

AlignDesk

Your Unified Customer Conversation Platform

The screenshot displays the AlignDesk interface. On the left is a sidebar with the AlignDesk logo and navigation options: All Conversations (24), WhatsApp, Instagram, Messenger, Web Chat, and Email. Below these are team assignments: Support Team and Sales Team. The main area is divided into two panes. The left pane shows a 'Conversations' list with entries for Ahmad Hassan (2m), Sara Khoury (15m), and Rami Bassil (1h). The right pane shows a detailed chat view for Ahmad Hassan, including a customer message, an AI auto-response, and a confirmation message. A 'Send' button is visible at the bottom right of the chat area.

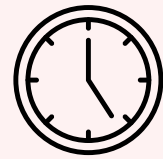
The Problem

Your customers are everywhere. Your team is overwhelmed.



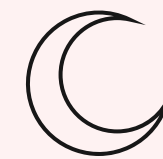
Scattered Channels

WhatsApp, Instagram, Messenger, email, web chat, each in a separate app



Slow Response Times

Customers wait hours for answers to simple questions



After-Hours Silence

Leads and customers disappear because no one responds at night or weekends



Zero Visibility

No way to track conversation volume, team performance, or satisfaction



Repetitive Work

Agents copy-paste the same 20 answers hundreds of times a day



Rising Support Costs

Hiring more agents just to keep up with growing message volume

The Solution

AlignDesk

One platform to manage every customer conversation, across every channel, powered by AI.

WhatsApp

Instagram

Messenger

Email

Web Chat

SMS

AlignDesk Unified Platform

AI Responses

Smart Routing

Team Inbox

Analytics

We Handle Everything For You!

You focus on your business. We set up the entire system.

1

Facebook Business Verification

We verify your Facebook Business account with Meta, required for API access and blue badge trust.



2

WhatsApp Number Meta Verified

We register and verify your WhatsApp Business number through Meta's official process, green badge included.



3

API Setup & Configuration

Full WhatsApp Business API setup, messaging templates, webhooks, phone number provisioning, and testing.



4

AlignDesk Integration

We connect everything to AlignDesk, channels, AI responses, team routing, CRM sync, and automation flows.



5

Training & Go-Live

Your team gets hands-on training. We test everything live and launch with full support.



Unified Omnichannel Inbox

Every conversation. Every channel. One screen.

The screenshot displays the ALIGNDESK Unified Omnichannel Inbox interface. On the left is a dark blue sidebar with navigation options: 'All Conversations' (24), 'WhatsApp', 'Instagram', 'Messenger', 'Web Chat', and 'Email'. Below these are team assignments: 'Support Team' and 'Sales Team'. The main area shows a list of three conversations:

- Ahmad Hassan** (AH): "I need help with my order..." (2m)
- Sara Khoury** (SK): "Do you have size M in blue?" (15m)
- Rami Bassil** (RB): "Can I book for Saturday?" (1h)

The right pane shows a detailed view of the conversation with Ahmad Hassan. It includes a customer message: "Hi, I need help with my order #4821. When will it be delivered?". An AI Auto-Response follows: "Your order #4821 shipped yesterday and is arriving Thursday by 2pm. Track it here." The customer replies: "Thank you! That was fast." A green box at the bottom indicates: "+ AI resolved automatically".

AI-Powered Copilot

Your agents' smartest teammate

Auto-Resolve Conversations

AI learns from your knowledge base, FAQs, and past conversations to answer customer questions independently

Smart Reply Suggestions

Copilot suggests the perfect response based on conversation context. Agents click to send or customize before replying.

Multilingual Support

Responds in Arabic, English, and 50+ languages. Detects customer language automatically and translates in real-time.

Sentiment Detection

Identifies frustrated customers and escalates to a senior agent before the situation gets worse.

Copilot

Customer: Can you help me update my payment method?

◆ Copilot Suggestion

Hi! You can update your payment method from Settings > Billing > Payment Methods. Would you like me to walk you through it?

Use This

Improve

Translate

Arabic Translation

مرحباً! يمكنك تحديث طريقة الدفع من الإعدادات!

Proven Results Across Every Industry

AlignDesk doesn't just organize conversations, it transforms your business metrics.

80%

Reduction in Customer Service Load

AI handles routine inquiries automatically. Your team only touches the conversations that truly need a human.

3x

Faster Response Times

From hours to seconds. Instant AI responses + smart routing mean customers never wait.

35%

Increase in Sales Conversions

Faster responses = more closed deals. Leads captured 24/7, qualified instantly, and routed to your sales team.

94%

Customer Satisfaction Rate

Happy customers come back. Instant answers, consistent quality, and personal touch across every channel.

Proven to Work Across Any Industry

E-Commerce

Hospitality

Healthcare

Real Estate

Logistics

Education

Finance

Retail

Automation & Broadcast Campaigns

Build automated workflows and reach your audience at scale

AlignDesk — Automation Builder Publish Flow

```
graph TD; Trigger[Trigger: New WhatsApp message contains "order"] --> AI[AI Response: Look up order in CRM, Send tracking details]; AI --> Satisfied{Satisfied? Check sentiment}; Satisfied -- Yes --> Close[Close & Tag: Add CSAT survey]; Satisfied -- No --> Escalate[Escalate to Agent: Assign to Support Team];
```

Broadcast Campaign
Reach thousands instantly

Campaign Name
Spring Sale 2026 — WhatsApp Blast

Channel
 WhatsApp SMS

Audience
All customers — Beirut region (4,230)

Message Template
Hi {{name}}! 🎉 Our spring sale is live!
Get 30% off everything this weekend.
Reply SHOP to browse our catalog.

Schedule Send Preview

Contact Management & WhatsApp Catalog

Full customer profiles and in-chat product sharing

Contact Profile



Ahmad Hassan

Premium Customer • Beirut

Active

WhatsApp

Details

Phone: +961 71 234 567

Email: ahmad@company.com

Company: Hassan Trading Co.

Last Order: #4821 — Apr 10, 2026

Tags

VIP

Repeat Buyer

Beirut

Conversation History

14 conversations • 3 channels

Last active: 2 minutes ago

CSAT Score: 4.9 average

WhatsApp Product Catalog

Share products directly in conversations

01F
4F1

Smart Watch Pro

\$249.99

In Stock

01F
45C

Leather Tote Bag

\$189.00

In Stock

01F
3A7

Wireless Earbuds

\$79.99

In Stock

23
1A

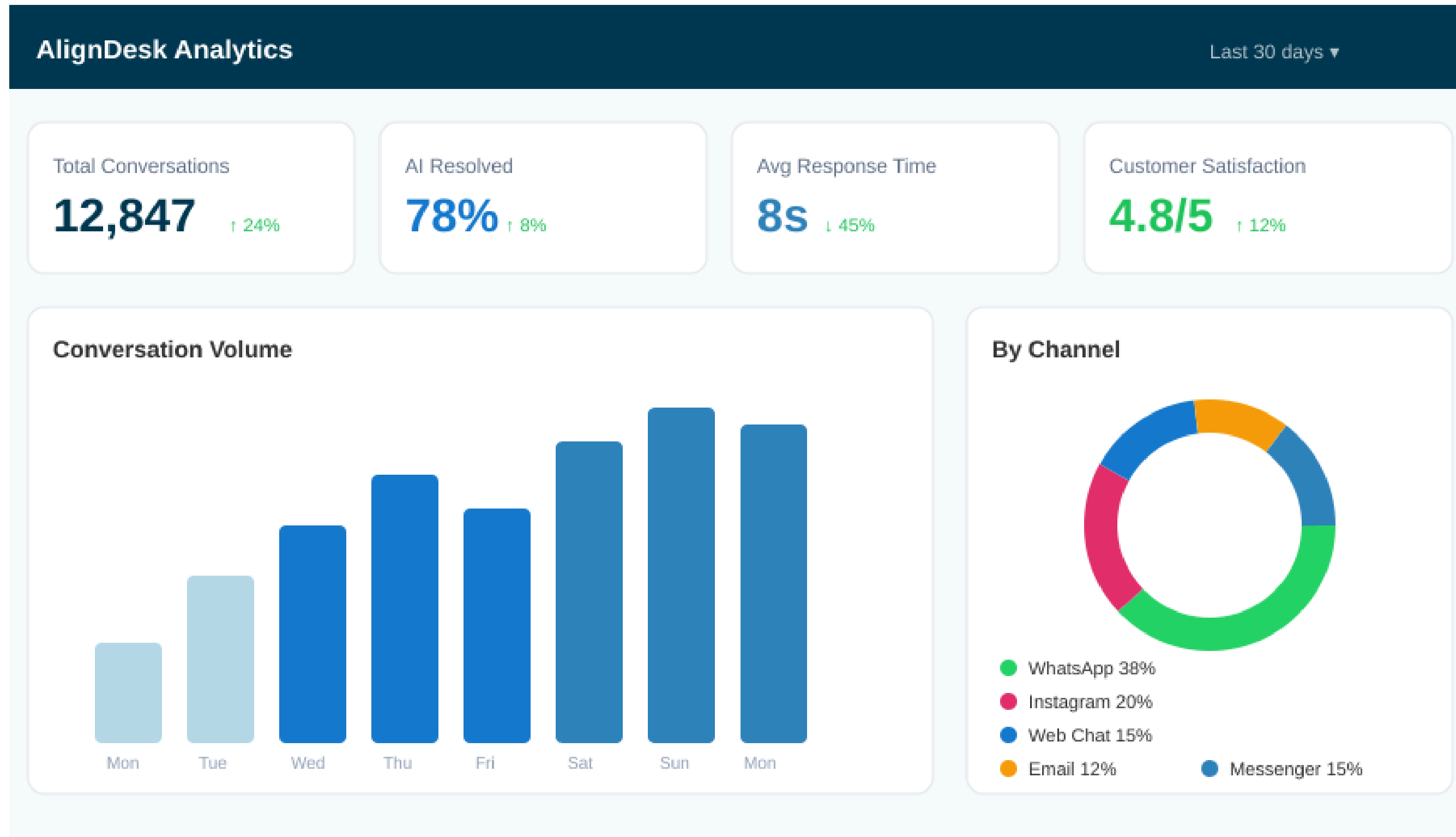
Fitness Band

\$59.00

2 left

Real-Time Analytics & Reporting

See everything. Measure everything. Improve everything.

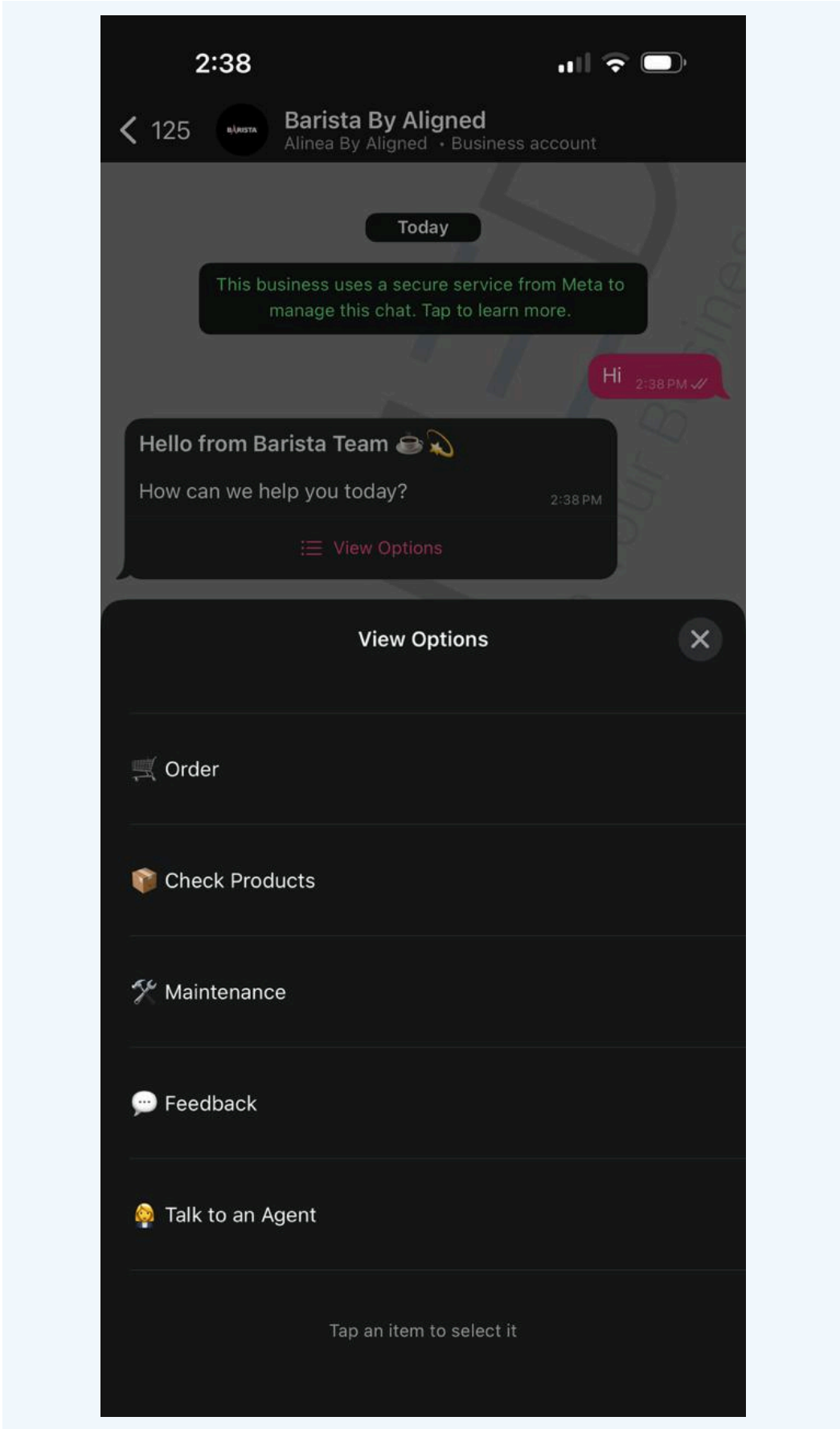


CASE STUDY

Barista Coffee x Aligned Tech

Barista Coffee partnered with ALIGNED to transform their customer experience. Using AlignDesk, they now sell products directly through WhatsApp, handle all customer inquiries from a single dashboard, and have full analytics on every conversation.

- 65%** **Faster Response Time**
 Average reply time dropped from 2+ hours to under 5 minutes with AI + team routing
- 80%** **CS Load Reduction**
 AI auto-responses handle the majority of routine inquiries, freeing the team for complex issues
- 40%** **Increase in Sales**
 WhatsApp catalog integration lets customers browse and order directly in chat, more conversions, less friction
- 100%** **Conversation Visibility**
 Full reporting on WhatsApp and social media conversations, volume, response times, agent performance



Everything You Need. One Platform.

Omnichannel Inbox

- WhatsApp Business API
- Instagram DMs
- Facebook Messenger
- Web live chat widget
- Email integration
- SMS gateway

AI & Automation

- AI auto-responses
- Copilot reply suggestions
- Chatbot flow builder
- Smart routing rules
- Automated tagging
- Canned responses

Campaigns & Outreach

- WhatsApp broadcast
- Drip campaigns
- Template management
- Audience segmentation
- Click-to-WhatsApp ads
- Scheduled messaging

CRM & Contacts

- Customer profiles
- Conversation history
- Custom attributes
- Tags & segments
- Lead scoring
- Import/Export

Team Collaboration

- Team assignment
- Internal notes
- Agent roles & permissions
- Collision detection
- Shift management
- SLA tracking

Analytics & Reports

- Conversation metrics
- Agent performance
- Channel breakdown
- CSAT surveys
- Custom dashboards
- Export reports

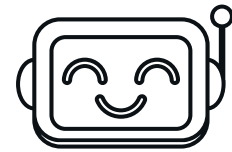
Built-in Knowledge Base

Help customers help themselves, and make your AI smarter



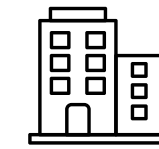
Self-Service Help Center

Customers find answers instantly through a branded, searchable portal, reducing ticket volume by up to 40%.



AI-Powered Search

Natural language search understands what customers mean, not just what they type.



Multi-Brand Portals

Run separate help centers for different brands, products, or regions — all managed from one dashboard.



Multilingual Content

Write articles in Arabic, English, French, and any language. AI translates automatically.



Rich Media Articles

Embed videos, screenshots, GIFs, and interactive elements. Write once, publish everywhere.



Custom Domain & SSL

Host your help center on your own domain with automatic SSL certificates.

Integrations & API

AlignDesk connects to the tools your business already uses

CRM

HubSpot, Salesforce, Zoho, Odoo, Pipedrive

E-Commerce

Shopify, WooCommerce, Magento

Payments

Stripe, PayPal, WhatsApp Pay

Helpdesk

Jira, Zendesk, Freshdesk

Calendar

Google Calendar, Outlook, Calendly

Cloud

Google Workspace, Dropbox, AWS S3

Analytics

Google Analytics, Segment, Mixpanel

Developer

REST API, Webhooks, SDKs, Zapier

Enterprise Security & Compliance

Your data is yours. Period.



End-to-End Encryption

All conversations encrypted in transit and at rest. WhatsApp's native E2EE preserved.



Self-Hosted Option

Deploy AlignDesk on your own infrastructure. Full control over your data and compliance.



SOC 2 Compliant

Enterprise-grade security protocols. Regular penetration testing and audit trails.



Role-Based Access

Granular permissions per team, agent, and channel. Admin controls for everything.



GDPR Ready

Data processing agreements, consent management, and right-to-deletion built in.



Audit Logs

Complete activity logging. Know who did what, when, and where.

Get Started in 4 Simple Steps

01

02

03

04

Discovery Call

We map your customer communication workflow, identify the highest-impact channels, and scope your AlignDesk configuration.

Week 1

Setup & Integration

We connect your channels (WhatsApp, Instagram, web chat), integrate your CRM, and configure AI responses.

Week 2

Train & Launch

Your team gets hands-on training. We run live tests, fine-tune AI accuracy, and go live with controlled rollout.

Week 3

Optimize & Scale

We monitor performance, analyze conversation data, and continuously improve. Add channels as you grow.

Ongoing

Ready to Transform Your Customer Conversations?

[Book Your Free Demo](#)

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>---> [+961 70 074 561](tel:+96170074561)
>---> info@aligned-tech.com

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Aligning Technology with Your Business.