

CAFES · SHOPS · BRANDS

Marketing team

Replies in DMs and comments in your brand voice, promotions, a content plan and reviews. Nothing is published without your yes.

24/7

reply to a client at any hour

7

languages, in the client's own

1

brand voice in every reply

WHAT IT IS FOR

Main capabilities

DMs and comments

Answers buyers in the brand voice from your brief.

Promotions word for word

Promo terms only from your posts and settings, nothing made up.

Orders and questions

An order or a special request goes to SVI CRM with a ready summary.

Bloggers and partners

Offers are collected and wait for your decision.

Content plan and reviews

Plan, posts and review replies in one brand style.

Nothing posted without you

In test and after launch, posting only by your rule.

INTEGRATION

Connects to anything

All in «Channels». Your page and the widget work at once, Telegram and email connect in a minute, Instagram and WhatsApp through the official Meta API. A connected channel can serve any solution of the account.

Where clients write

Instagram Direct

WhatsApp

Telegram

Website chat

Email

Your own page by link

Where the result goes

SVI CRM

Telegram to a person or group

Email

HubSpot

Salesforce

Pipedrive

amoCRM

Bitrix24

Zoho

Odoo

monday.com

Airtable

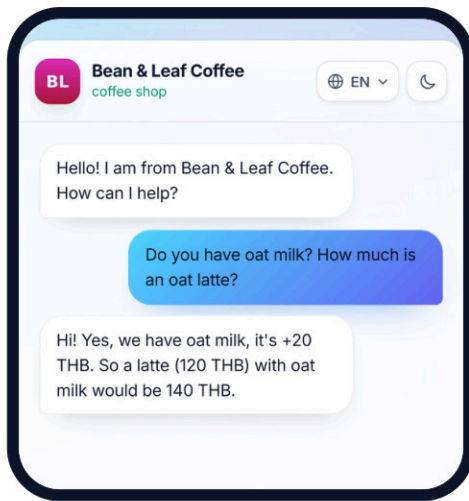
Google Calendar

Webhook

READY FROM DAY ONE

Pages you get at once

Nothing to develop: the page for talking with clients and SVI CRM come with the solution.



Your page: a real reply of the agent on a demo company

MINIMAL ENTRY POINT

Your page

Your own link svi-ai.com/c/<name>. A chat with the agent in 7 languages, clients can send a photo or PDF. Put it in your Instagram bio, on a card, in a QR code at the desk.

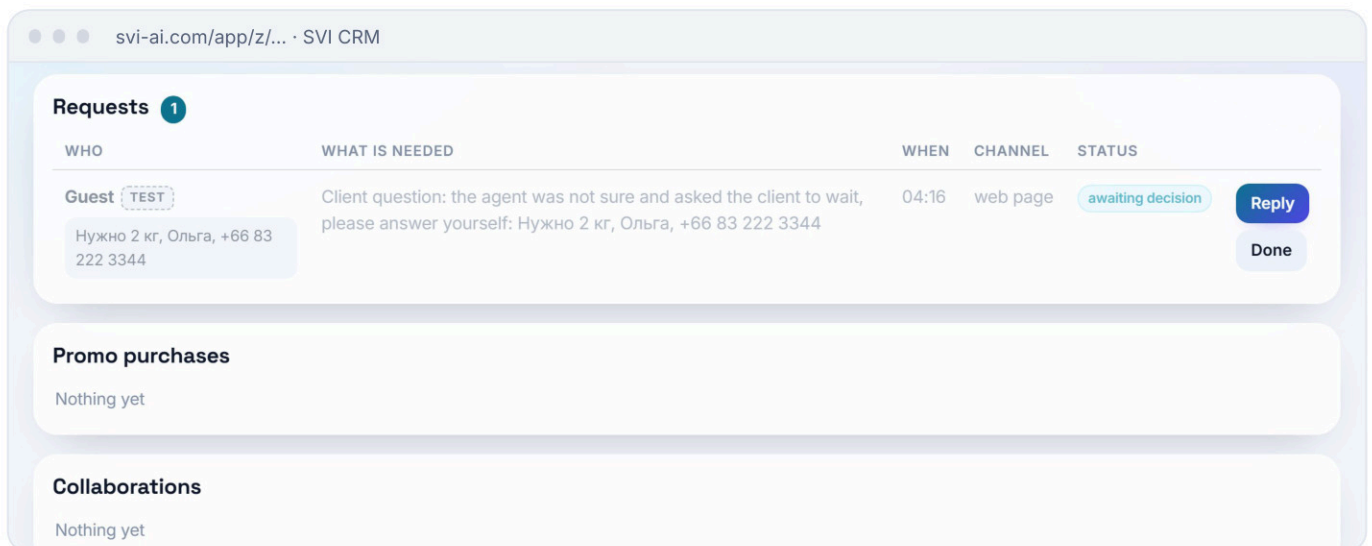
EMBEDDABLE

Website widget

A «Message us» button on your website. One line of code, it opens the same page and the talk lands in the same SVI CRM.

SVI CRM: everything accepted in one table

Requests, bookings and questions from every channel, with status and reason. «Confirm», «Decline», «Reply»: the agent passes the result to the client. Test items are marked and take no real time.



Launch in three steps

1

Install

Mai builds the solution from your words and links: website, Instagram, Google Maps.

2

Test

The agent answers on your link within the test, channels stay silent until launch. Check replies and SVI CRM.

3

Launch

Connect channels in «Channels» and switch on when you like the result.

DEEP SETTINGS

Everything the agent works by, on one page

A separate page by link, no account login needed. Every value is a default and is tuned to you: an empty field returns the default.

svi-ai.com/app/d/... · deep settings

Marketing team
Bean & Leaf Coffee

DEEP SETTINGS

- Brand brief
- Promos
- Red lines
- Confirmation
- Test

Brand brief

Voice, audience, what we sell and which words we avoid. The agents write by this brief.

Brand voice

warm, plain words

Audience

What we sell, prices

Specialty coffee and bakery menu (THB): espresso 70, flat white 110, latte 120, iced latte 130, cold brew 120, matcha latte 140, croissant 85, banana bread 95, avocado toast 190, breakfast set (eggs, toast, salad, coffee) 260. Oat and lactose-free milk +20 THB. Cakes to order for groups: 1 kg cake 900 THB, order 2 days ahead.

Banned words

comma separated

Also important

Specialty coffee shop and bakery at 34 Thalang Road, Phuket Old Town. Open every day 7:30-18:00. Instagram @beanleaf.phuket. Free Wi-Fi, 20 seats, pets welcome on the terrace. Cooperates with bloggers on barter for honest

Brand brief Promos Red lines Confirmation Test

default · tuned to you

TEAM

Everything can be shared

A new link switches the old one off at once.

INPUT

Page for clients

Anyone can get the link to your page: clients, partners, the front desk.

copy · send · open

OUTPUT

SVI CRM for a manager

A manager works in SVI CRM by their own link, with no access to the account or billing.

copy · send · open

SETTINGS

Deep settings

A link for the owner and the manager: they change data and rules, never the subscription.

copy · send · open

**Just tell Mai, she does the rest**

No settings to hunt for. Explain it to Mai in words, by voice or with a file, and she updates the base, prices, schedule and rules. Mai answers in the chat, in Telegram and right on the deep settings page.

«New promo: second coffee half price before 10:00»

«Send me reviews under 4 stars»

«Write shorter, no emoji»

Live demo on svi-ai.com

Talk to the agents on the solution page. Every number in this document is a default and is tuned to your business.

svi-ai.com