

ihakimi



insight intelligence interaction

Smarter Flows. Bigger Impact.

www.ihakimi.com

About Us

PAGE 2

Transform the way you connect with
your customers across every channel

The Three **i**'s of **ihakimi**

ihakimi is built on three core values:

insight, **i**ntelligence, and **i**nteraction, they
shape everything we offer.

insight:

Built to maximize
every conversation
and business needs.

intelligence:

Smart features and
AI help you work
faster and better.

interaction:

Help teams create
engaging customer
connections.

ihakimi.com



AI Agents

PAGE 3

- ✓ Understands intent and replies instantly
- ✓ Manages chats across all channels
- ✓ Gets smarter with every interaction
- ✓ Works 24/7 to boost sales & support

AI that talks, sells, and supports

 AI Agents

 AI Functions

 AI Prompts

 AI Tasks

 MCP Servers

 AI Usage Logs



Gemini ← Integrate Easily

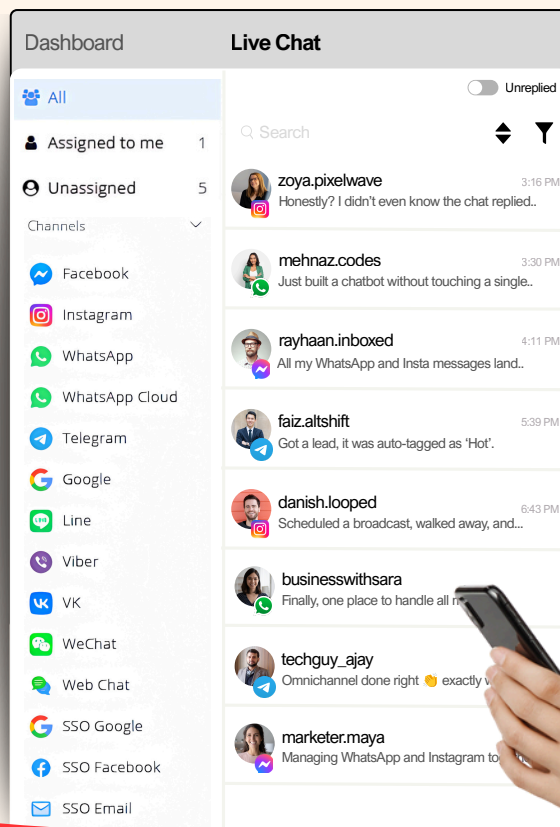


Unified Inbox with Multi-Channel

PAGE 4

- ✓ Bring WhatsApp, FB, IG, WeChat, Telegram, SMS, & more in one inbox
- ✓ All messages in one inbox.
- ✓ Reply faster without switching apps.
- ✓ Work together with your team easily.
- ✓ Never miss a customer conversation.

**All your customer
chats in one place.**



CRM Pipeline/ Boards

PAGE 5

- ✓ See multiple pipelines clearly in one place.
- ✓ Move leads easily from stage to stage.
- ✓ Track progress without missing any step.
- ✓ Close leads faster with better focus.

**Your sales journey,
made clear.**

Sales Pipeline All Search by Name

Prospect	Warm Lead	Cold Lead
alexdecrouz 1790723411874537   	rahulchudasma 1790723411874536   	raghuvendrasingh 1790723411874542   
elsaromania 1790723411874538   	Jacqueline rose 1790723411874540   	
mariacarpenter 1790723411874539   		

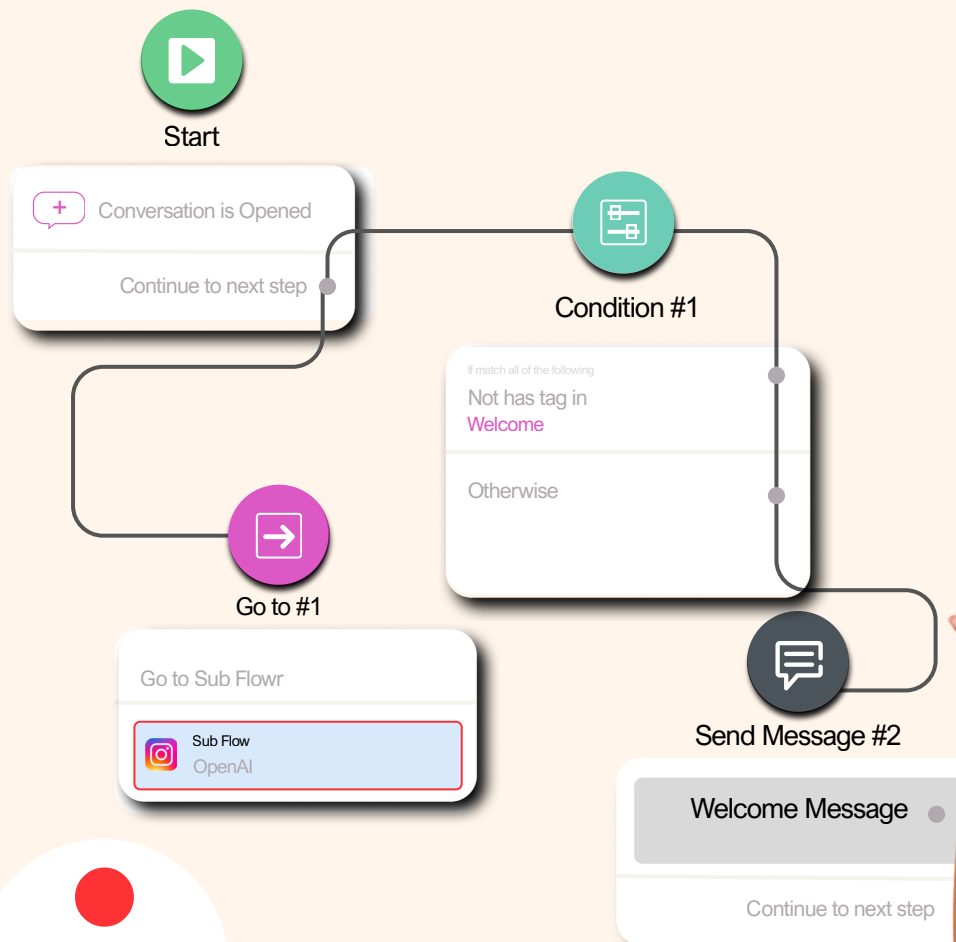


No-Code Bot Builder

PAGE 6

- ✓ Create chat flows easily.
- ✓ Automate repetitive tasks with AI.
- ✓ Qualify leads and guide conversations.
- ✓ Provide instant replies anytime.

Build smart bots without coding.



Multi Language Chat Support

PAGE 7

- ✓ Auto-detect customer language.
- ✓ Translate chats in real time.
- ✓ Respond naturally in any language.
- ✓ Support customers anywhere in the world.

Speak every customer's language.

+ Multiple Language



Ecommerce in the Chat

PAGE 8

- ✓ Showcase products in chat.
- ✓ Manage orders easily.
- ✓ Accept payments instantly.
- ✓ Sell on every channel customers use.

Your store, inside every chat.

Products Collections Discounts Shopping Carts Orders Settings Tags Vendors Types						
Type	Vendors	Search by Product Name		Add Product		
ID	Product	Price	Inventory	Type	Vendor	Status
F001	 Fresh Farm Whole Milk	\$2.49		FMCG	DairyPure Co.	Active
F002	 Crunchy Potato Chips	\$1.25		FMCG	Snackify Foods	Active
F003	 Sparkling Mineral Water	\$0.99		FMCG	AquaFresh Beverages	Draft
F004	 Organic Peanut Butter	\$3.75		FMCG	Nature Harvest	Active
		\$0.85		FMCG	QuickBite Foods	Archived

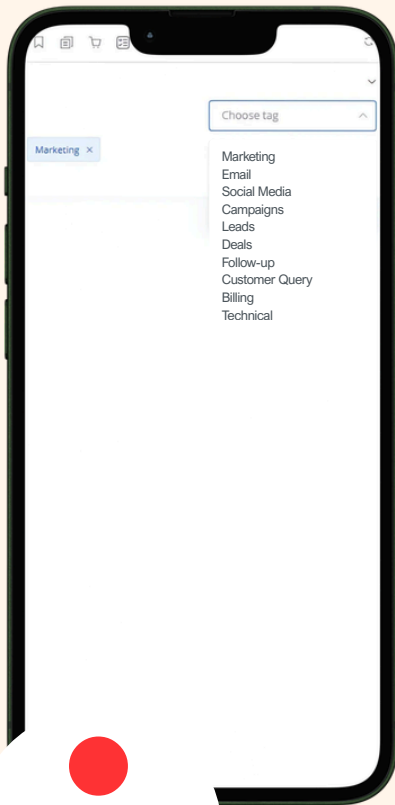


User Tagging & Segments

PAGE 9

- ✓ Tag leads by source or interest.
- ✓ Organize contacts into segments.
- ✓ Personalize every follow-up.
- ✓ Close more deals faster.

Smarter lead engagement.



Search by Tag Name

New Tag

* Name

* Folder



Automation & Sequences

PAGE 10

- ✓ Schedule smart follow-ups.
- ✓ Keyword specific instant replies.
- ✓ Smart Triggers based on tags, label & fields.
- ✓ Keep leads engaged easily.
- ✓ Create Multiple Drips.

Automation that works for businesses.

< Sequences Add New Sequence Cancel Save

Name
Sequence Name

Messages

⌵ After 5 Minutes any day	This message will be sent at least 5 Minutes	Send Choose Sub F 🗑
⌵ After 24 hours any day	after a previous message Immediately Minutes Hours Days	Send Choose Sub F 🗑
⌵ After 7 days any day	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	Send Choose Sub F 🗑

+ Add Mes

Save



Broadcast Messaging

PAGE 11

- ✓ Send messages to many at once.
- ✓ Share offers, news, and updates.
- ✓ Reach customers on every channel.
- ✓ Save time with one simple tool.
- ✓ Broadcast with buttons
- ✓ No Number Ban issue

**Instant updates
across every channel.**

+ Broadcast



Name	Subflow	Status	Receivers	Sent	Failed	Scheduled Time
------	---------	--------	-----------	------	--------	----------------

Select Broadcast Type



Default

Send any flow to bot users within allowed window.

WhatsApp Template

Send any flow to bot users. The first message in the flow must be WhatsApp Template Message.

Facebook Notification

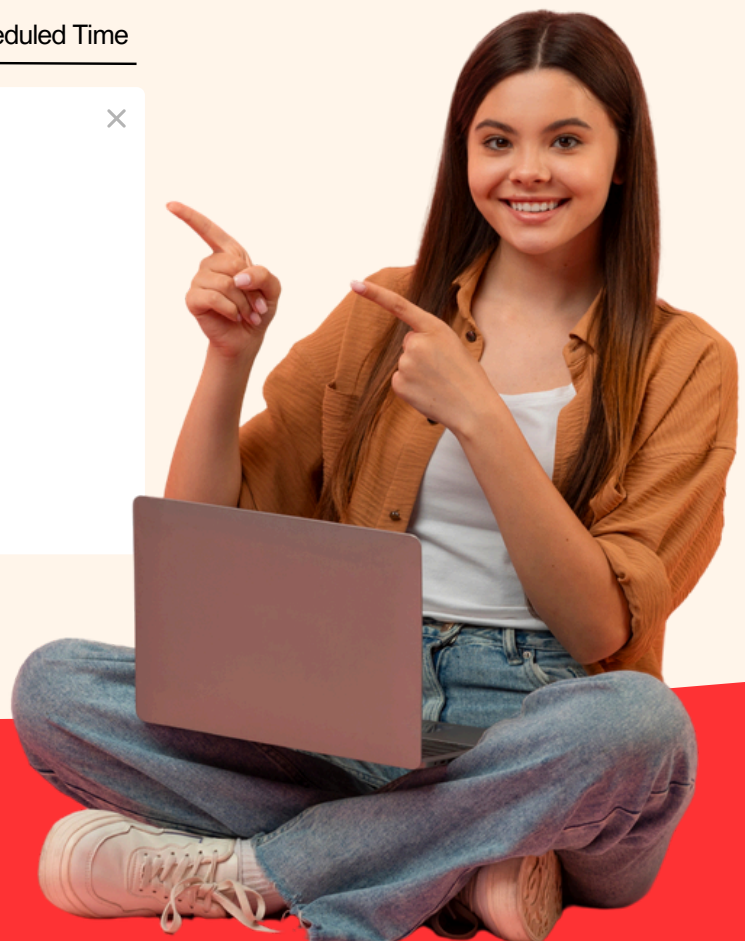
Send any flow to bot users. This will allow you to send flow to bot users with specified message tag.

Email

Send a workflow to bot users who opted in email.

SMS

Send a workflow to bot users who opted in SMS.



Analytics Dashboard

PAGE 12

- ✓ Monitor chats, users, and channels.
- ✓ Track response times and engagement.
- ✓ Measure leads and conversions.
- ✓ Improve results with clear insights.

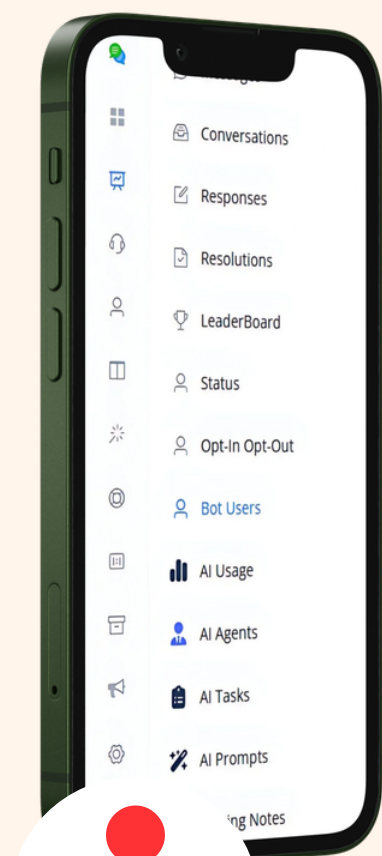
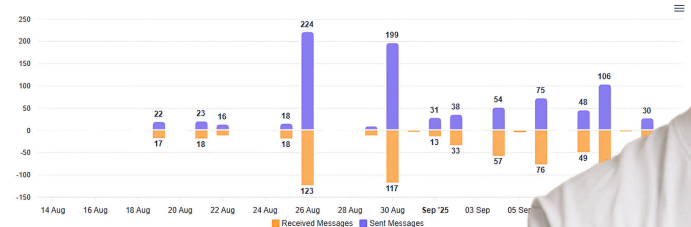
Data that drives smarter decisions.

Analytics

Content Overview

Sub Flows	13
Sequences	0
Tags	4
Custom Bot Fields	1
Custom User Fields	12
Triggers	3

Messages

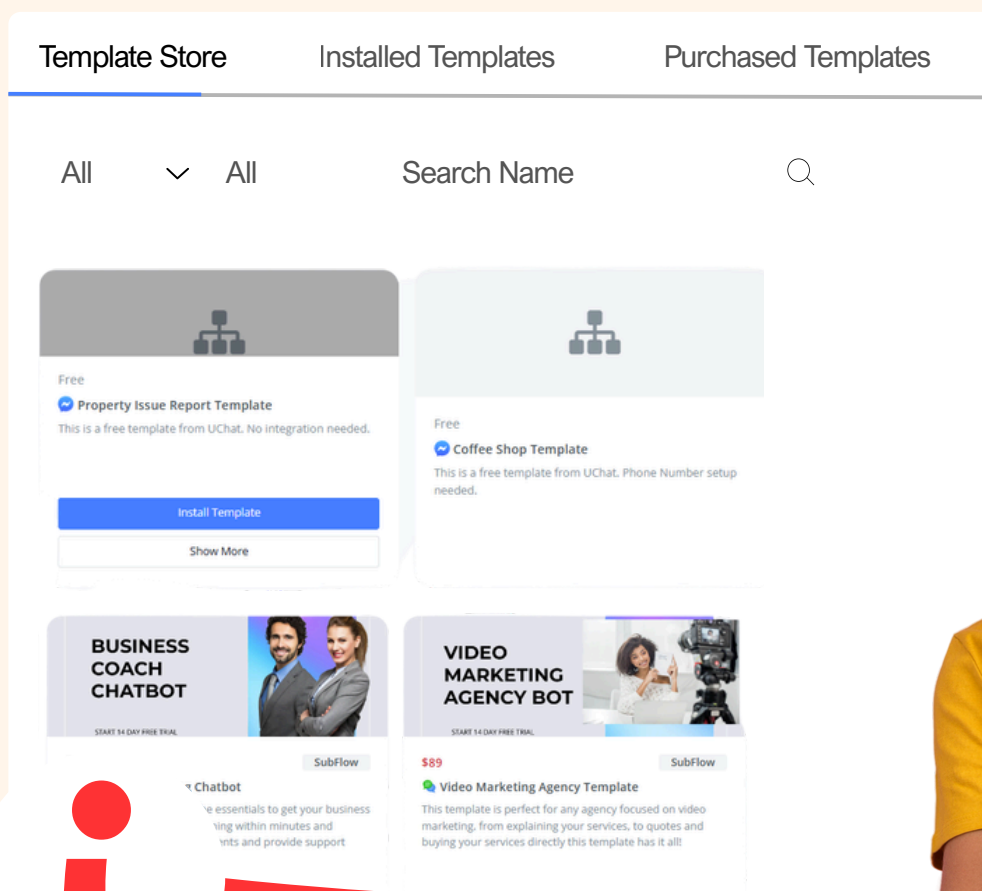


Templates & Content Library

PAGE 13

- ✓ Store all templates and media.
- ✓ Reuse content across channels.
- ✓ Save time with ready-to-use replies.
- ✓ Keep messaging consistent every time.

Launch faster with all set and ready.

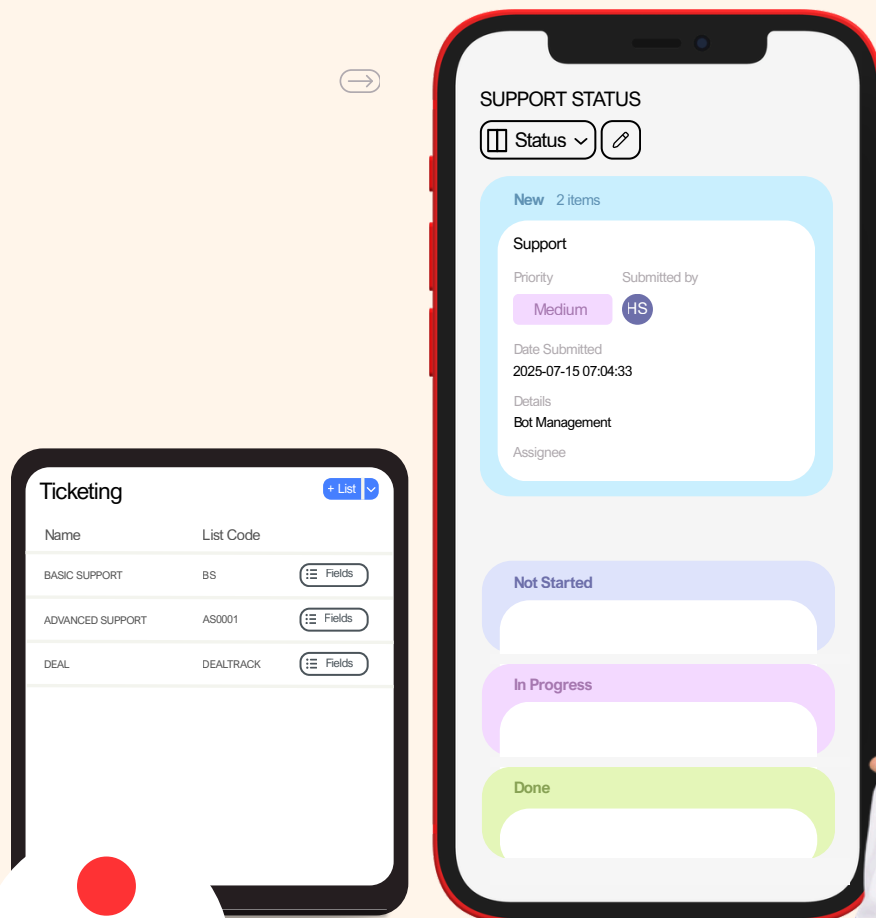


Ticket Support System

PAGE 14

- ✓ Manage all tickets in one system.
- ✓ Assign and track conversations.
- ✓ Set priorities for faster action.
- ✓ Ensure no request is ever missed.

**Support that's
organized and reliable.**

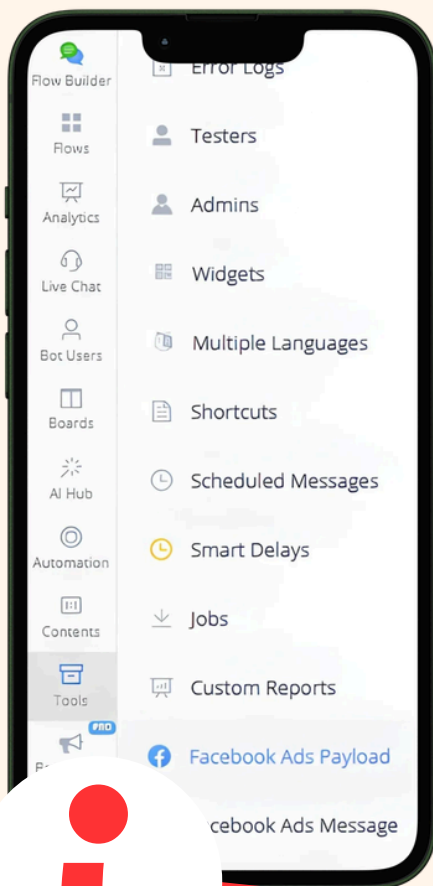


Advanced Tools

PAGE 15

- ✓ Customize workflows your way.
- ✓ Connect with external tools.
- ✓ Set advanced rules and automations.
- ✓ Scale without limitations.

Flexibility without limits.



facebook Ads

Add Message

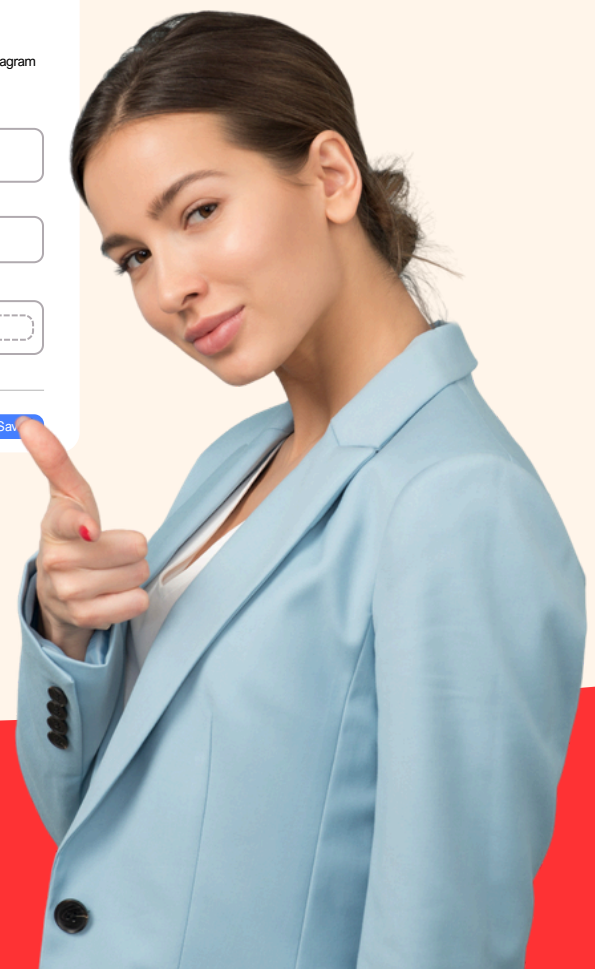
* Name

* Type * Channel
 ☒ Messenger ☐ Instagram

* Body

Buttons

Quick Replies



Workspaces & Roles

PAGE 16

- ✓ Organize everything in one workspace.
- ✓ Assign roles and permissions.
- ✓ Share assets across the team.
- ✓ Track performance and stay efficient.

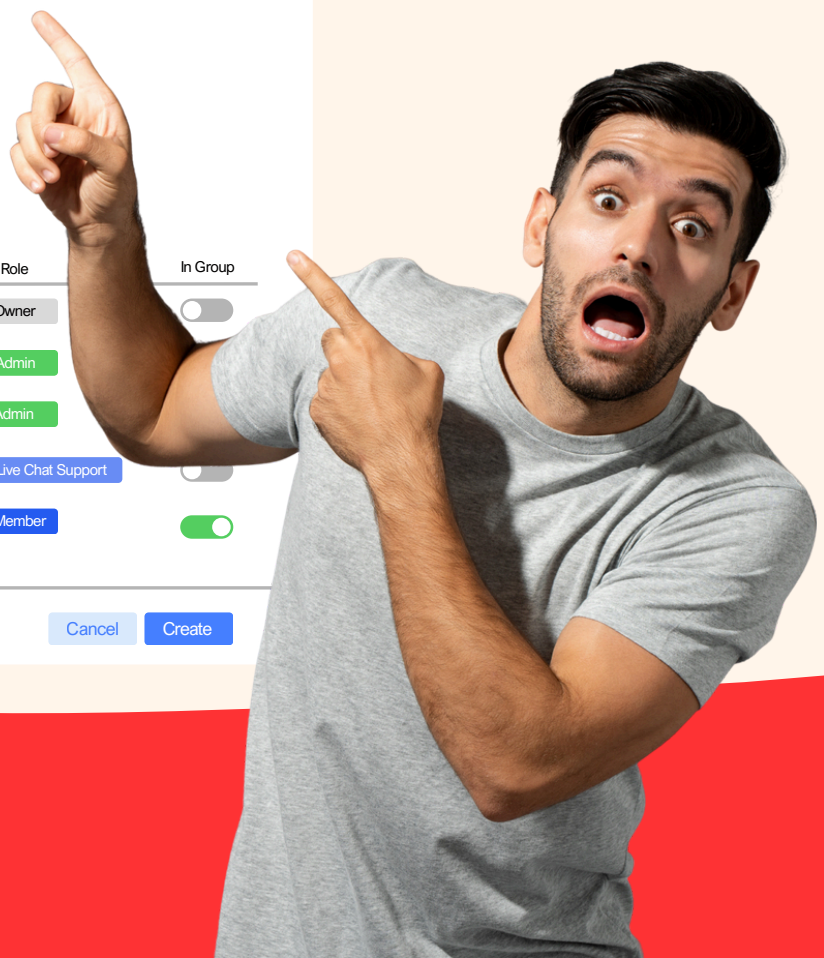
**Team collaboration
made simple.**

Chat Only Group

 *** Group Name**

Image

Members	Role	In Group
 Aarav Mehta	Owner	☐
 Rohan Kapoor	Admin	☐
 Ananya Desai	Admin	☐
 Meera Shah	Live Chat Support	☐
 Karan Malhotra	Member	☒

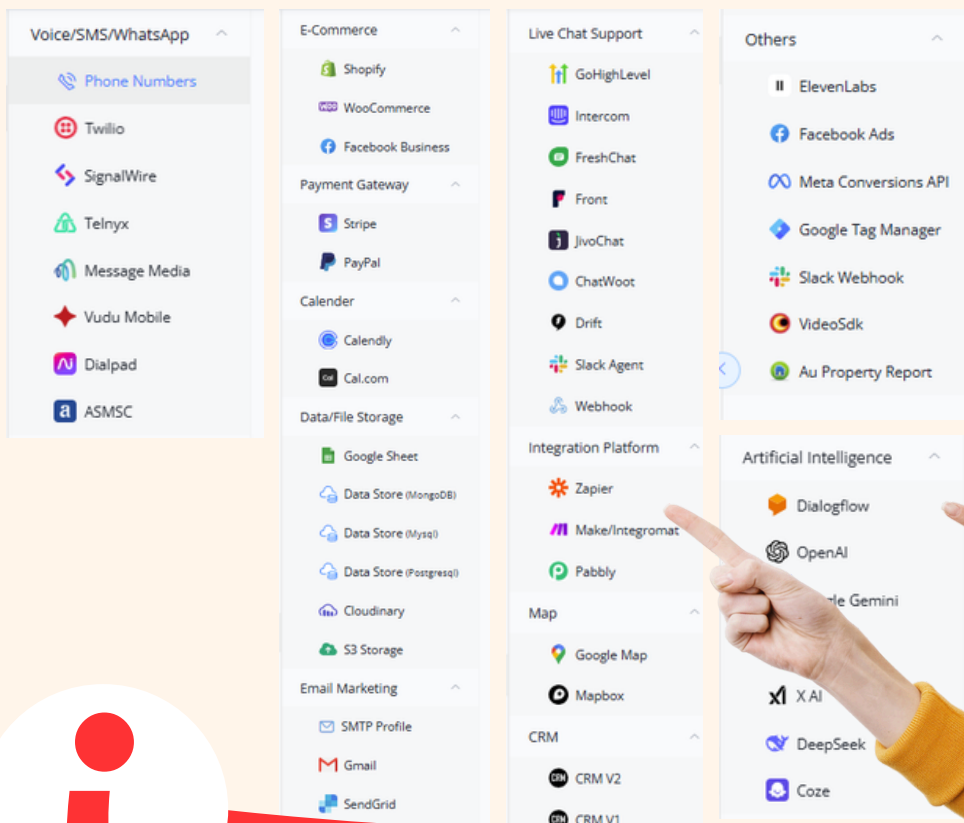


Integrations

PAGE 17

- ✓ Connect all your tools in one place.
- ✓ Sync ecommerce and online stores.
- ✓ Accept payments with gateways.
- ✓ Manage calendars and file storage.
- ✓ Link CRM, email, and live chat.
- ✓ Automate with Zapier, Make & Pabbly.

Integrations that keep everything connected.



Keywords

PAGE 18

- ✓ Set custom keywords to capture intent.
- ✓ Identify what customers need instantly.
- ✓ Personalize conversations with context.
- ✓ Save time by reducing manual effort.

**Understand customers
in just a word.**

Comment Keywords

Name

Track Comments On

All Posts

▼

All Posts

=Custom Post Id=

=All Facebook Comments=

=All Instagram Comments=

If Comment one of the following keywords

Add Keyword

Public reply to comment on page (optional)

+ Add Variation

Add New Comment Keyword

Save Comment Payload

Comment Payload → Select User Field

Private reply in messenger

Choose Sub Flow

☒ Reply to new user 🗨️📷

☒ Reply to existing subscriber 🗨️📷

☐ Reply only once to each user in one post 🗨️📷

☐ Like the user comment 🗨️

☐ Delete the user comment 🗨️

☐ Reply to replies to comments 🗨️

☐ Track if a user tags other users 🗨️👤

Reply with delay in

Immediately

Seconds

Minutes

Hours

Random within 3 minutes

Random within 5 minutes

Random within 10 minutes

Random within 20 minutes



Triggers

PAGE 19

- ✓ Automate actions when conditions are met.
- ✓ Send instant replies at the right time.
- ✓ Route chats to the right person or team.
- ✓ Keep workflows running smoothly.

Right action, at the right moment.

+ Trigger

Q Search

- 👤 New User
- 👤+ User Subscribed to Bot
- 👤- User Unsubscribed from Bot
- ✉️+ User Opted-In for Email
- ✉️- User Opted-Out for Email
- 📱+ User Opted-In for SMS
- 📱- User Opted-Out for SMS
- 💬+ Conversation is Opened
- ⚠️ Conversation is Pending
- ✅ Conversation is Done
- 👤× Conversation is Invalid
- 👤 Chat assigned to an agent
- 👤 Message sent by agent
- 📄 User field value changed
- 📅 Moved to board
- 🎫 Ticket created
- 🎫 Ticket updated



WhatsApp Flows

PAGE 20

- ✓ Create sign-ups, sign-ins, and bookings easily.
- ✓ Automate lead generation and customer support.
- ✓ Run surveys and collect feedback in chat.
- ✓ Customize flows for any business need.

Smart journeys, built inside WhatsApp.

Book your Appointment

4:31 PM

Book Appointment



The smartphone screen shows a WhatsApp chat interface with a flow titled "Book an Appointment". The flow contains the following fields:

- First Name
- Last Name
- Phone
- Date: 5 Sept 2025
- Reason
- Special Request

At the bottom of the flow is a button labeled "Book Appointment". Below the button, it says "Managed by ihakimi. [Learn more](#)".

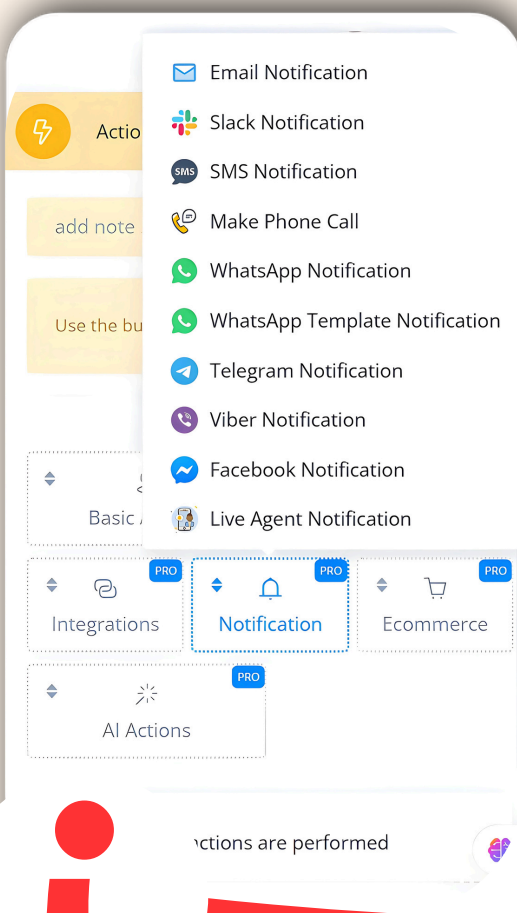


Automatic Notification

PAGE 21

- ✓ Share updates right when they're needed.
- ✓ Remind customers about events or bookings.
- ✓ Keep conversations alive with timely pings.
- ✓ Build trust by never missing a moment.

Notifications that keep everyone in the loop.



Drip Campaigns

PAGE 22

- ✓ Send messages in sequence.
- ✓ Nurture leads automatically.
- ✓ Share updates and offers.
- ✓ Stay connected consistently.

Drip campaigns that build trust.

Sequences Add New Sequence Cancel Save

Name

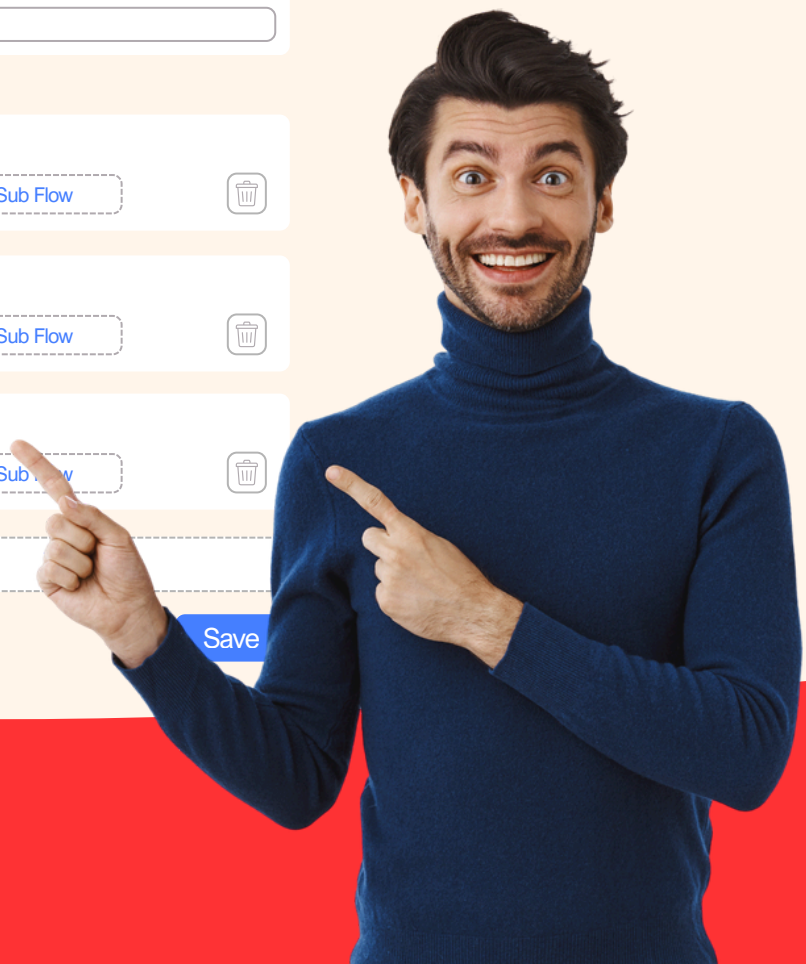
Sequence Name

Messages

After 5 Minutes any day	This message will be sent at least 5 Minutes after a previous message	Send Choose Sub Flow
After 24 hours any day	Any time Immediately Minutes Hours Days	Send Choose Sub Flow
After 7 days any day	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	Send Choose Sub Flow

+ Add Message

Save



The logo for ihakimi features a stylized lowercase 'i' in red, composed of a solid red circle above a red vertical bar. This is followed by the lowercase letters 'hakimi' in a bold, black, sans-serif typeface.

Smarter Flows. Bigger Impact.