

WHATSAPP BUSINESS

CONNECT WITH CUSTOMERS ACROSS THE GLOBE

Kick your communications up a notch to reach, support, and engage billions of consumers using WhatsApp Business

Let's Get Started!



MITTO + WHATSAPP = POWERFUL COMMUNICATION

Mitto's WhatsApp Business solution delivers your company access to the world's most popular messaging app. WhatsApp's expansive technology suite and Mitto's robust routing network provide key features that will help your brand grow and expand.



SMS Fallback

If WhatsApp delivery fails, Mitto can send the message via SMS, so you never miss a chance to connect with your customers



Native Entry Points

Utilize QR codes and strategic web placements to initiate seamless customer conversations and frictionless conversions



Verified Profiles

Create a professional and verified business profile on WhatsApp, complete with your company logo, description, and contact details



Rich Conversations

Engage in dynamic interactions by sending and receiving texts, images, files, videos, CTAs, and other interactive elements



2-Way API

Flexible programming allows your brand to effortlessly send and receive WhatsApp messages to and from customers worldwide



Better Analytics

Optimize campaign performance with in-depth insights and powerful metrics that help inform future decisions and drive ROI

GO BEYOND CUSTOMER ENGAGEMENT



VERIFICATION

Safeguard you and your customers with two-factor authentication



NOTIFICATIONS

Keep customers informed with timely delivery, order, or appointment reminders



SUPPORT

Offer exceptional customer support through direct conversation



ALERTS

Provide critical updates, changes, or reminders when it matters most



MARKETING

Launch mobile marketing campaigns that drive sales and growth

WHAT MAKES WHATSAPP BUSINESS SPECIAL?



Business tools



Away message

Reply automatically when you're away



Quick replies

Reuse frequent messages

Automatic Away Message

Set up scheduled or on-demand messages to inform customers when you're unavailable



Coco Loco
online



How would you like to pay?

11:49

[New card](#)

[Card on file](#)

List Messages and Reply Buttons

Automate conversations with a list of topics to choose from and set defined reply options



Sandra's Cakes

Business Profile

Give customers a comprehensive overview of your company in an easily digestible format



Sandra's cakes
online



Hello 🍌

11:49

/1 Welcome to Sandra's Cakes! 🍰🍌🍌

/2 The product is currently out of stock

Quick Replies

Streamline two-way communication with saved responses to frequently asked questions



Business tools

Messaging



Greeting message

Welcome new customers automatically

Automatic Greeting Message

Start every conversation on a friendly note with a customized business greeting

BE BEYOND WITH MITTO

The WhatsApp Business App is a great tool, but it's limited. Using WhatsApp Business via Mitto enables a much richer feature set.

WHATSAPP BUSINESS APP

- ✓ One Account
- ✓ Basic Features
- ✓ No Templates or Chatbots
- ✓ Integrations Not Supported
- ✓ Ad-Hoc Customer Support
- ✓ Free to Use

WHATSAPP BUSINESS VIA MITTO

- ✓ Unlimited Users
- ✓ Scalable + Flexible
- ✓ Automate Conversations
- ✓ Integrations Supported
- ✓ Dedicated Service + Support
- ✓ Available on App + Browser
- ✓ Requires Messaging Provider



SECURELY INTERACT WITH CUSTOMERS ALL OVER THE WORLD



RICH CONTENT

Share engaging content like photos, videos, audio, link previews, and more



ADDED VALUE

Send up to 1,000 characters and ensure privacy with end-to-end encryption



2-WAY SUPPORT

Easily respond to customer-initiated conversations and get instant feedback



EXTENDED REACH

WhatsApp has a global customer base of more than 2 billion users and counting

WE MAKE WHATSAPP HAPPEN

Onboard WhatsApp Business seamlessly into your omnichannel communications strategy with Mitto. We're with you every step of the way, ensuring a smooth connection to your customers.

Omnichannel Interface

Efficiently manage two-way WhatsApp messaging for customer service and support within a single pre-built, no code platform through **Mitto Conversations**



Easy Integration

Mitto provides simple implementation of advanced technology into a variety of platforms to get your brand up and running with the latest in business communications

Developer API

Build WhatsApp messaging into any customer experience and automated user flow to ensure global reach and accessibility with **API enablement**

Dedicated Support

Ongoing 24/7 guidance and global messaging expertise from sign up through deployment and beyond

WHATSAPP BUSINESS HAS NEVER BEEN SIMPLER

With our intelligent messaging solutions, your business can equip itself with the tools you need to achieve your goals

CONVERSATIONS

Manage messaging across WhatsApp, Facebook Messenger, SMS, and more all within a single dashboard.

[Learn More](#)

TALK TO AN EXPERT

Not sure where to start? Mitto can help you integrate WhatsApp Business into your omnichannel communications strategy.

[Let's Get Started](#)

ENGAGEMENT THROUGHOUT THE CUSTOMER JOURNEY

Ensuring you stay connected to your customers, every step of the way

» DISCOVERY

Use WhatsApp Business to help customers discover your company, products, and services. Build a strong foundation for ongoing loyalty by being available to answer customer questions and foster trust in your brand.



» ACQUISITION

Offer special promotions, deals, or personalized recommendations to move new customers through the sales funnel. **Conversational commerce** guides your target audience through the purchasing process and helps you achieve revenue goals.

» ENGAGEMENT

Provide post-purchase support and follow-up, including order confirmation, shipping updates, and any necessary customer service. Timely and responsive support will ensure your brand is always top of mind.



» RETENTION

Now that you're converting business provide them with ongoing personalized and relevant content, including product updates, exclusive offers, and helpful tips. Lasting satisfaction and brand loyalty will turn one-time customers into regulars.