

 VENTRIX



**PROFILES:** Do you have multiple locations or multiple businesses? Create unlimited profiles.

**Basic**

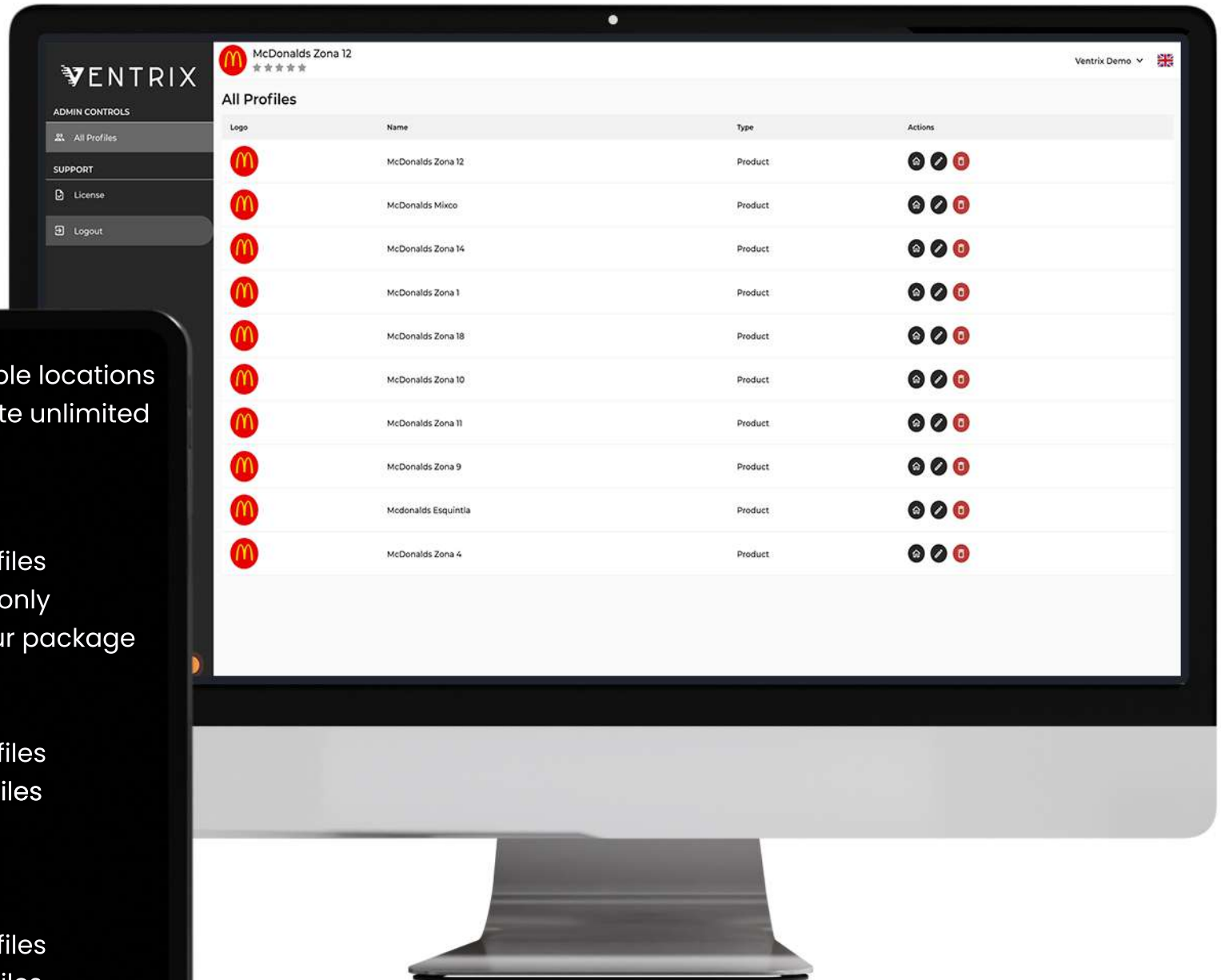
Create unlimited profiles  
One (1) active profile only  
You need more? Update your package

**Premium**

Create unlimited profiles  
Unlimited active profiles

**White Label**

Create unlimited profiles  
Unlimited active profiles



**BRANCHES:** A profile can have branches served by GEO radius and supported by different employees.

#### **Basic**

Create unlimited branches  
Ten (10) active branches only  
use a unique number for all  
locations

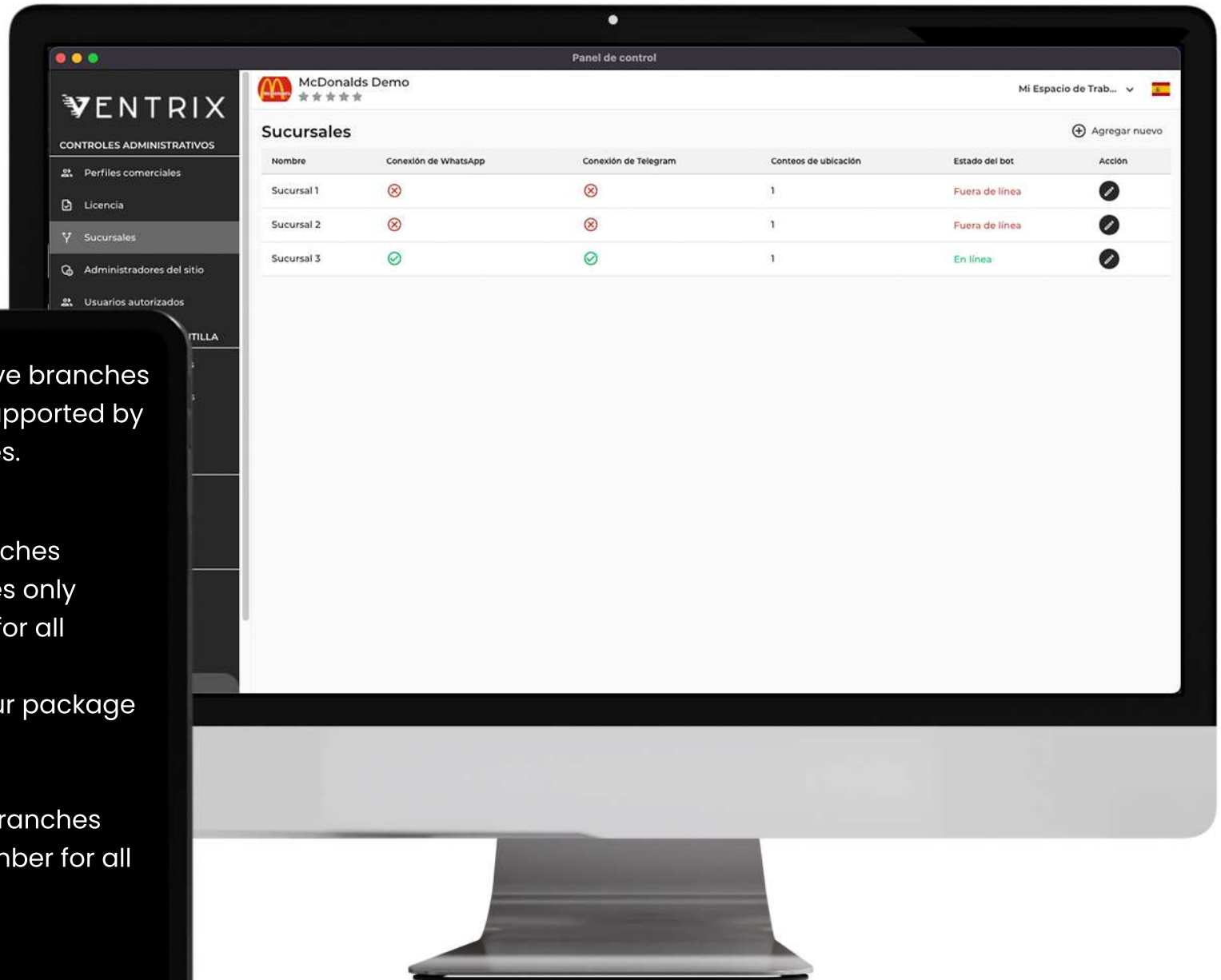
You need more? Update your package

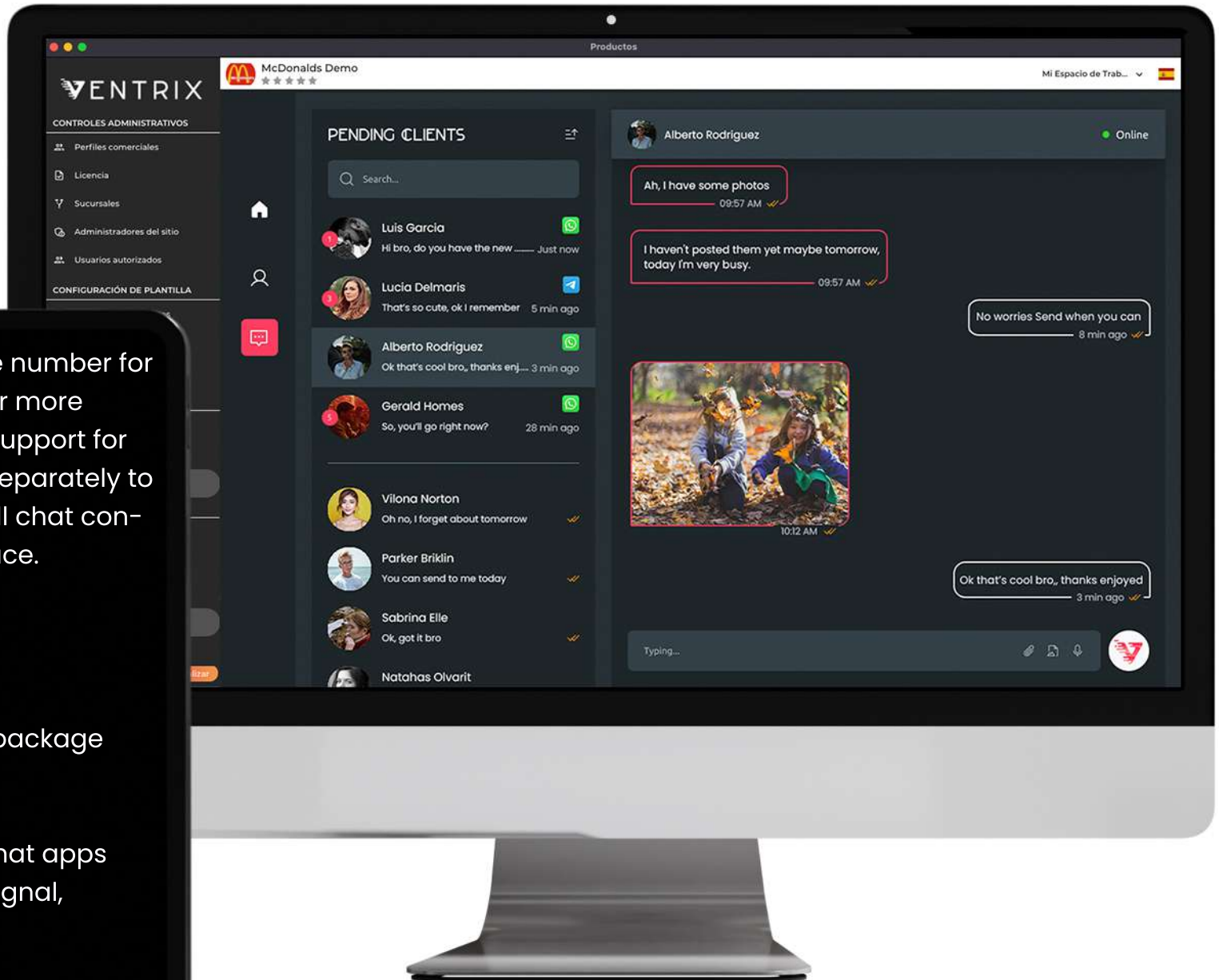
#### **Premium**

create unlimited active branches  
use a single or different number for all  
locations

#### **White Label**

create unlimited active branches  
use a single or different number for all  
locations





**LIVE CHAT:** Connect a unique number for bots and connect one or more Separate numbers for live support for customers who need to talk separately to get response from the bot, all chat conversations in one place.

### Basic

Not available

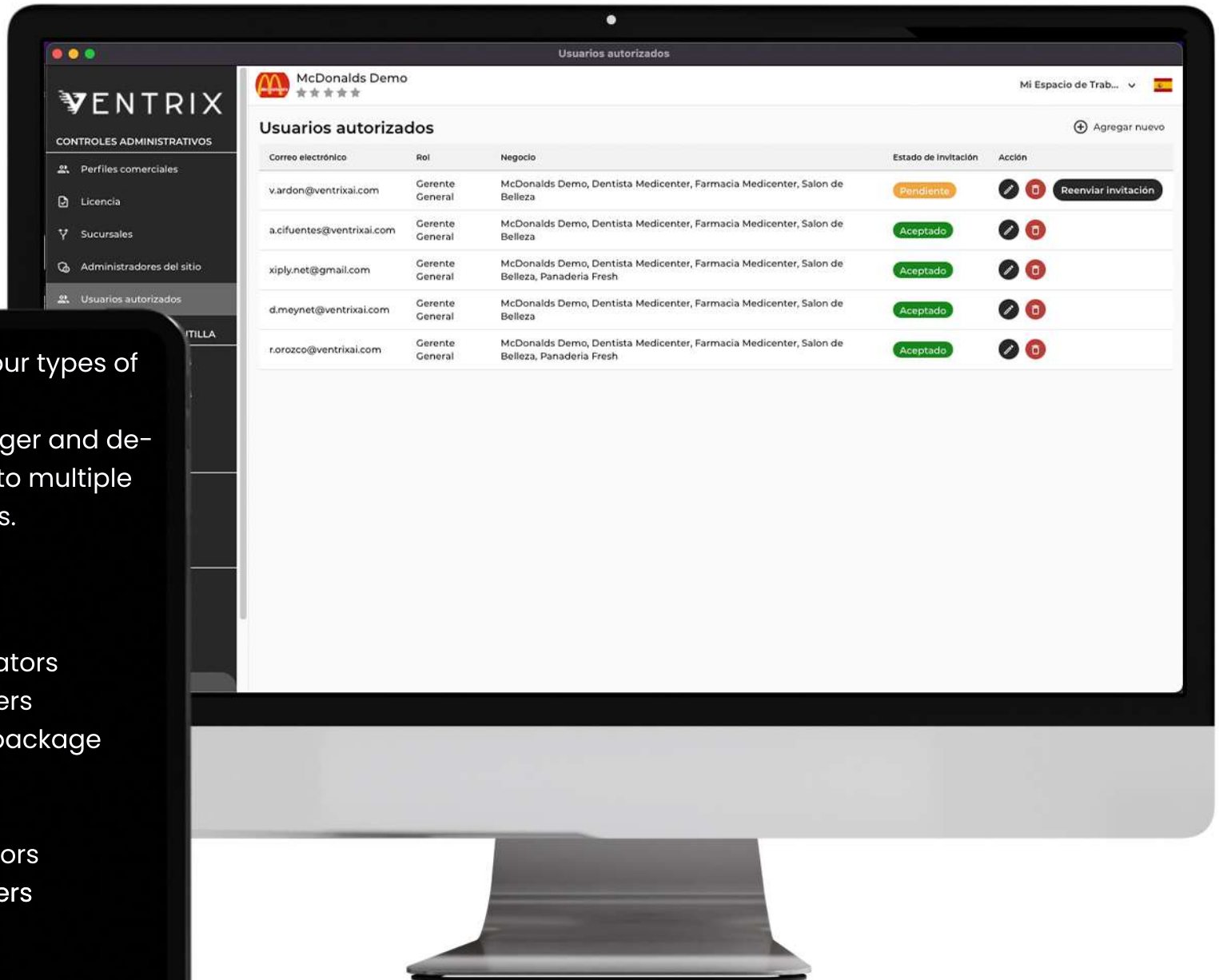
Need more? Update your package

### Premium

Connect a combo of (4) chat apps whatsapp, telegram, signal, instagram. etc

### White Label

Connect unlimited chat apps whatsapp telegram, signal, instagram, etc.



**USERS:** The system allows four types of system users: administrator, support, manager and delivery and can be assigned to multiple profiles or locations.

**Basic**

Only ten (10) administrators  
Unlimited support users  
Need more? Update your package

**Premium**

Unlimited administrators  
Unlimited support users

**White Label**

Unlimited administrators  
Unlimited support users

**LISCENSE:** access your storage capacity, a store for updates and other paid options along with our contact details.

### Basic

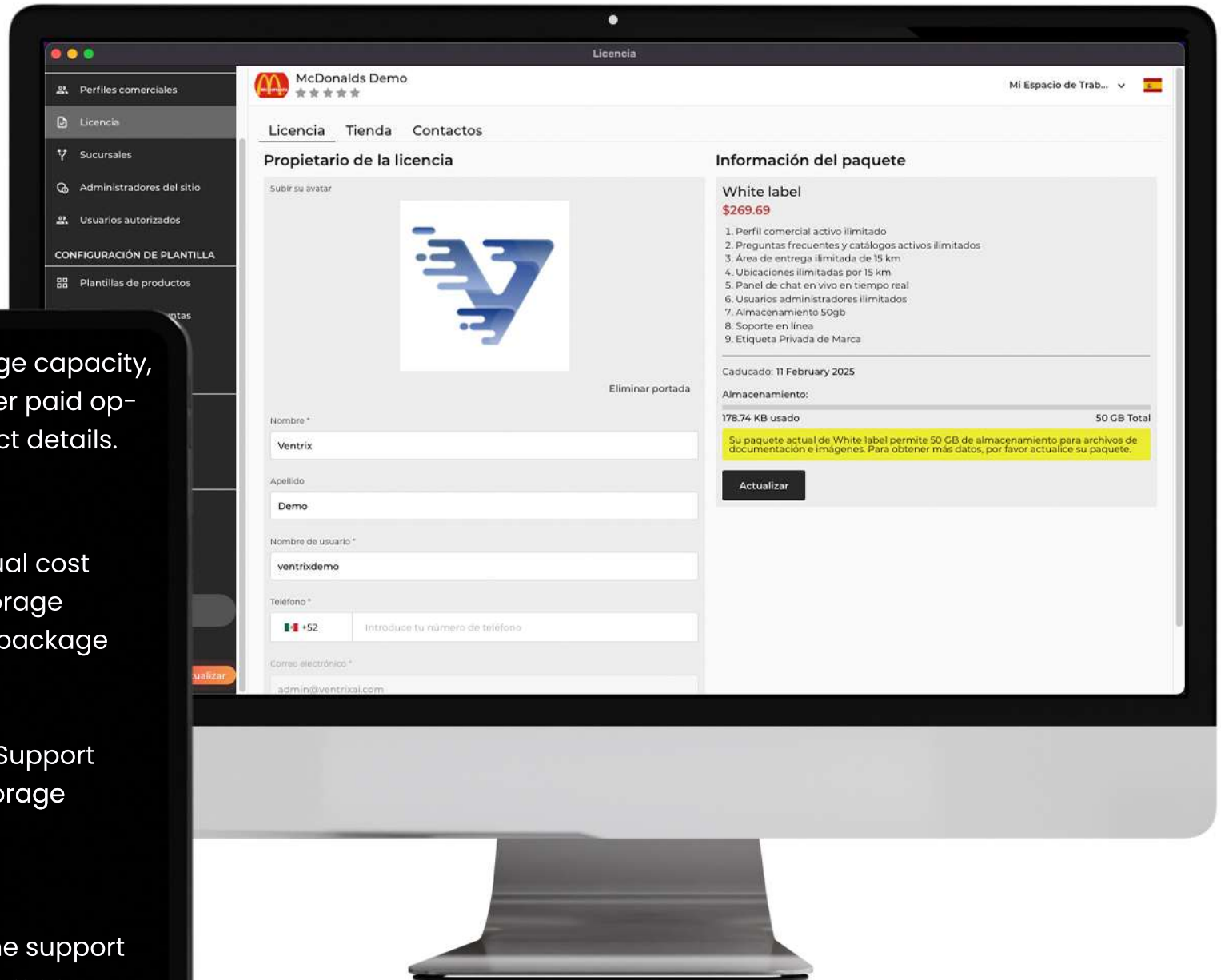
Always free with no annual cost  
One (1) gigabyte of storage  
Need more? Update your package

### Premium

Annual cost \$69.99 – No Support  
Five (5) gigabyte of storage

### White Label

Annual cost \$269.99 – Online support  
Ten (10) gigabyte of storage  
White label, hide Ventrix brand



## Characteristics

No API cost

Agendas

Products/ Services

Administrators

Users

Multi-Platform

CRM

Live Chat

Branches

F.A.Q.

## Benefits

- Eliminate WhatsApp API fees for seamless chat communication: Other platforms charge an average of \$0.015 per text message.
- Combine sales, service and agenda management in one platform with chatbot capabilities.
- Easily manage sales of products or services within the system.
- Add users at no additional cost for better system management.
- Assign support users for ordering, management and development without charges additional.
- Automate chatbots across multiple platforms without additional charges..
- Manage leads effectively for targeted marketing strategies.
- Provide live customer support with multiple agents in a centralized location.
- There are no limits to the number of locations you can support by assigning management to multiple support users.
- Support unlimited locations and reduce support costs with the Q&A section.

### **How does credit card payment work in my clients' shopping cart?**

When a customer makes a purchase through the Ventrix chatbot, they will be directed to an external link to view and select products. Once they have added their desired items to the cart, they will finalize the order by securely entering their payment information. All payments are processed through Stripe and an escrow bank account in the United States.

### **What does it mean when you say that the API WhatsApp chatbot is free?**

When it is mentioned that the WhatsApp chatbot API is free, it generally means that the application programming interface (API) provided by WhatsApp to integrate the chatbot functionality into the platform does not incur direct monetary costs. Users can access and use the API without paying any fees to WhatsApp for its use.

### **What does "Order Processing" mean? 4.9% - 10%" on my current package?**

Ventrix is a free SaaS chatbot platform with no WhatsApp API fees and no storage, usage, and user management costs. These services are provided by AWS Kubernetes Guaranteed Cloud Services. To cover our development and data transfer costs we have implemented a small processing fee of 4.9% to 10%, this cost covers credit card processing, e-invoices, OTP code fees, API fees and all services on the cloud.

### **¿How does cash payment in cart work? of my clients' purchases?**

If you choose to accept cash payments from your customers, you will need to coordinate with your delivery person to collect the cash. Both the delivery person and the customer will have matching pickup and delivery codes, along with a ticket specifying the order details and total cost



### **How do I receive payment for items sold? on the Ventrrix platform?**

Receiving payment for items sold on the Ventrrix platform is a simple process. When a customer completes a purchase with a debit or credit card, the transaction immediately appears on your order dashboard. Our fee for facilitating the transaction is deducted, and you can view the remaining balance. Once you have a positive balance that you wish to withdraw, we offer several payment options, including PayPal, Payoneer or bank transfer. Withdrawal requests are processed on Mondays and are usually received on Tuesday for most Latin American countries.

### **What happens if I exceed my storage space? allocated cloud storage?**

If you reach your storage limit, we will notify you so you can consider upgrading your current package to meet your usage needs. Alternatively, you can free up space by deleting catalogs, FAQs, or any unnecessary templates that are no longer in use.

### **What types of support does Ventrrix offer?**

You can access various updates for Ventrrix through the store in your license tab. For support, you have the option to purchase a one-time support ticket for 10 questions, which we will respond to within 24 hours. Alternatively, you can opt for a 1-year live support upgrade, with all live support sessions conducted via TeamViewer, Zoom or Google Meet. The annual support package includes 100 generated support tickets with a screen time limit of 15 minutes each.

### **How does Ventrrix get paid if I use the process cash collection?**

We provide you with a weekly line of credit that allows you to offset the commissions you owe us using credit card sales. If you have no credit card sales and end up with a negative balance, we will invoice you on Tuesday to clear your outstanding negative balance. If payment is not made in more than 14 days, services may be interrupted.

**In the Basic package, we offer profiles and unlimited catalogs, but are you wondering why Can only one be active at a time?**

Many retail businesses deal with seasonal products and want to avoid downtime by creating deals or promotions for these temporary deals. By allowing you to create multiple catalogues, profiles and more, we allow you to activate the ones you want to display during your special temporary offer. This flexibility ensures that you can make adjustments quickly and seamlessly return to your original offering without any downtime.

**Why do you say that the delivery service is not available in my area?**

The availability of Ventrrix in your region does not automatically mean that delivery services have been established. We will notify our customers once delivery services are operational. We need a solid demand base before launching the envio.click delivery marketplace. Thank you for your understanding and patience.

**I am not a technical person and Ventrrix seems to me complicated. What are my options for begin?**

While Ventrrix is a no-coding chatbot service, we recognize that adapting to a new system can be challenging, especially for non-technical users. That's why we offer a turnkey setup at a fixed price. Typically, we can have it up and running in a few days, requiring only your content and input to add users and phone connections. This streamlined process aims to simplify onboarding and minimize technical hurdles for users like you.

**How is my information protected?**

We use all available standards offered by Amazon Web Services, plus we are working to comply with ISO 27001. Rest assured that your data is in the best hands with all the secure services offered by AWS.