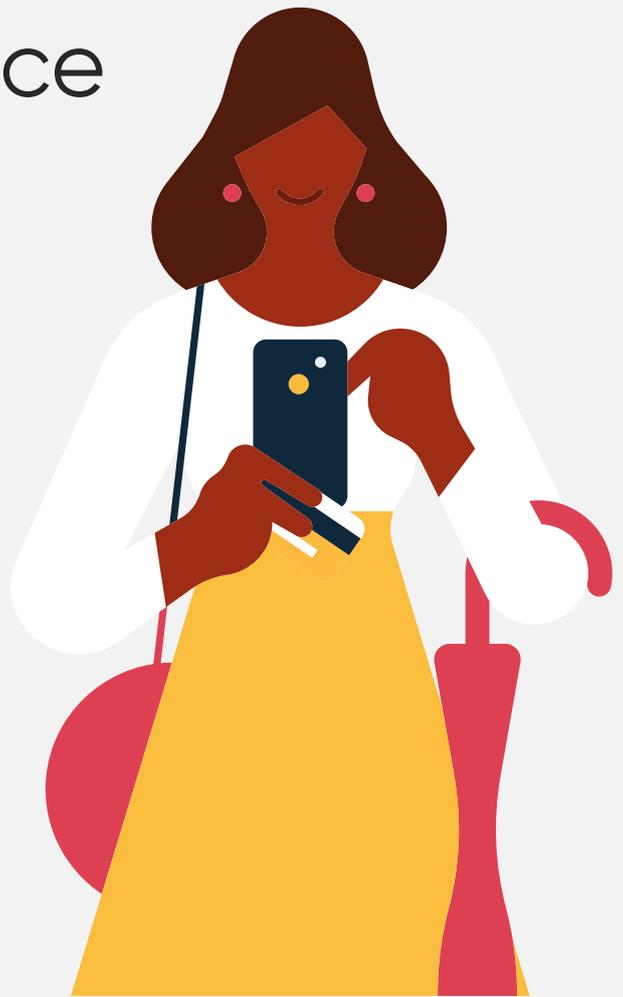# WhatsApp Business Solution by Sinch

Deliver an enhanced customer experience with WhatsApp Business

In January of 2018, WhatsApp launched its business app, and now there are more than five million businesses using it to support customers, grow their businesses and serve their communities all over the world.

This is an important step as nearly 90% of consumers want to message with businesses, so companies large and small can't afford to be left behind. This got us excited and now Sinch is the official WhatsApp Business solution partner to help businesses make instant customer connections. We commit a super easy, and quick on-boarding process to ensure businesses can focus on what matters most to them and leave the rest to us.

Connect with customers where they already are

1 Rich Text Messages
Add more context to your conversations with multimedia communications. Media sharing available; PDF ,DOC, PPT, XLS, JPG, JPEG, PNG, AAC, MP4 , AMR, MP3 , and OPUS.

2 Two-way Communication
Use business messaging for interactions and not just for push messages. Answer product or customer service questions with an option to set automated responses.

3 End to End encryption
WhatsApp verifies all business accounts, your customers are assured it's not an imposter on the other end when they opt-in to connect with you.to set automated responses.

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Sinch's Rich Media Platfrom Capabilities

Functional
Easy to integrate and implement. Campaign Management, Template Management, File Handling, and MIS. Opt-in functionality (ACL can help manage opt-ins).

Robust
Multi-language support. Rich media support. Protocol support – HTTP, and FTP.

Reliable
High availability - 99.99% platform uptime. Secure platform with authentication and audit trail. Enterprise-grade security is built into our products by default..

Graphical Interface
Intuitive GUI for scheduling messaging and file upload (txt, xls, csv). Efficient Dashboard and report center for comprehensive analytics.

Why Sinch?

Super Easy On-boarding and Integration
And, no need to panic. We have got you covered with a quick and easy on-boarding, and integration process. Our infrastructure supports; Campaign Management, Template Management, File Handling, MIS, and Opt-in functionality (We can help manage opt-ins).

Secure and Reliable
We understand how important it is to keep the conversation going. Thus, our platform offers high availability with 99.99% up time. ACL's platform is 100% secure with authentication and audit trail and supports end-to-end encrypted messages between entities.

24/7 Support
We provide 24/7 support to ensure business continuity while we ensure a seamless hand holding process for our customers to stay ahead of the competition.

sinch.com

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About Us

Sinch is a leading provider of communications platform to businesses.

Our platforms enable large and leading enterprises to engage customers over multiple channels including; SMS, Voice, Email, WhatsApp and Notifications with rich and intelligent communication services. For more information, visit; www.sinch.com

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