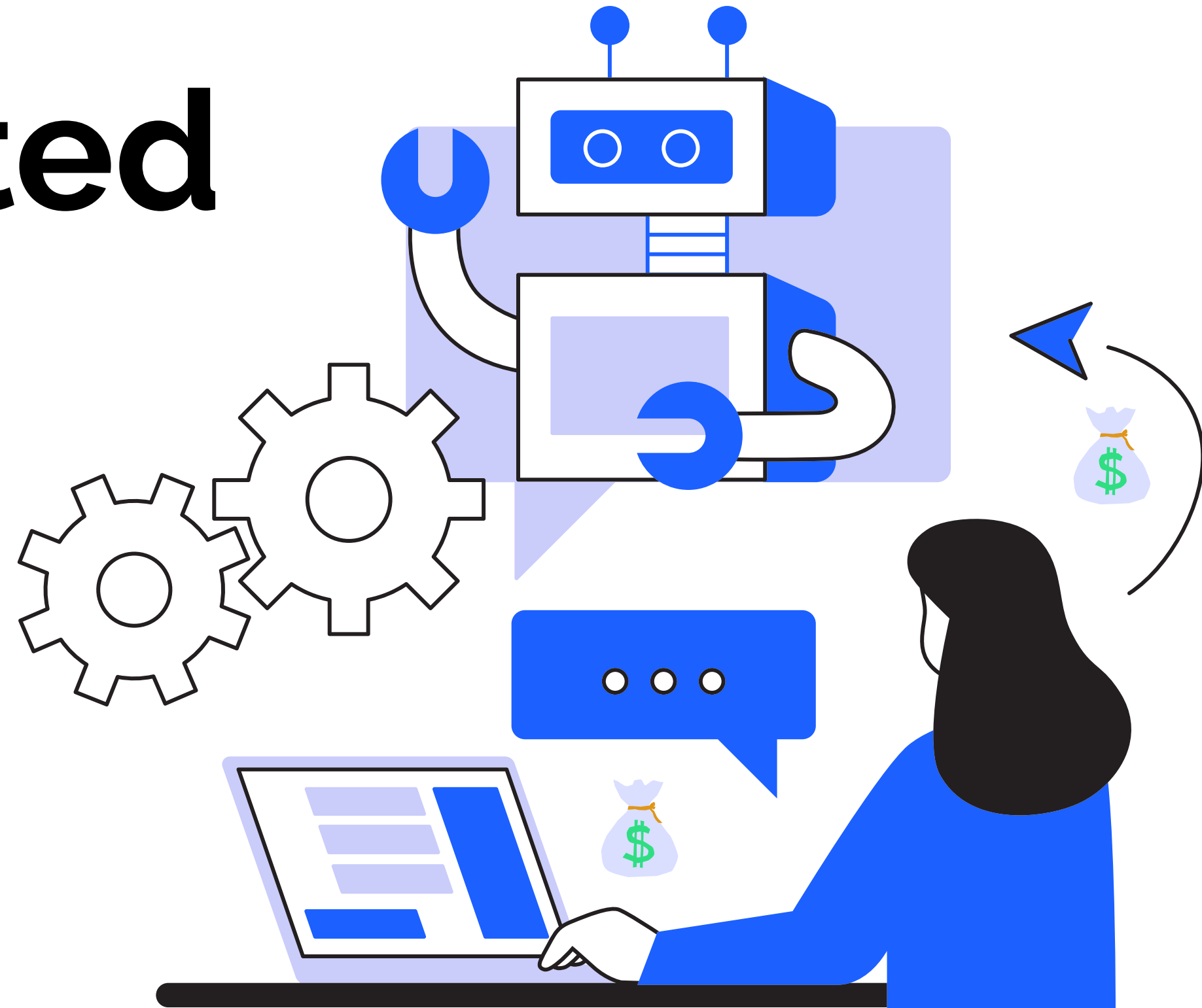


Smart Automated Sales Chatbot

*Turn customer enquiries into qualified leads,
Automatically, 24/7.*



Cilent Overview

PACCO is a leading distributor of window films in Singapore, offering tailored solutions for residential, commercial, and automotive needs, focusing on solar control, privacy, and safety.

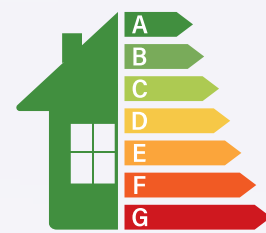
Key Focus Areas



Solar & heat control solutions



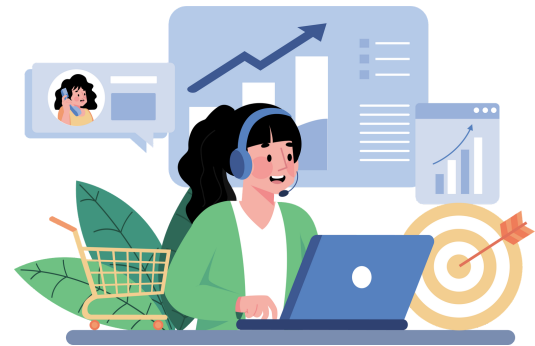
Privacy & safety films



Energy efficiency & UV protection



Current Interaction Flow



User : Sales Associate from Pacco (Singapore)

Receives enquiries via WhatsApp or website



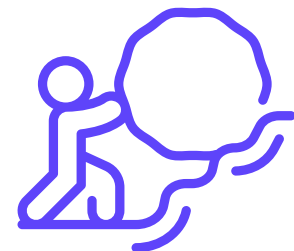
Customer asks about heat filtering window films

Sales Rep Consolidates Response



Sales rep checks catalogs, PDFs manually

Operational Challenges



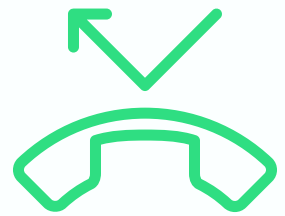
- No centralized query tracking
- Delayed follow-ups on enquiries
- Appointment missed

Sales Rep Creates Response for User



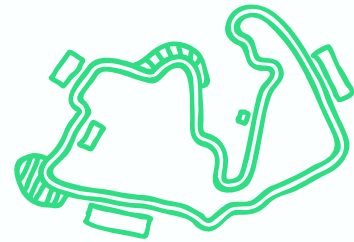
Advisor **customizes responses manually** for each user

Business Challenges



MISSED MESSAGES

Unavailable staff causes missed chats and lost leads.



UNTRACKED APPOINTMENTS

WhatsApp bookings weren't logged leading to errors.



SLOWER RESPONSE

Manual replies slowed and reduced conversions.

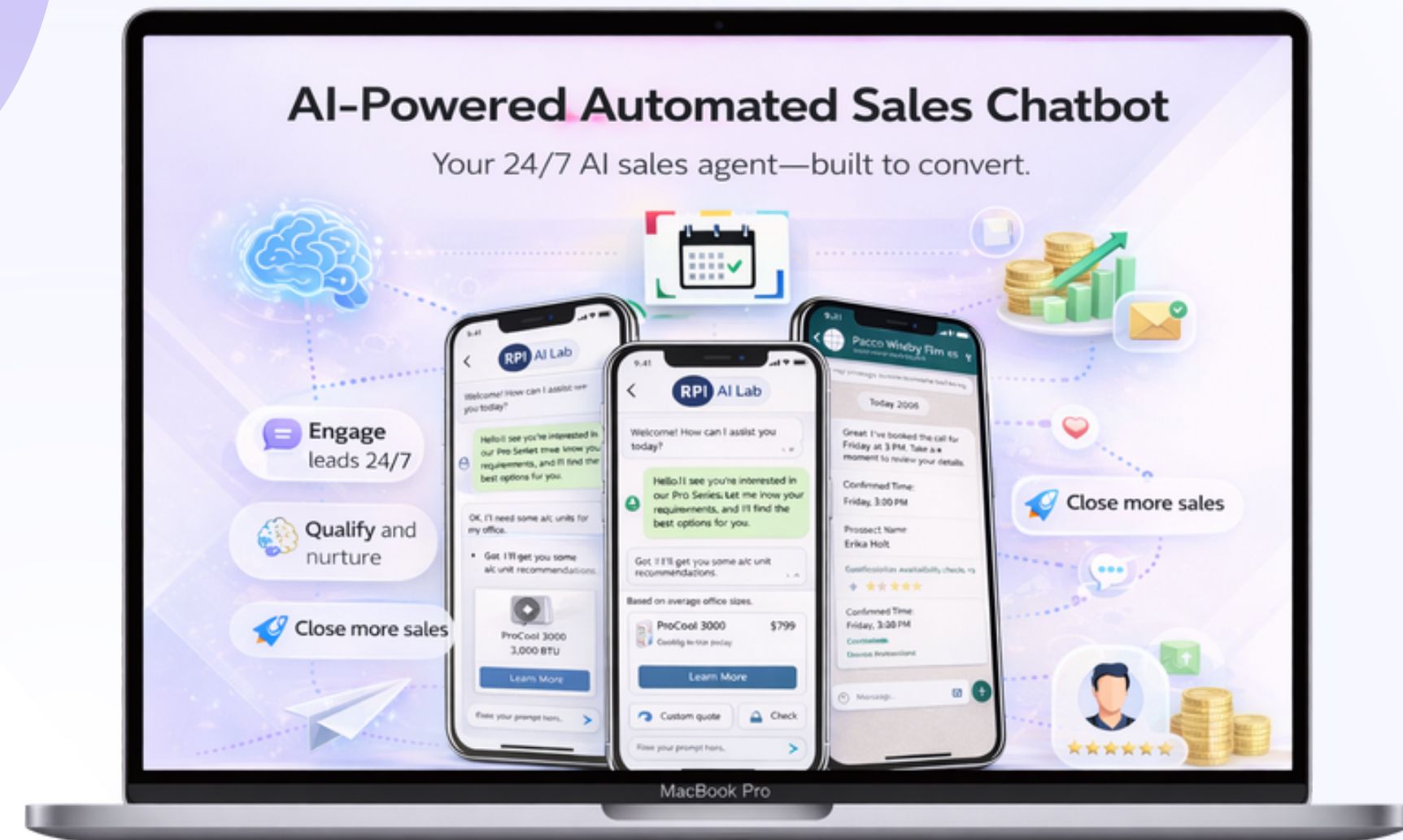


TEAM OVERLOAD

High chat volumes overwhelmed staff during peak hours.

Solution: AI-Driven Automated Sales Chatbot

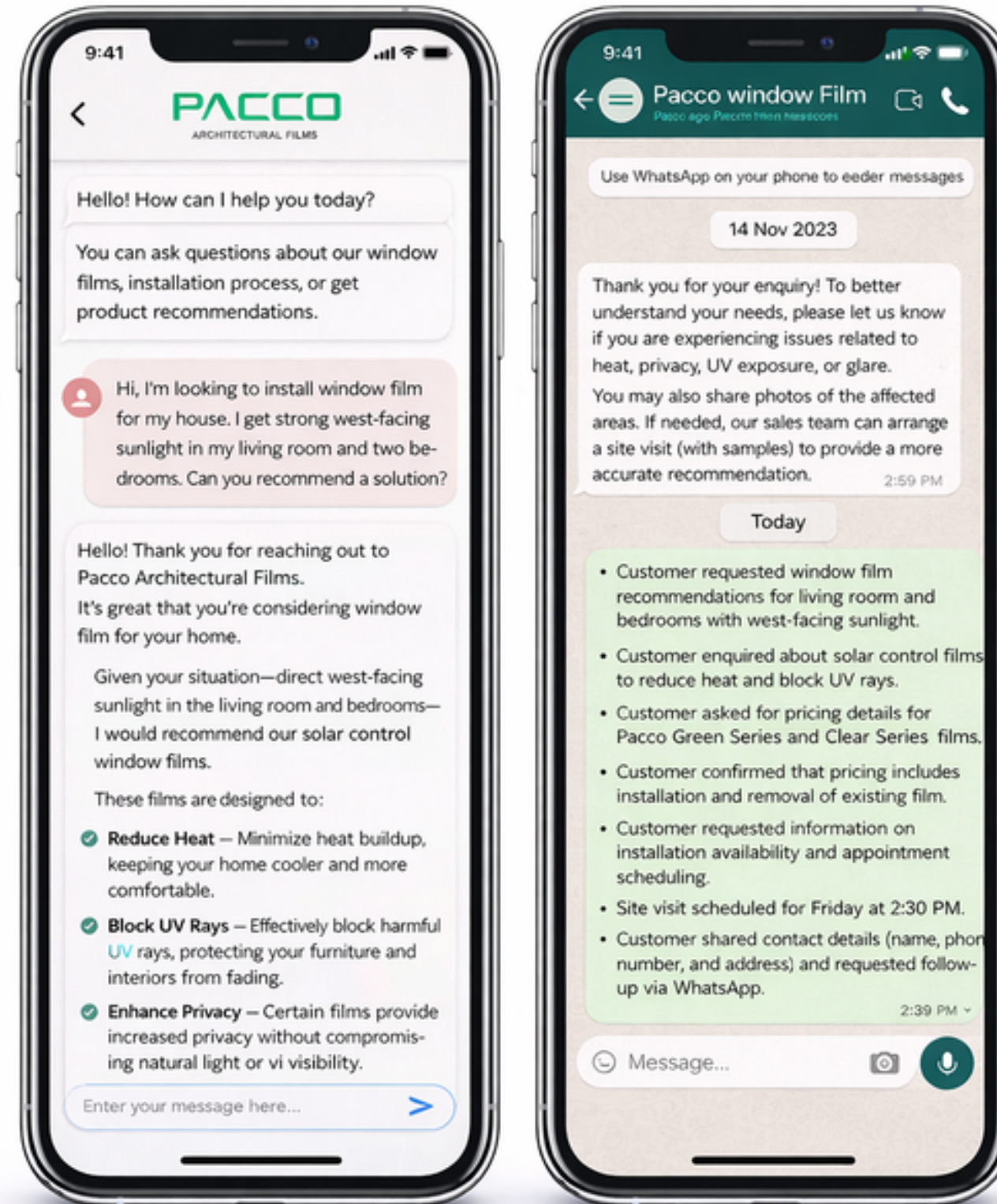
Powered by Agentic AI to
engage, qualify, and convert
customers at scale.



Sales Operations Intelligence

24/7 Automated Engagement

Agentic AI powered by NLP and intent detection delivers real-time, personalized responses and recommendations



Smooth Handoff Process

Seamlessly transfer the chat transcript automatically to Sales WhatsApp account for follow-ups and appointments.

Sales Operations Intelligence

Integrated Google Calendar

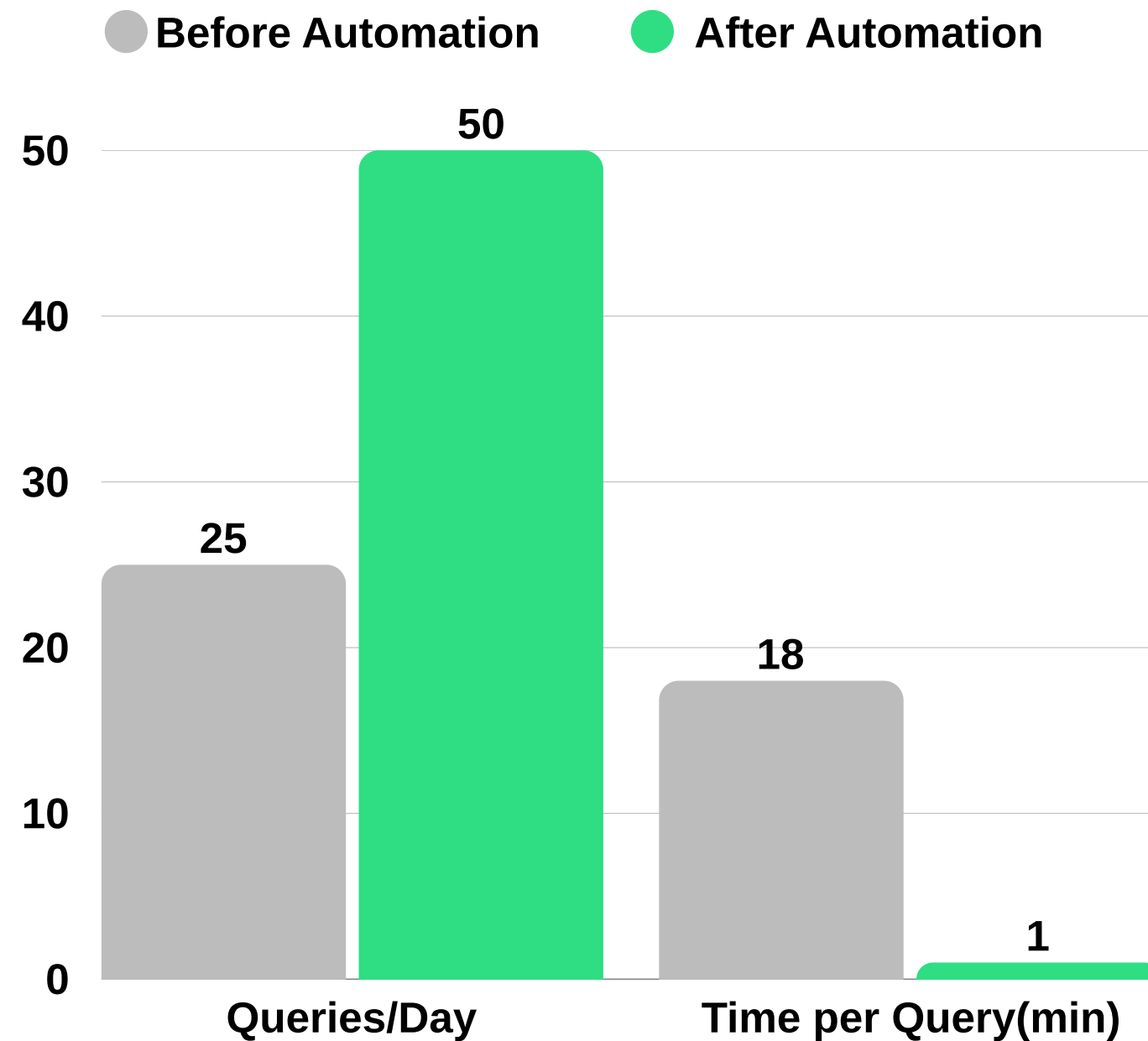
Supports **AI-driven scheduling**, **real-time availability**, and **appointment tracking** from conversations.

Centralized Product Knowledge

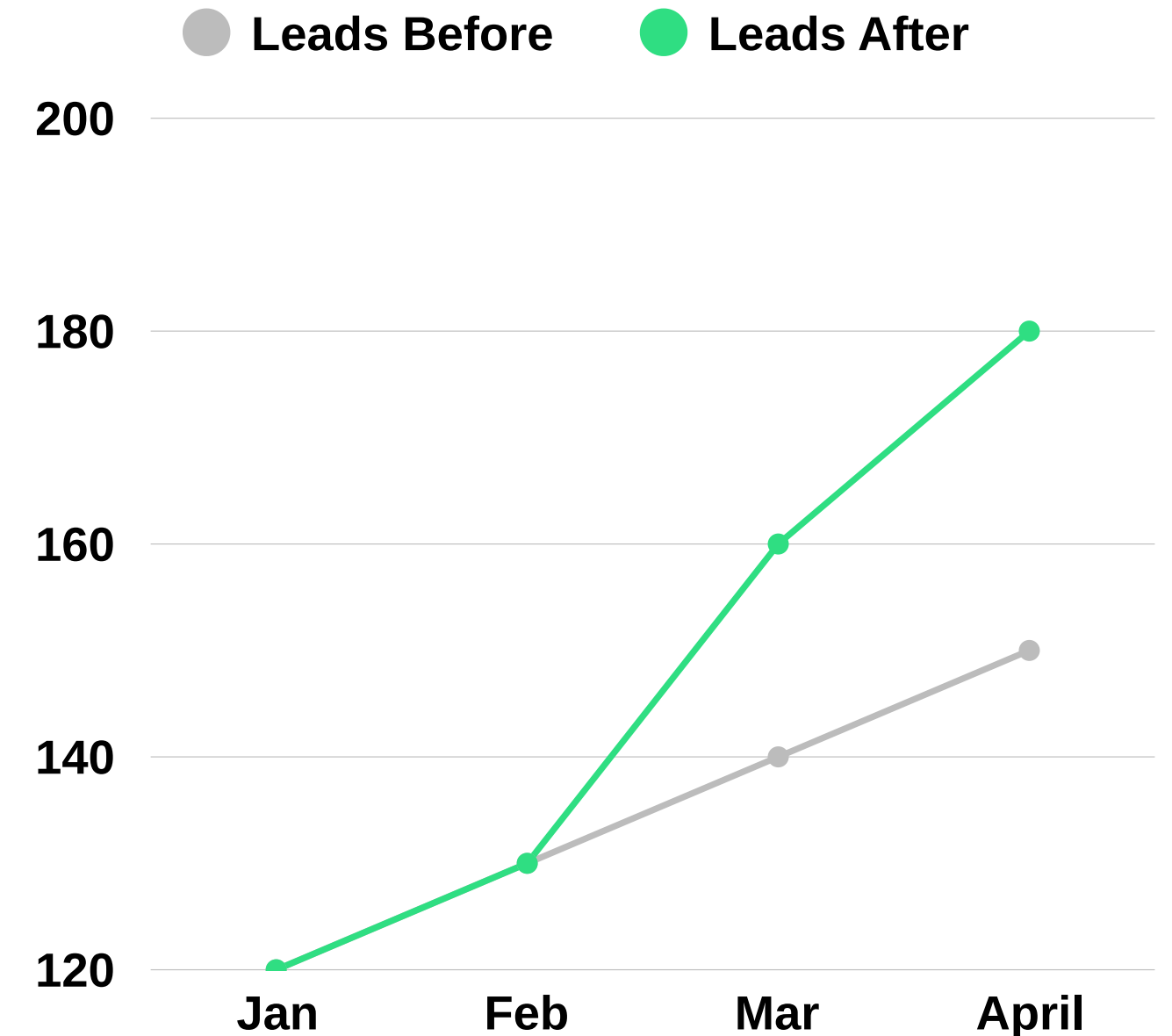
Centralized **knowledge base** for AI-driven responses **consistent messaging** and team access.



Impact After Agentic Automation



2x Workflow Efficiency



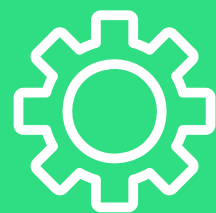
+35 % More Sales Leads

AI-Driven Operational Gains

100%



Appointment
Accuracy with
no missed
bookings



200+



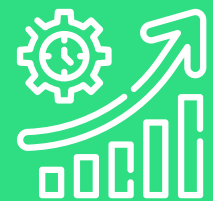
Hours saved as
bot handles
queries
efficiently.



100%



Response
Rate as no
query goes
unanswered



Our Agentic AI Capabilities

Beyond Sales

1. Customer Support & Service Sector

AI Customer Support Assistant

Handles FAQs, order status, issue resolution, and escalations with NLP-based intent detection and 24/7 automated responses, reducing support workload.

Ticket Triage & Routing

Automatically classifies issues, prioritizes urgency, and routes conversations to the right teams with full context.

2. Lead Nurturing & Marketing Assistant

Lead Nurturing Chatbot

Engages prospects with personalized follow-ups, product education, and campaign responses based on conversation intent and behavior.

Campaign & Promotion Assistant

Responds to inbound campaign traffic (ads, WhatsApp blasts, landing pages) and captures qualified leads in real time.



Our Agentic AI Capabilities

Beyond Sales

3. Internal Teams & Knowledge Access

Internal Knowledge Assistant

Enables teams to query product documents, SOPs, and policies using natural language via chat.

Onboarding & Training Assistant

Supports new hires with instant access to processes, FAQs, and guided workflows.

4. Appointments & Operations Expert

AI Scheduling Assistant

Integrates with Google Calendar to manage bookings, reschedules, reminders, and availability checks directly from chat.

Conversation-to-Action Automation

Triggers downstream actions such as CRM updates, notifications, or task creation from chat interactions.



Get in Touch

Transform your financial ecosystem with **RPI AI Lab's** next-generation AI solutions that deliver real-world impact.

BOOK A DEMO TODAY

 www.rpigroup.com

 +65 67490482

 sales@rpigroup.com

 Singapore, United States,
France, Malaysia, Thailand



Ashok Agrawal

CEO

+65 98478136

ashok@rpigroup.com



Yee Loo Tan

Business Development Manager

+65 9799 6935

yee.loo@rpigroup.com





Thank You

Build Your Next Vision With RPI AI Lab



www.rpigroup.com



+65 67490482



sales@rpigroup.com

Certified:



Google Cloud



databricks

Copyright 2026 RPI AI Lab | sales@rpigroup.ai