1. Digital Invoice - Work Flow
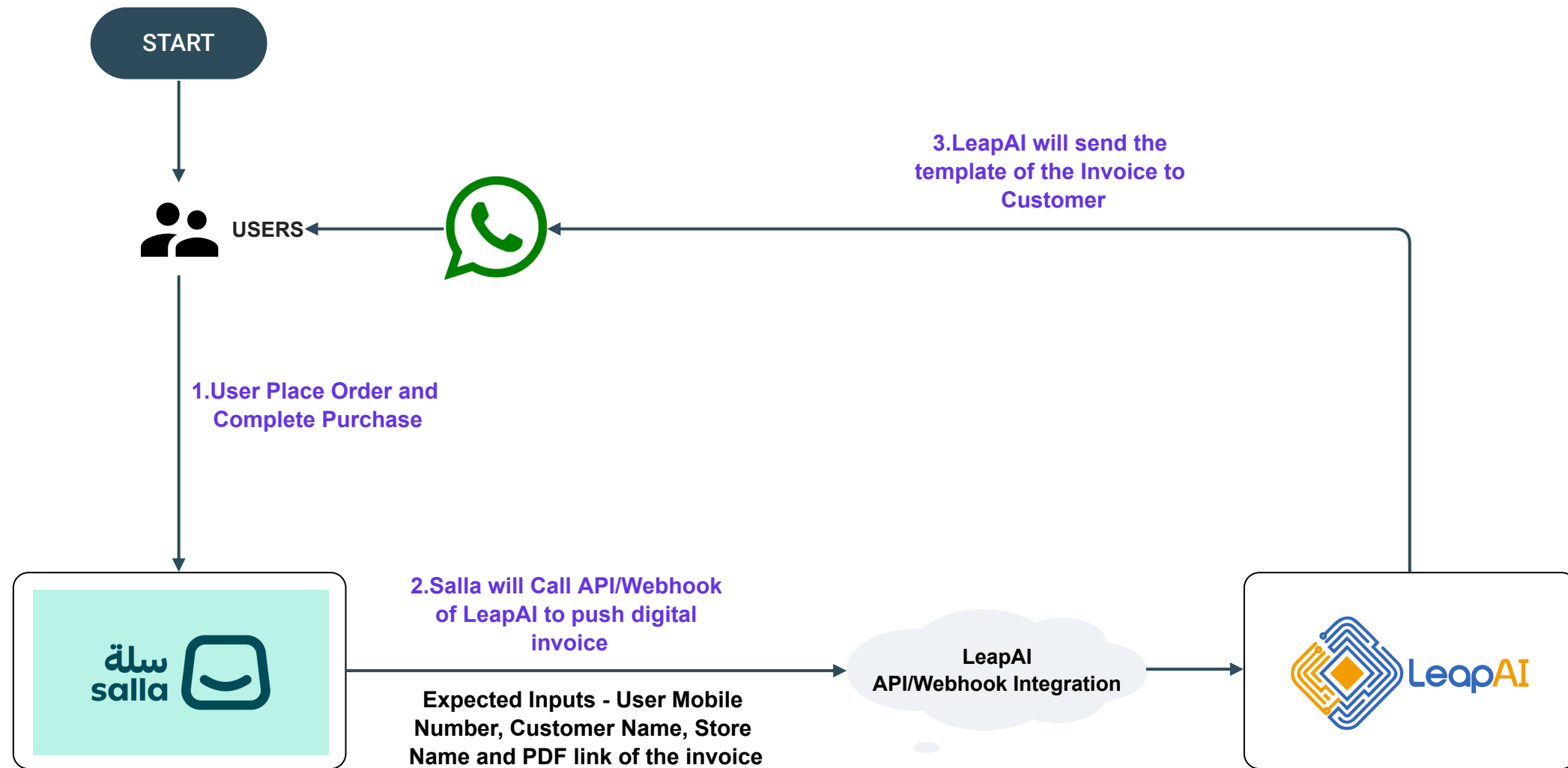
Sample Preview

(WhatsApp Message - English & Arabic together)

(WhatsApp Message - English ONLY)

(WhatsApp Message - Arabic ONLY)

2. CSAT After Shopping - Work Flow

4.User submit the
answer of rating

3.LeapAI will send the CSAT
template to the customer

START

USERS

User receive message on
WhatsApp channel

1.User complete purchase
from the store

Sall API

5.Rating Response will send
to Salla API

2.Salla will Call API/Webhook
of LeapAI to push CSAT rating

Expected Inputs - User Mobile
Number, Customer Name, Store
Name

salla

LeapAI
API/Webhook Integration

LeapAI
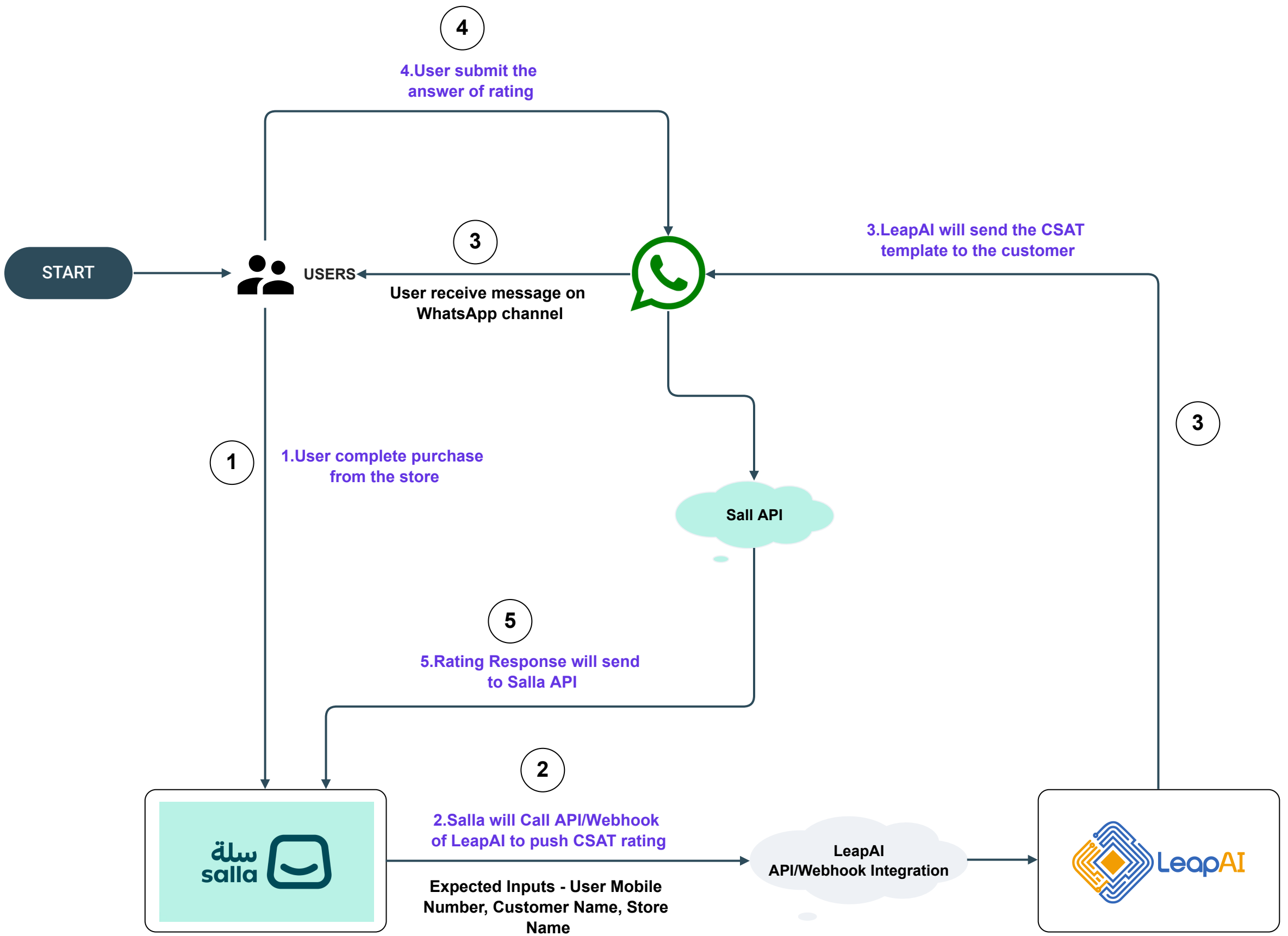
2 Comments
- ✅ Salla can send CSAT along with digital invoice.
- ✅ Salla can send CSAT separately as per the business logic after a certain interval of the purchase
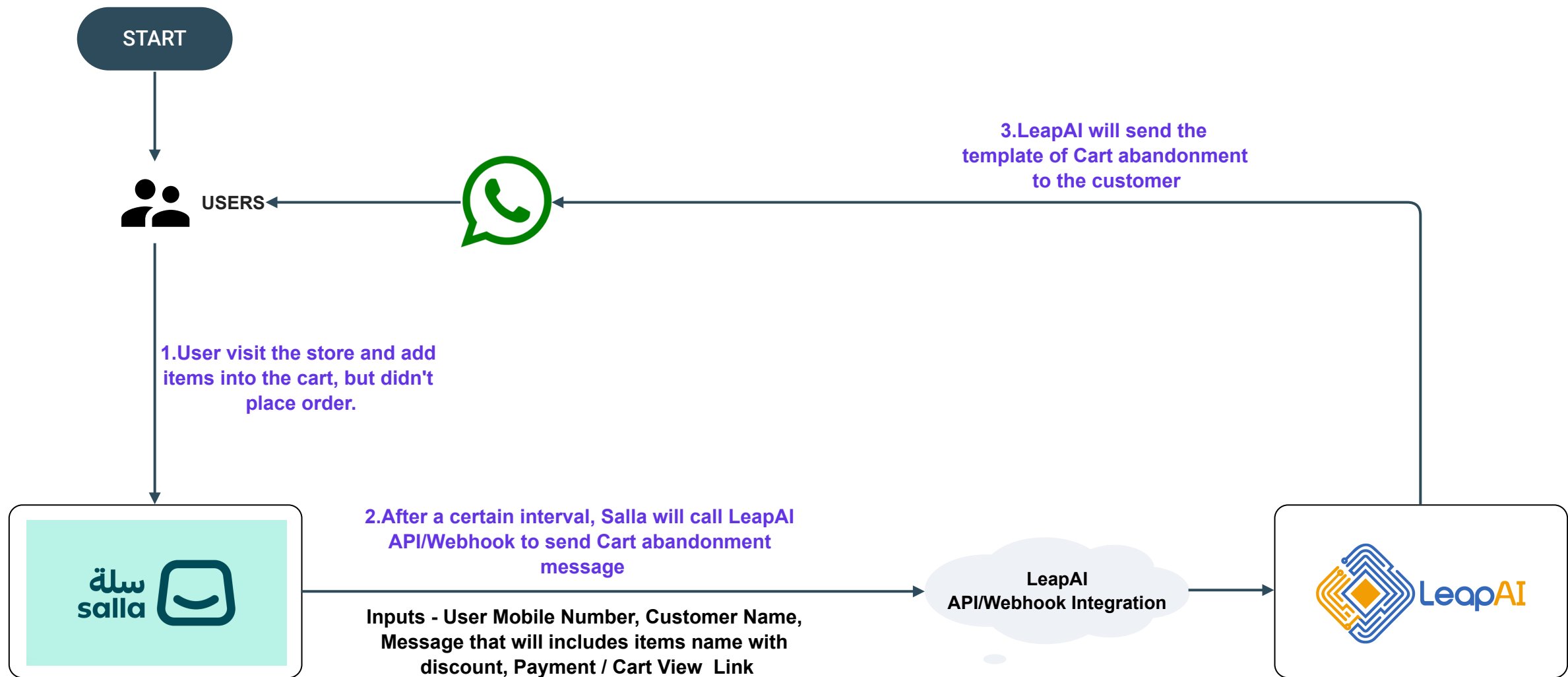
Sample Preview

Preview

Hello John,

Thank you for shopping with XYZ store.

Overall how would you rate your experience with us?

Please type a number from 1 to 5.

1. Very Satisfied ⭐⭐⭐⭐⭐
2. Satisfied ⭐⭐⭐⭐
3. Neutral ⭐⭐⭐
4. Dissatisfied ⭐⭐
5. Very Dissatisfied ⭐

3. Cart abandonment - Work Flow

START

USERS

3.LeapAI will send the template of Cart abandonment to the customer

1.User visit the store and add items into the cart, but didn't place order.

2.After a certain interval, Salla will call LeapAI API/Webhook to send Cart abandonment message

Inputs - User Mobile Number, Customer Name, Message that will includes items name with discount, Payment / Cart View Link

LeapAI API/Webhook Integration

LeapAI

salla سلة

Sample Preview

Preview

Hi Mohammed,

We noticed you left Black RayBan Sunglass behind in your cart! 😊 Don't miss out on your favorite items.

Complete your purchase now and enjoy 10% off with code CART10.

Click here to return to your cart

Happy shopping! 🛍️

View My Cart