

APPENDIX 2

Service details

VOX is providing full licence of the Platform to the Merchant for the whole Term, with the scope to automate the collection of online orders through WhatsApp .

The platform consist of:

1. **BOT** in charge of collecting user orders through conversational experience, in english.
2. **Dashboard** for managing and visualizing reports.
3. **Third-Parties Integrations** with Merchant's Partners to complete the ordering experience.

The BOT is able to automate the online delivery order process, by identifying specific user intents such as: placing of a new order, request of information (menu, price, etc), payment, delivery details, order updates/cart and FAQs. The BOT collects user order requests and transfers them to the Merchant's nearest store directly on the outlet's WhatsApp, for later being processed by the Merchant's staff and collected by the logistic partner, which will deliver the items.

The Dashboard allows the Client's to visualize reports and data related to orders, such as: detailed customer information, sales insights, outlets performances, etc.

Third-Parties Integrations with Merchant's Partners are set-up throughout API by VOX and facilitated by the Merchant to ensure a smooth collaboration between the parties involved; integrations allowa to complete the user experience such as: accepting inquiries and orders through WhatsApp, accepting online payments and performing the delivery of the items sold.

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