** response

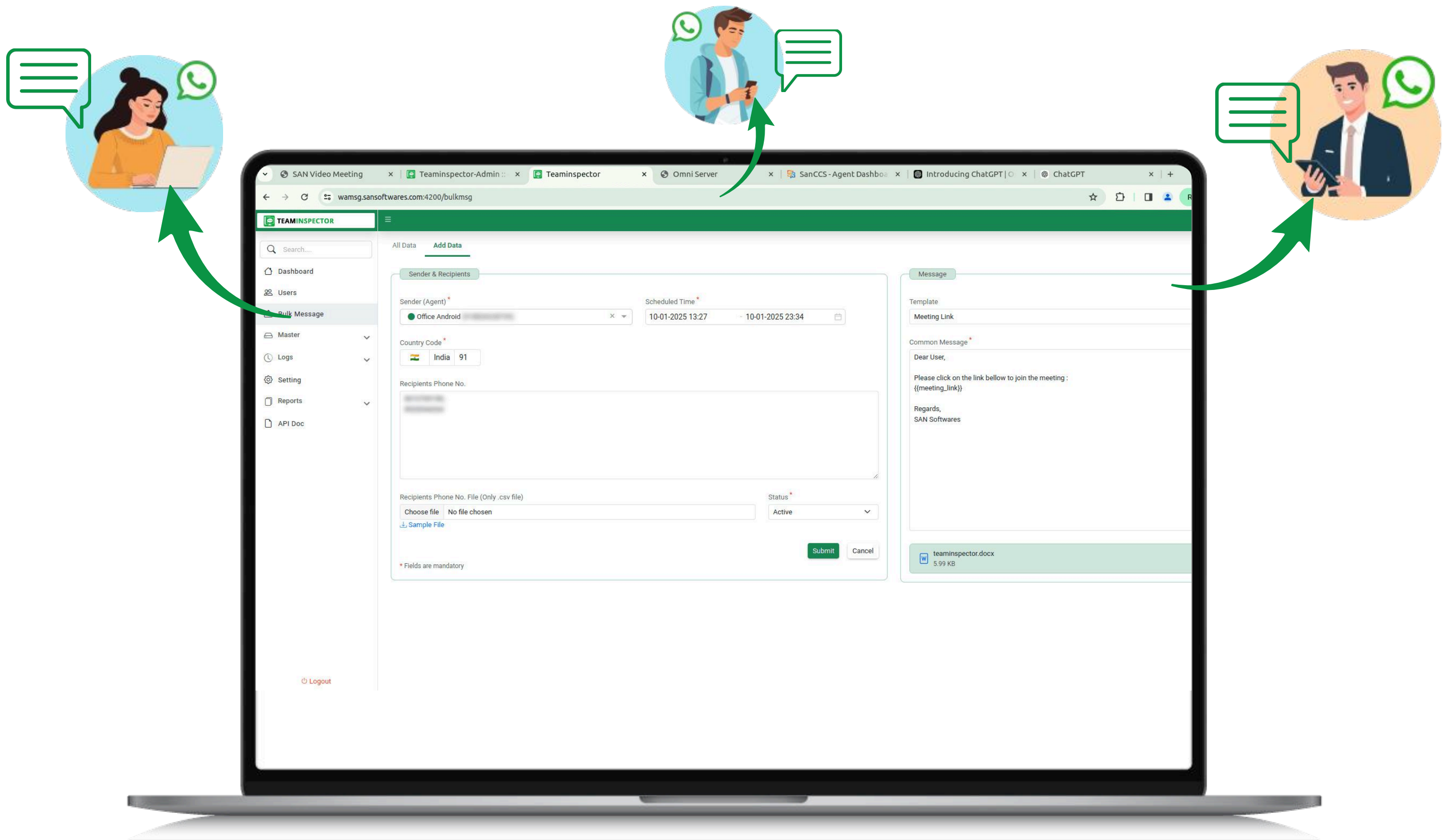


The screenshot displays the TEAMINSPECTOR Performance Report interface. It features a sidebar with navigation options like Dashboard, Plan, Users, Agents, Master, Logs, and Reports. The main content area shows a 'Performance Report' section with filter options for Zone, State, City, Manager, Department, and Agent, along with a 'This Month' dropdown and 'Search' and 'Reset' buttons. Below the filters, there's a table with 18 records, showing columns for Agent Name, Sent, Received, and Avg. Response Time. The table data is as follows:

Agent Name	Sent	Received	Avg. Response Time
Ajay	85	149	00:11:34
Akash Nillay	175	299	01:44:58
Anil Mehta	141	295	01:59:33
Anmol Tiwari	93	200	00:20:10
Ashish Rai	138	204	01:58:37
Bharat	134	277	01:13:37
Bhupesh Kumar	91	335	00:20:49
Chandra Shekhar	92	206	01:32:27
Deepak Dhasmana	237	457	00:06:59
Deepak Kumar	157	248	00:49:53
Gopal Agrahari	35	92	01:03:57
Kuldeep	51	139	01:11:06
Kunal	29	91	00:03:38
Kunal Rajput	7	29	00:06:11
Manish Negi	11	17	00:00:15
Monu	425	1355	00:39:05
Nitu	268	348	00:46:55
Pankaj Tiwari	332	829	00:24:38

Generate detailed **agent productivity reports** to evaluate performance and identify areas for improvement with our WhatsApp team chat monitoring tool. These comprehensive reports provide insights into each agent's activity, response times, and engagement levels, helping managers assess how effectively agents are handling customer interactions. By analyzing these metrics, you can pinpoint specific areas where agents excel and where they might need additional training or support. This data-driven approach ensures that you can make informed decisions to enhance overall team performance and optimize customer service quality.

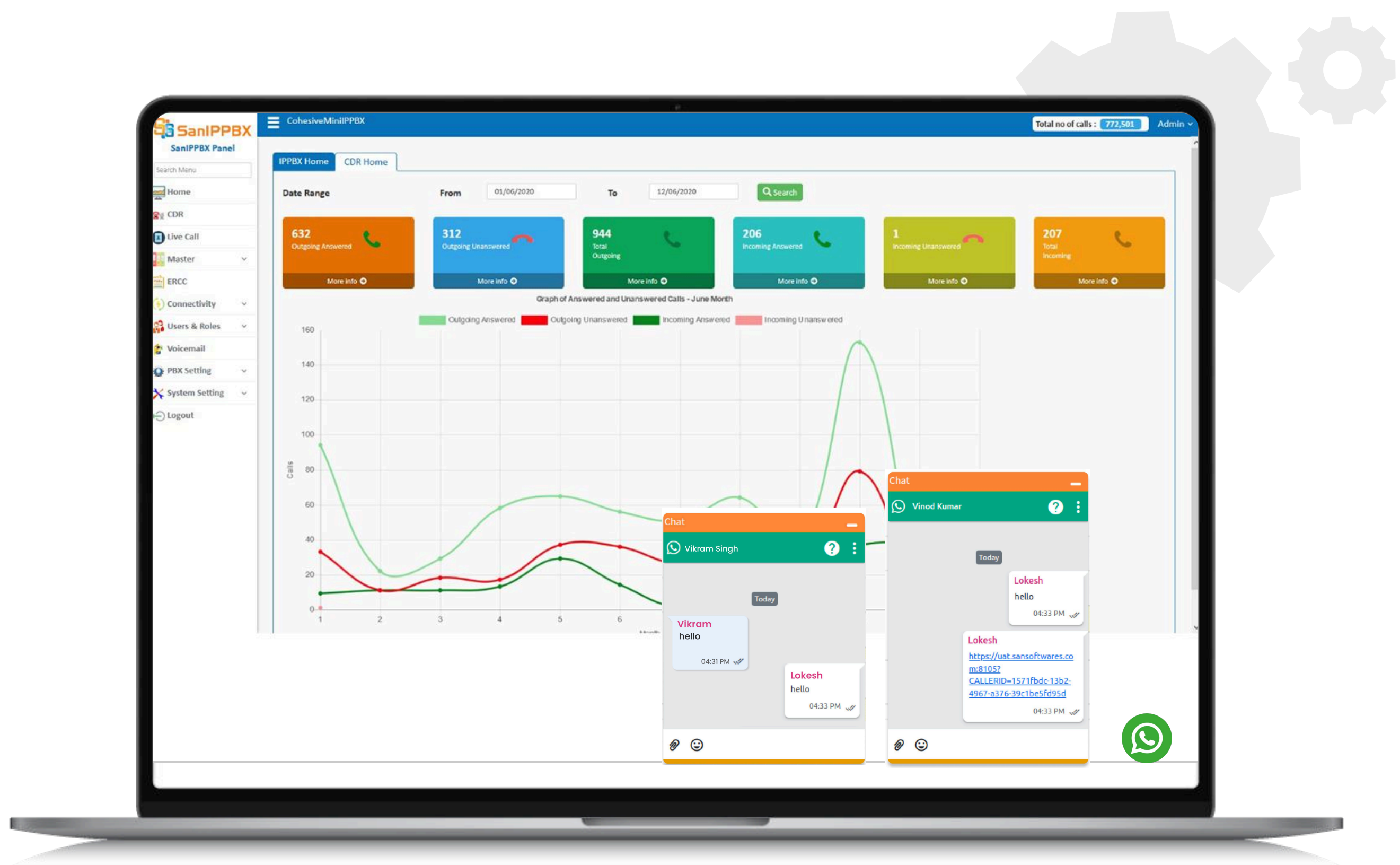
Now Sending **Bulk Messages** is Easy with TeamInspector



With TeamInspector, you manage your team and can **send bulk messages effortlessly**. You can choose a range of templates to craft impactful messages and easily launch campaigns. Whether for promotional campaigns, updates, or customer outreach, TeamInspector streamlined the process, helping you stay connected and achieve your goals effectively



Seamlessly Integrate Personal WhatsApp with CRM



Integrating Personal WhatsApp with a CRM (Customer Relationship Management) system means connecting WhatsApp's messaging platform directly with your CRM to enable seamless Chat and Messaging. This integration allows businesses to send, receive, and manage WhatsApp messages and attachments within the CRM interface, automate customer interactions, track conversations, and centralize customer data for better insights and improved customer service. It streamlines communication, enhances efficiency, and ensures a more personalized customer experience





Thank you!

