wazapp PRICE LIST

Customer care on WhatsApp.

A shared WhatsApp inbox for your team, and an assistant that answers the ordinary questions day and night. Billed monthly, no contract.

1. WhatsApp Assistant

MONTHLY

Put the assistant and your support inbox on your own WhatsApp number

+ Self-service bot (renew, diagnose, WiFi, devices)
+ M-Pesa STK from chat
+ Unified inbox with app chat
+ Agent handoff
+ Message templates

KES 2,000 / month

Your own verified number, a shared team inbox, templates and delivery reports.

2. AI Customer Care

ADD-ON

An assistant that answers your customers instantly, day and night

+ Answers in seconds, 24/7
+ Knows each customer's account
+ M-Pesa renewals and part payments from chat
+ Payment tracing and reallocation
+ Line diagnosis on milesolt, SmartOLT and TR-069

KES 5,000 / month

Added on top of the pipeline. Switch it off any month and keep the inbox.

3. Custom for your business

QUOTED

When the answers have to come out of your own systems: bookings, stock, patient records, accounts. We connect to your APIs, or build and train the backend for you.

+ We connect to your own systems and APIs
+ Or we build the backend and train it for you
+ Your workflows, your wording, your languages
+ Everything in the pipeline included

Priced on what you need

Scoped with you, quoted once, then a monthly fee.

INCLUDED - EVERY PLAN

+ **Shared team inbox** one number, your whole team
+ **Agent handover** silent when a person replies
+ **Message templates** approved and ready to send
+ **English and Swahili** answers in their language
+ **Your own dashboard** yourname-wazapp.milesisp.com
+ **No hardware, no install** running in about a day

Start at wazapp.milesisp.com

Create your account, pay the onboarding fee by M-Pesa, and connect your WhatsApp number.