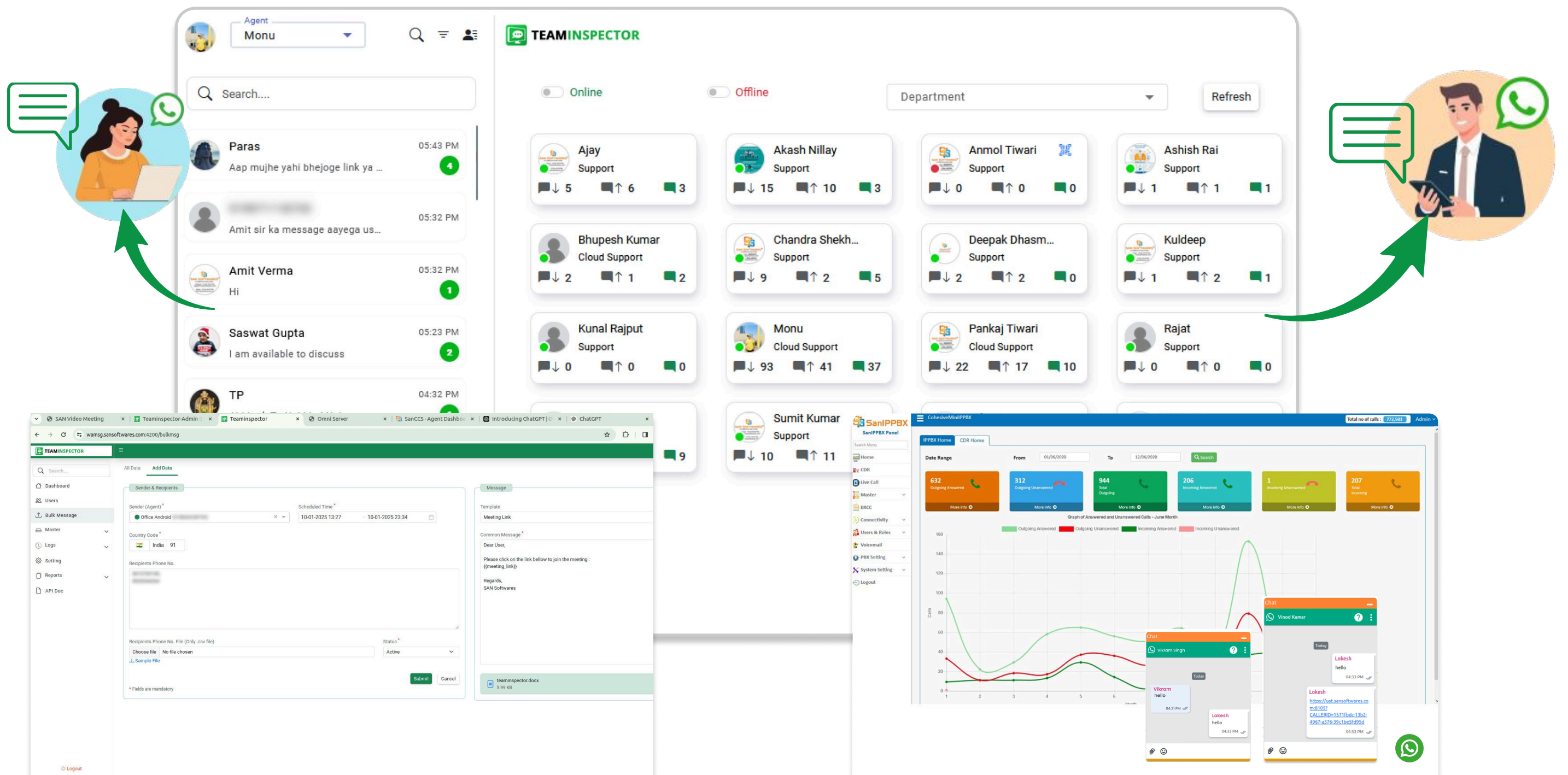# TEAMINSPECTOR

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 client's 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.

🌐 **www.sansoftwares.com**   📞 **9999-121-735**

TEAMINSPECTOR

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.

► **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

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

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TEAMINSPECTOR

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
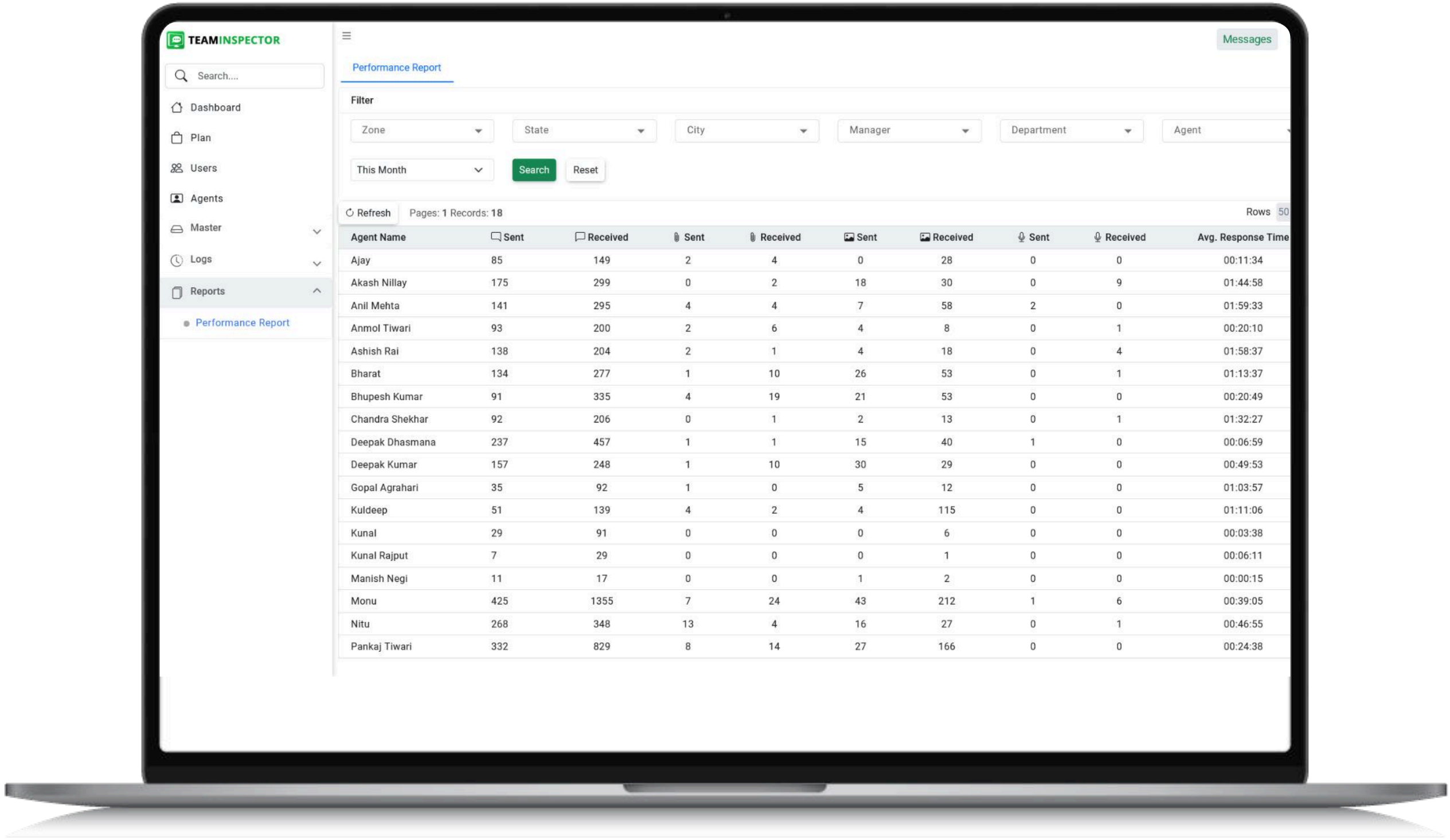
www.sansoftwares.com   9999-121-735

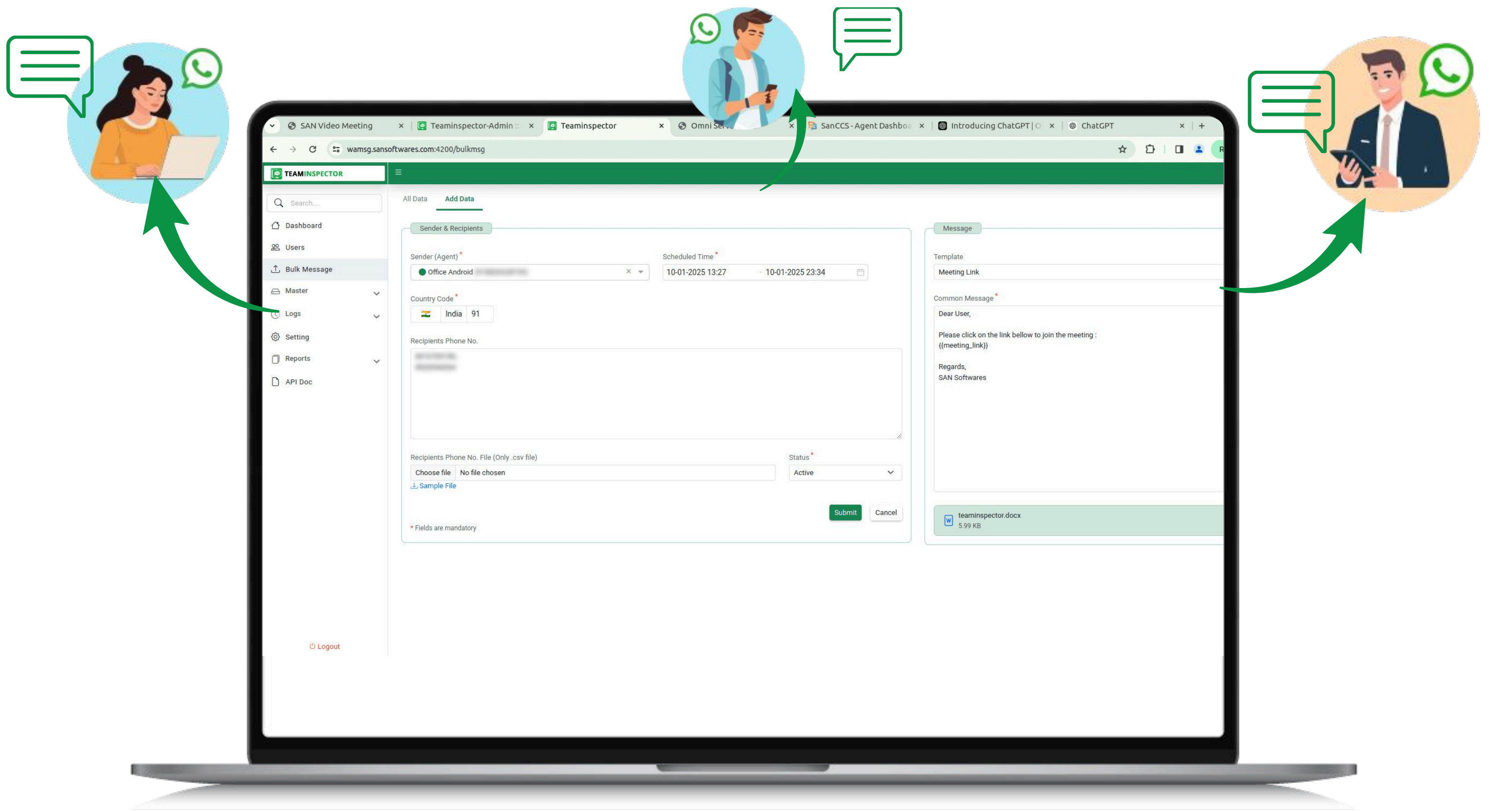# Agent Productivity Report Of Team On The Basis Of **WhatsApp** response

TEAMINSPECTOR

	Messages
Performance Report	

Filter

Zone ▼	State ▼	City ▼	Manager ▼	Department ▼	Agent
This Month ▼	Search	Reset			

Refresh   Pages: 1 Records: 18 Rows 50

Agent Name	Sent	Received	Sent	Received	Sent	Received	Sent	Received	Avg. Response Time
Ajay	85	149	2	4	0	28	0	0	00:11:34
Akash Nillay	175	299	0	2	18	30	0	9	01:44:58
Anil Mehta	141	295	4	4	7	58	2	0	01:59:33
Anmol Tiwari	93	200	2	6	4	8	0	1	00:20:10
Ashish Rai	138	204	2	1	4	18	0	4	01:58:37
Bharat	134	277	1	10	26	53	0	1	01:13:37
Bhupesh Kumar	91	335	4	19	21	53	0	0	00:20:49
Chandra Shekhar	92	206	0	1	2	13	0	1	01:32:27
Deepak Dhasmana	237	457	1	1	15	40	1	0	00:06:59
Deepak Kumar	157	248	1	10	30	29	0	0	00:49:53
Gopal Agrahari	35	92	1	0	5	12	0	0	01:03:57
Kuldeep	51	139	4	2	4	115	0	0	01:11:06
Kunal	29	91	0	0	0	6	0	0	00:03:38
Kunal Rajput	7	29	0	0	0	1	0	0	00:06:11
Manish Negi	11	17	0	0	1	2	0	0	00:00:15
Monu	425	1355	7	24	43	212	1	6	00:39:05
Nitu	268	348	13	4	16	27	0	1	00:46:55
Pankaj Tiwari	332	829	8	14	27	166	0	0	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.

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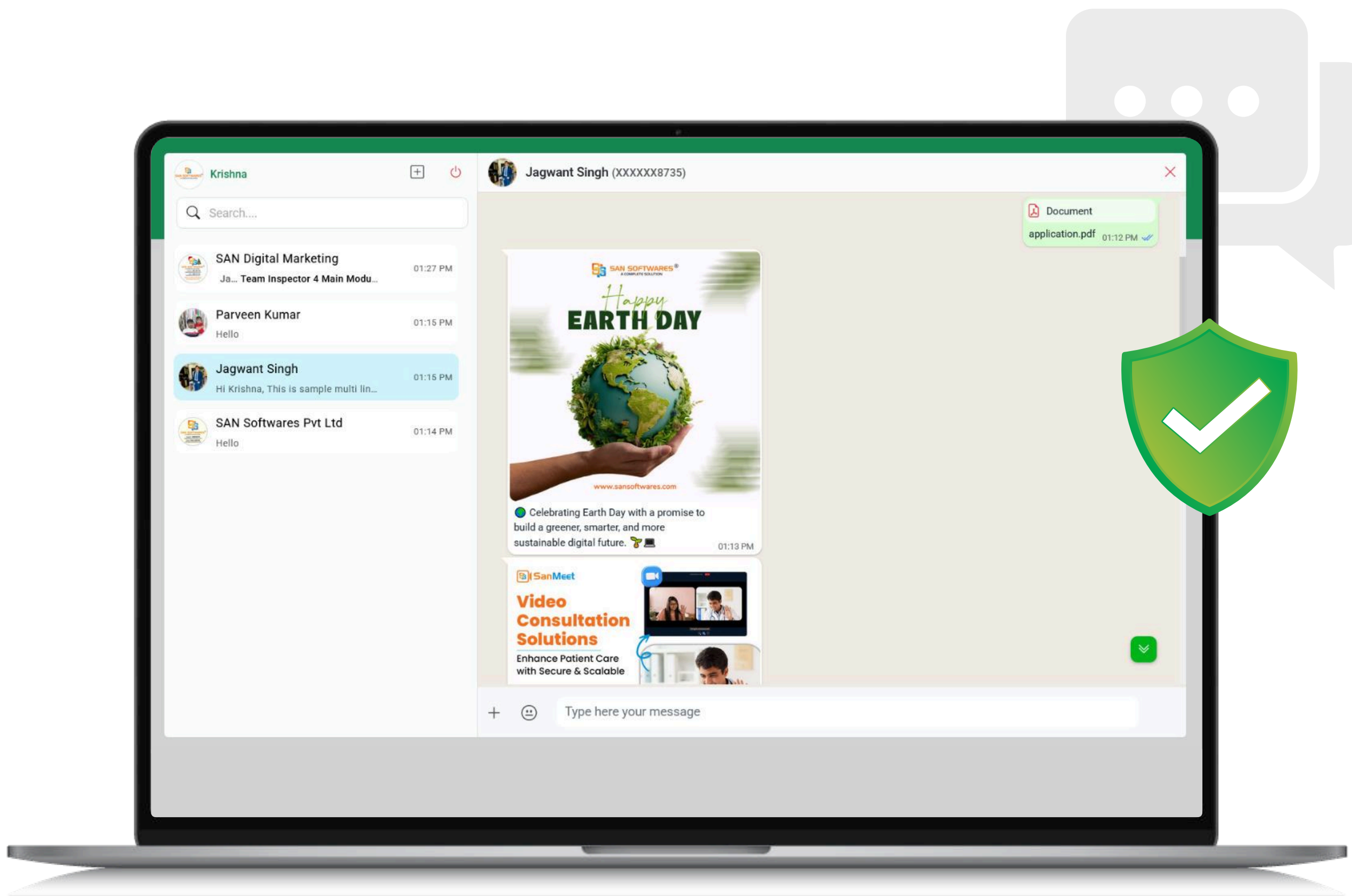# with TeamInspector

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.

TEAMINSPECTOR

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.

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![TeamInspector logo] **TEAMINSPECTOR**

Secure Your Confidential WhatsApp Chats and Documents with **TeamInspector Live Chat** Module

In today's business landscape, WhatsApp has become an essential tool for client communication. However, ensuring the security of shared files and confidential conversations remains a major concern. Are your documents truly protected? Can you control who accesses them and how they're shared?

Introducing the TeamInspector Live Chat Module—a secure and seamless solution for monitoring, tracking, and protecting your WhatsApp communications. Agents can easily connect by scanning the TeamInspector QR Code with their Business WhatsApp QR Scanner, which will redirect them to the Live Chat Dashboard without any additional installation required.

With the TeamInspector Live Chat Module, you gain complete visibility and control over your agents' chats and document sharing, ensuring that sensitive information stays protected. Enhance your team's efficiency while maintaining the highest standards of data security.

TEAMINSPECTOR

Contact Us

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Thank you!

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