

• DAIVO / ENGINEERING INTELLIGENT SYSTEMS

Every Customer Question Answered Instantly — Even While You Sleep

AI-powered support that feels human, responds in seconds, and never clocks out.

SUPPORT CONVERSATION FLOW



Customer



Website / WhatsApp



AI Agent



CRM



Human Handoff

- OVERVIEW

Executive Summary

EXECUTIVE SUMMARY

Every business loses revenue in the gap between a customer asking a question and getting an answer. DaiVo closes that gap permanently — with a custom-trained AI support agent that responds instantly, books appointments, and protects your brand's voice around the clock. This brief walks through the business case, what's included, how we build it, and exactly what to expect after launch.

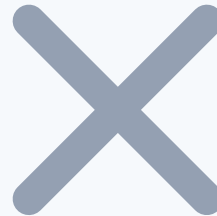
- FIT CHECK

Who This Service Is For



IDEAL
FIT

- ✓ Businesses that get repeated, predictable questions (pricing, hours, availability, policies)
- ✓ Teams currently answering the same messages manually, every single day
- ✓ Businesses that lose enquiries outside working hours or during peak periods
- ✓ Owners who want to scale customer volume without scaling headcount



NOT THE RIGHT
FIT (YET)

- ✗ Businesses with fewer than a handful of customer messages per week
- ✗ Teams that need a fully human, high-touch concierge experience for every single interaction
- ✗ Businesses not yet ready to document their FAQs, pricing, or policies

• DIAGNOSIS

The Problem Businesses Face



01

Slow Response Times

Customers message after hours or during rush periods and wait hours – sometimes days – for a reply.



02

Repetitive Questions Eat Up Your Team's Time

Staff spend hours answering the same FAQs instead of doing higher-value work.



03

Support Doesn't Scale

Every new customer means more messages. Hiring more staff to keep up gets expensive fast.



04

Inconsistent Answers

Different staff members give different answers, which damages trust in your brand.

THE HIDDEN COST

Most owners never calculate this, but it's real: every hour a message sits unanswered is an hour a customer is free to consider a competitor. Multiply that by every after-hours enquiry, every rushed shift, every staff member giving a slightly different answer – and the true cost isn't the support team's salary. It's the customers who quietly left before anyone even knew they were unhappy.

WHY THIS MATTERS

Customers today expect an answer within minutes, not hours. A slow or inconsistent reply is often the difference between a booked customer and a lost one – and that gap only gets wider as your business grows and message volume increases. This isn't a support problem. It's a revenue problem wearing a support costume.

• BEFORE / AFTER

Traditional Process vs. DaiVo AI Automation


DIMENSION	TRADITIONAL APPROACH	WITH DAIVO
Response time	Hours to days	Under 10 seconds, 24/7
Consistency	Varies by staff member	Identical accuracy every time
Availability	Business hours only	24/7/365, including holidays
Cost to scale	Hire & train more staff	Handles growth at no extra headcount
Appointment booking	Manual back-and-forth	Automated, instant confirmation

• THE SOLUTION


How DaiVo Solves It

DaiVo designs, builds, and deploys a custom AI support agent trained specifically on your business — your services, pricing, policies, and FAQs. It responds instantly across your website and WhatsApp, books appointments, answers questions accurately, and hands off anything complex to a real team member — smoothly, with full context, so no customer ever feels stuck talking to a machine.


WHAT YOU RECEIVE




A fully trained AI support agent live on your website and WhatsApp




Custom conversation flows built around your real FAQs and policies




Appointment booking integration connected to your calendar



An analytics dashboard showing every conversation and outcome



Documented handover — you know exactly how the system works



30 days of post-launch monitoring included from day one

- SCOPE

Complete Feature List

- ✓ 24/7 instant responses on Website & WhatsApp
- ✓ Automated appointment booking & calendar sync
- ✓ Smart hand-off to a human for complex queries
- ✓ 24/7 uptime monitoring by our engineering team
- ✓ Easy updates as your services or pricing change
- ✓ Trained on your exact business — services, pricing, policies
- ✓ Multilingual support (English, Urdu & more)
- ✓ Full conversation history & analytics dashboard
- ✓ Secure, encrypted handling of customer data

- IMPACT

Benefits For Your Business

- ⊙ Lower support costs without cutting service quality
- ⊙ Scale support without scaling headcount
- ⊙ Capture leads and bookings outside business hours
- ⊙ Faster replies mean happier, more loyal customers
- ⊙ Consistent, on-brand answers every single time
- ⊙ Free your team to focus on complex, high-value work

• RESULTS

Expected Business Outcomes

Seconds, Not Hours

Response time drops from hours to seconds — for every customer, every time.

Lower Cost Per Conversation

Handle far more conversations without adding support headcount.

Leads Captured 24/7

Stop losing after-hours enquiries to competitors who reply faster.

Higher Customer Satisfaction

Fast, accurate, consistent answers build trust and repeat business.

• DIFFERENTIATION

Why Choose DaiVo



Custom-Built, Not a Generic Bot

Every agent is trained on your specific business — not a one-size-fits-all script pulled from a template library.



You See It Working Before You Commit

We demo the agent handling real questions from your business before full rollout — no leap of faith required.



We Don't Disappear After Launch

Every deployment includes monitoring and support — we watch uptime so you don't have to.



Production-Grade Engineering

Cloud-hosted, monitored infrastructure built the same way we'd build it for ourselves — not a no-code shortcut.

• POSITIONING

What Makes Us Different

Not a Freelancer

You get an engineering team with monitoring, documentation, and accountability — not a single person who disappears after delivery.

Not Generic ChatGPT

ChatGPT doesn't know your pricing, your policies, or your calendar. Your agent is trained specifically on your business and integrated into your tools.

Not a No-Code Bot Builder

We engineer and host the infrastructure ourselves, with real monitoring — not a rented template on a third-party platform you don't control.

• ENGAGEMENT ROADMAP

Our Implementation Process

1

Discovery Call

We learn your business — common questions, services, tone of voice, and tools you already use.

2

Design & Training

We build the agent's knowledge base and conversation flows around your real business.

3

Integration

We connect it to your website, WhatsApp, and any booking tools or CRM you use.

4

Testing

We run real scenarios and refine responses until accuracy is right.

5

Launch & Monitor

We go live with 24/7 uptime monitoring in place from day one.

6

Ongoing Optimization

We keep refining the agent based on real customer conversations.



Most AI support agents go from discovery call to live deployment within **5–10 business days**, depending on the complexity of your services and how much documentation is ready upfront. You'll always know which phase you're in — nothing happens behind closed doors.

• TRUST & OPERATIONS

Security & Data Privacy

- ✓ Encrypted data handling for every customer conversation
- ✓ You retain full ownership of your data at all times — always
- ✓ Access is limited to what's required to operate the agent
- ✓ No customer data is used to train models for any other business

Reliability & Monitoring

Every deployment is cloud-hosted and monitored around the clock by our engineering team, not left to run unattended. If something needs attention, we see it before your customers do.

Support, Maintenance & Long-Term Partnership

Launch day isn't the finish line — it's day one of an ongoing relationship. We monitor uptime, refine responses as your business changes, and update the agent whenever your pricing, services, or policies do. Think of us as the team quietly keeping this system sharp, not a vendor who cashes the invoice and moves on.

• QUESTIONS

Frequently Asked Questions

Q. What if the AI gives a wrong answer?

It's trained only on the information you provide and is designed to hand off to a human rather than guess when it's unsure — protecting your customers from bad information and protecting your brand.

Q. How much support will I receive after launch?

Ongoing monitoring is included from day one, and we remain available to adjust the agent as your business evolves.

Q. How secure is my customer data?

We follow encrypted, access-controlled data handling, and you retain full ownership of your data at every stage.

Q. What happens after deployment — do you disappear?

No. Every deployment includes monitoring, and we stay engaged to refine and update the system as your business changes.

Q. What if my business changes later — new services, new pricing?

We update the agent's knowledge whenever your business changes, so it never falls out of date.

Q. Why not just hire a freelancer to build this?

A freelancer typically hands off a file and moves to the next project. DaiVo provides ongoing monitoring, documented infrastructure, and a team that's accountable after launch — not just at delivery.

Q. What if my team already uses other software?

The agent integrates with the tools you already use — website, WhatsApp, calendar, and most common CRMs — rather than asking you to replace anything.

Q. Can this grow with my company?

Yes. The system is built to handle more conversations and more complexity as you grow — you're not rebuilding this in a year.

Q. How long before I see results?

Most businesses see a noticeable drop in response time within the first week of going live.

Q. Can I customize how it responds?

Yes — tone, scope, escalation rules, and covered topics are all customized to your business, not fixed by a template.

Q. How is this different from just using ChatGPT?

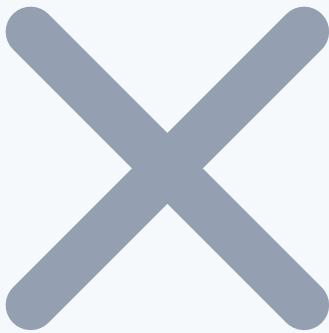
ChatGPT doesn't know your business, your pricing, or your calendar, and it isn't connected to your website or WhatsApp. Your DaiVo agent is trained specifically on your business and fully integrated into how you operate.

Q. Why DaiVo instead of another agency?

We build custom, production-grade systems — not templated bots — and you see the agent working on your real business before you commit to full rollout.

• REALITY CHECK

Myths vs. Reality



MYTH

AI support sounds robotic and impersonal.



REALITY

A well-trained agent, built on your actual voice and policies, feels far more consistent and professional than a rushed human reply typed between other tasks.



MYTH

This will replace my entire support team.



REALITY

It handles repetitive, predictable questions so your team can focus on the conversations that genuinely need a human touch.

OUR COMMITMENT

We commit to building a system that actually reflects your business, staying engaged after launch, and being transparent about what the AI can and cannot do. No overpromising, no disappearing act — just a system that works and a team that stands behind it.

Your customers are already asking questions right now — the only question is whether they're getting an answer in seconds, or giving up and going elsewhere. Let's make sure it's the former.

• AI CUSTOMER SUPPORT

Ready to give your customers instant answers, 24/7?

See it handle real questions from your business — no commitment required.

Book a
Free
Demo



www.daivo.tech

Website



contact-us@daivo.tech

Email