

The platform

Everything your company needs to serve, sell and manage



Modules integrated into a single platform. This is everything each one covers.



Unified multichannel inbox

WhatsApp, Facebook, Instagram, Telegram and web chat in a single window. Every conversation from every channel, organized for your team.

5 features



Conversation management

Assign, transfer and resolve as a team. Labels, internal notes, quick replies and interactive messages so you never lose the thread.

6 features



Customer CRM

Every contact with a complete profile: data, purchase history, credit, interests and segments. Know your customer in every conversation.

6 features



Sales, orders and online store

Close sales without leaving the chat and at the counter too. Orders, quotes, point of sale, payment links and your web catalog with online payment.

6 features



Products and inventory

Your catalog always at hand to reply and sell. Stock by warehouse, movements and Kardex, variants, photos and videos, restock alerts.

5 features



Credit, collections and invoicing

Control your portfolio and collect on time. Credit limits, payment plans, collections, expenses and tax-compliant electronic invoicing.

5 features



Tickets, scheduling and appointments

End-to-end professional support and after-sales. Tickets with SLA, scheduling and reminders, and appointment booking with your professionals.

5 features



Phone center and calls

Your business telephony integrated into Chat Center. Softphone in the browser, queues, IVR and recordings, plus WhatsApp voice calls.

5 features



Marketing, automation and reports

Grow your business with data. Email marketing, AI marketing, ads, giveaways, bots and WhatsApp Flows, live reports and an AI assistant.

7 features



Internal team management

Your whole team in the same tool. Projects and tasks, HR and onboarding, role-based permissions and a learning center with an AI help assistant.

5 features

10

integrated modules

55

features included

5

channels in one inbox

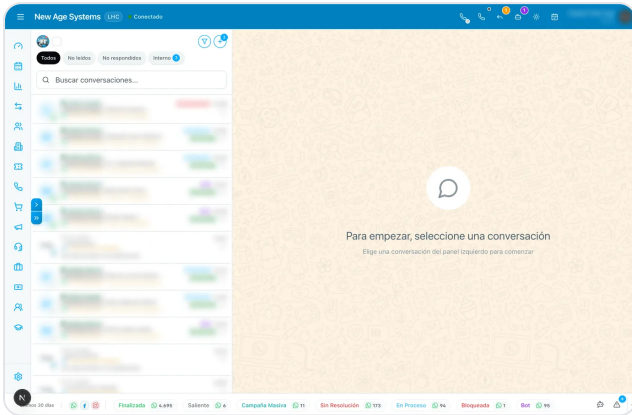


01 • INBOX

Unified multichannel inbox

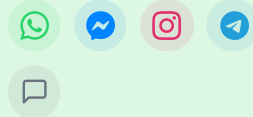
WhatsApp, Facebook, Instagram, Telegram and web chat in a single window. Every conversation from every channel, organized for your team.

One single inbox



All your channels

Connect all five. They all land in the same inbox.



Official WhatsApp Cloud API



Facebook Messenger and Instagram DM



Telegram and embeddable web chat



Group and 1-to-1 conversations



Multi-device: desktop, tablet and mobile

+2.000M

WhatsApp users worldwide

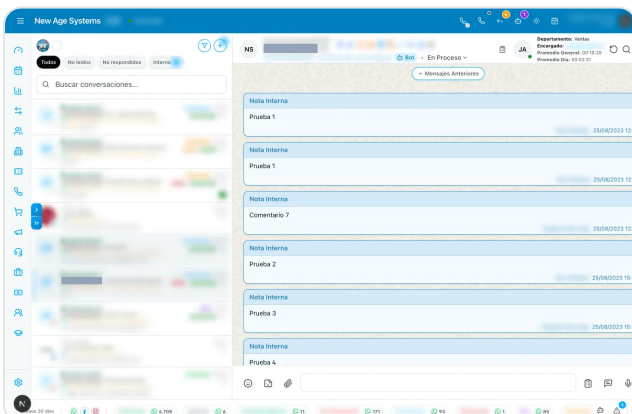


02 • CONVERSATIONS

Conversation management

Assign, transfer and resolve as a team. Labels, internal notes, quick replies and interactive messages so you never lose the thread.

Support as a team



Assignment and transfer between agents



3-level labels and resolutions



Internal notes and quick replies



Interactive messages: buttons and lists



Stickers, attachment forwarding and reactions



Internal chat between operators



Nothing is lost, nothing is duplicated

Every conversation ends up assigned, labeled and measured.



03 · CRM

Customer CRM

Every contact with a complete profile: data, purchase history, credit, interests and segments. Know your customer in every conversation.



A full profile in every conversation

Know who is writing, what they bought before and what they care about, without switching screens.



360° customer profile



Phones, emails and addresses with geo



Sales and credit history



Segments: new, top, inactive, interested



Delivery and logistics: dispatch notes and vehicles



Partnerships and customer perks



Every contact is an opportunity

Segment and reach out again at exactly the right moment.

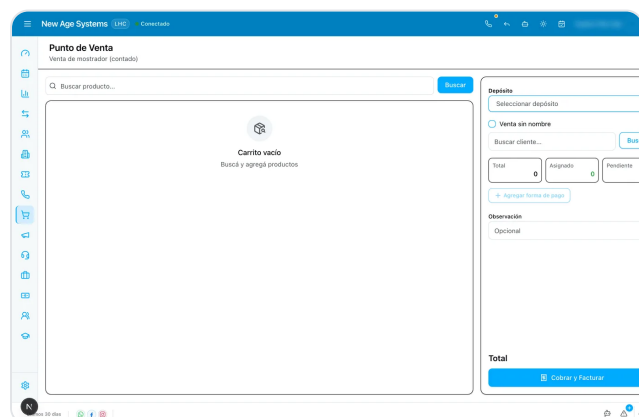


04 · SALES

Sales, orders and online store

Close sales without leaving the chat and at the counter too. Orders, quotes, point of sale, payment links and your web catalog with online payment.

Sell inside the chat



Create orders and quotes from the chat



Point of sale (POS) at the counter



Promotions and discounts



Payment links over WhatsApp



Online store / web catalog with online payment



Shipping and status tracking



From message to payment link

Customers pay from the very chat where they asked.



05 · PRODUCTS

Products and inventory

Your catalog always at hand to reply and sell. Stock by warehouse, movements and Kardex, variants, photos and videos, restock alerts.



Your catalog, always at hand

Answer with real stock, photos and specs without leaving the chat.



Catalog with variants and specs



Stock by warehouse, movements and Kardex



Product photos and videos



WhatsApp Business catalog



Low-stock alerts and slow-moving products

100%

of stock synced with every sale



No more "let me check the stock"

Agents answer with the real warehouse stock, right away.



06 · FINANCE

Credit, collections and invoicing

Control your portfolio and collect on time. Credit limits, payment plans, collections, expenses and tax-compliant electronic invoicing.



A sale is not closed until it is collected

Limits, installments, payment plans and the full history of every negotiation.



Credit limits and installments per customer



Collections, negotiations and portfolio



Payment plans and history



Electronic invoicing



Expenses and suppliers

0

side spreadsheets for your receivables



From sale to invoice, no re-typing

The electronic invoice comes out of the same system where the sale started.

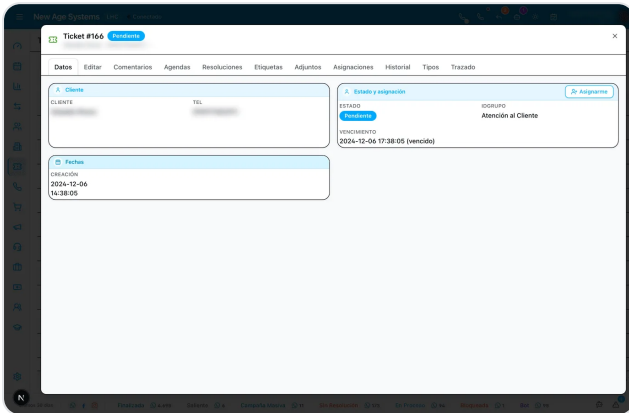


07 · SUPPORT

Tickets, scheduling and appointments

End-to-end professional support and after-sales. Tickets with SLA, scheduling and reminders, and appointment booking with your professionals.

End-to-end after-sales



Tickets with priority, SLA and escalation



Scheduling, shifts and reminders



Appointments and bookings with professionals



Support incidents with context



Resolutions and support metrics

100%

of tickets with priority and SLA



A returning customer is worth more than a new one

The sale does not end at payment: after-sales lives here too.



08 · PHONE

Phone center and calls

Your business telephony integrated into Chat Center. Softphone in the browser, queues, IVR and recordings, plus WhatsApp voice calls.



Telephony, inside the browser

Softphone, queues and IVR without buying hardware or installing anything.



Softphone in the browser, no hardware



Queues, IVR and ring groups



Recordings and call history



Live call panel



WhatsApp voice calls

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devices to buy to get started



And if they would rather call?

Calls are recorded and attached to the customer history, just like their messages.

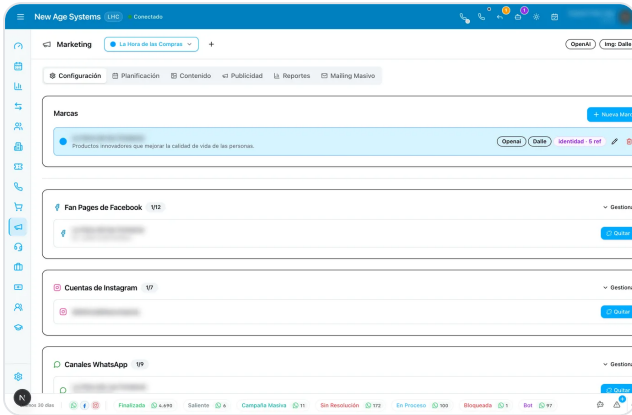


09 · GROWTH

Marketing, automation and reports

Grow your business with data. Email marketing, AI marketing, ads, giveaways, bots and WhatsApp Flows, live reports and an AI assistant.

Live reports



Email marketing (bulk mailing) and WA/SMS campaigns



AI marketing: generates Facebook and Instagram posts



Meta ads, giveaways and coupons



Affiliates and referral programs



Chatbots, WhatsApp Flows and auto-replies



Live dashboard and reports (Excel/PDF/Sheets)



AI assistant: query and act in natural language

3

campaign channels: email, WhatsApp and SMS

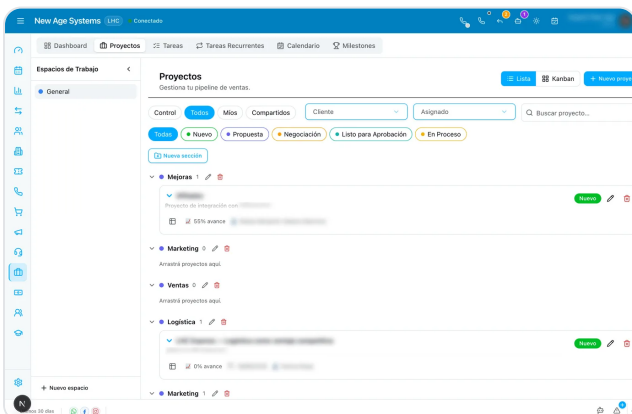


10 · TEAM

Internal team management

Your whole team in the same tool. Projects and tasks, HR and onboarding, role-based permissions and a learning center with an AI help assistant.

Your whole team in the same tool



Projects and tasks on kanban boards



HR and new-hire onboarding



Granular permissions and audit trail



Real-time user status



Learning center + AI help assistant

1

single platform to support, sell and manage



You are not alone

Implementation, training and 24/7 support at every step.

Want to see it running with your own data?

Book a personalized demo with our team.

WhatsApp **+595 994 600 022**

comercial@newage.com.py

newage.com.py



The whole system at a glance

01 Unified multichannel inbox 5 features

03 Customer CRM 6 features

05 Products and inventory 5 features

07 Tickets, scheduling and appointments 5 features

09 Marketing, automation and reports 7 features

02 Conversation management 6 features

04 Sales, orders and online store 6 features

06 Credit, collections and invoicing 5 features

08 Phone center and calls 5 features

10 Internal team management 5 features

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integrated modules

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