



# Turn interactions with your customers into **more sales, better service, great experiences.**

Interact with your customers where they are (**WhatsApp, Facebook, Instagram, RCS, SMS**). Our **AI agents, conversational commerce, and payment** solutions help your business grow.





What does **Concepto Móvil** do?

We help companies sell, serve, and transact with their customers through **fast, easy, and efficient technological solutions.**





# Are you failing to serve your customers properly?

⚡ Your customers want immediacy.

❌ Eliminate slow responses, high operating costs, and limited service.

✅ Conversational AI transforms these limitations into competitive advantages

Automatizaciones y agentes IA

Chats

Buscar...

En atención(92)

**T** Thomas Soler 18/04/2025  
Mx | 55 22 33 44 55 | WhatsApp  
Hola, ¡Buen día...

**G** Guillermo Aguilar 18/04/2025  
Mx | 55 66 77 88 99 | WhatsApp  
Hola, gracias por contactarnos...

**A** Andrea Barros 18/04/2025  
Mx | 55 00 11 22 33 | WhatsApp  
Hola, gracias por contactarnos...

**M** Monica Molina 18/04/2025  
Mx | 55 00 32 33 44 | WhatsApp  
¡Muchísimas gracias!, Estamos...

**S** Sandra Peralta 17/04/2025  
Mx | 55 00 33 44 55 | WhatsApp  
Te compartimos un tutorial...

**R** Ricardo Alavéz 17/04/2025  
Mx | 55 00 44 55 66 | Instagram  
¡Muchísimas gracias!, Estamos...

**D** Daniela Rojas 17/04/2025  
Mx | 55 00 55 66 77 | Instagram  
¡Muchísimas gracias!, Estamos...



# Turn your challenges into competitive advantages

We solve every problem with our Conversational AI.

## **Current challenges**

What is holding you back today

### **Slow responses that frustrate customers**

Customers wait hours or days to receive attention, leading to frustration and abandonment.

### **Unsustainable operating costs**

Growing the team to meet demand increases costs without gaining efficiency.

### **Impossible to scale without hiring more**

Each peak in demand requires more staff, limiting your ability to grow.

## **Our AI solutions**

What you will achieve with our solutions

### **Instant responses 24/7**

AI agents respond in seconds, around the clock, keeping your customers satisfied.

### **Up to 70% reduction in costs**

Automate repetitive queries and free up your team for higher-value tasks.

### **Unlimited scalability**

Handle 10 or 10,000 simultaneous conversations without increasing your team.



## ✘ **Current challenges**

What is holding you back today

### **Inconsistent experiences**

The quality of service varies depending on the agent, the day, or the workload.

### **Missed sales opportunities**

Leads that are not followed up on in a timely manner or conversations that do not convert into sales.

### **Scattered data without analysis**

Valuable conversations that are not recorded or analysed to improve the business.

## ➔ **Our AI solutions**

What you will achieve with our solutions

### **Consistent quality guaranteed**

Every customer receives the same quality of service, following your brand guidelines.

### **Proactive conversion**

AI identifies purchase intentions and guides the customer towards conversion.

### **Actionable insights**

Get real-time metrics on satisfaction, common issues, and opportunities.



# We connect your business with your customers in a smart way

With our conversational AI solutions, we help your business sell, serve, and transact seamlessly, creating communication experiences that your customers love.





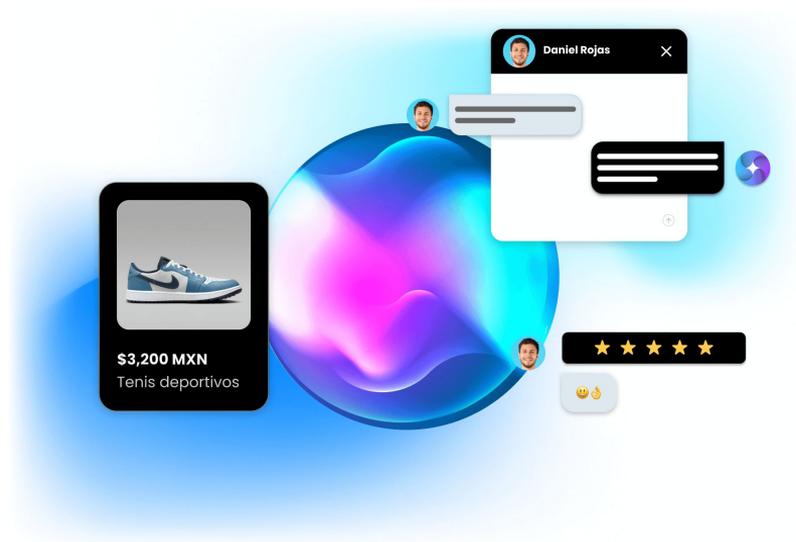
# Solutions for your business needs

Powerful tools that transform the way you communicate with your customers

## AI agents

Intelligent agents and automated flows that respond 24/7 and scale your customer service

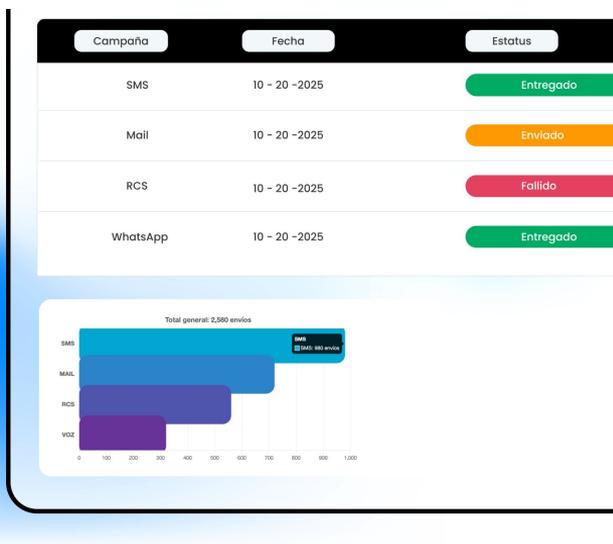
- Agents with artificial intelligence
- Flow automation
- Omnichannel support
- Integration with your systems
- Analysis and reports
- And more.





# Solutions for your business needs

Powerful tools that transform the way you communicate with your customers



## Marketing campaigns

Send effective multi-channel campaigns that reach your customers where they are, with real-time metrics.

- Personalised mass mailings
- Sending scheduling.
- Contact segmentation.
- Multi-channel (WhatsApp, SMS, etc.)
- Detailed reports.
- And more.



# Solutions for your business needs

Powerful tools that transform the way you communicate with your customers

## Conversational commerce

Sell directly through WhatsApp and other messaging channels with seamless shopping experiences.

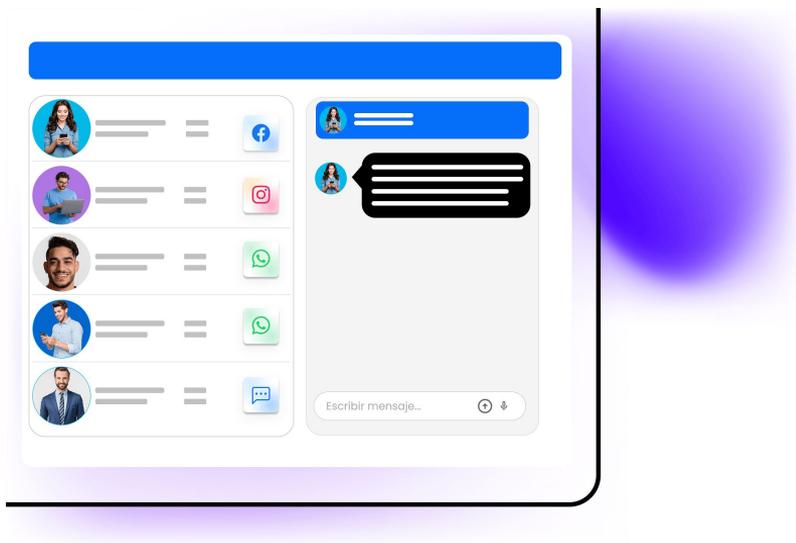
- WhatsApp catalogues
- Online shop
- Inventory control
- Abandoned cart reminders
- Payment gateways
- And more.





# Solutions for your business needs

Powerful tools that transform the way you communicate with your customers



## Customer service

Improve customer satisfaction by providing 24/7 automated support through intelligent agents and human agents.

- Automations and intelligent agents.
- Omnichannel multi-agent inbox.
- Enriched customer profile.
- Detailed reports
- And more.



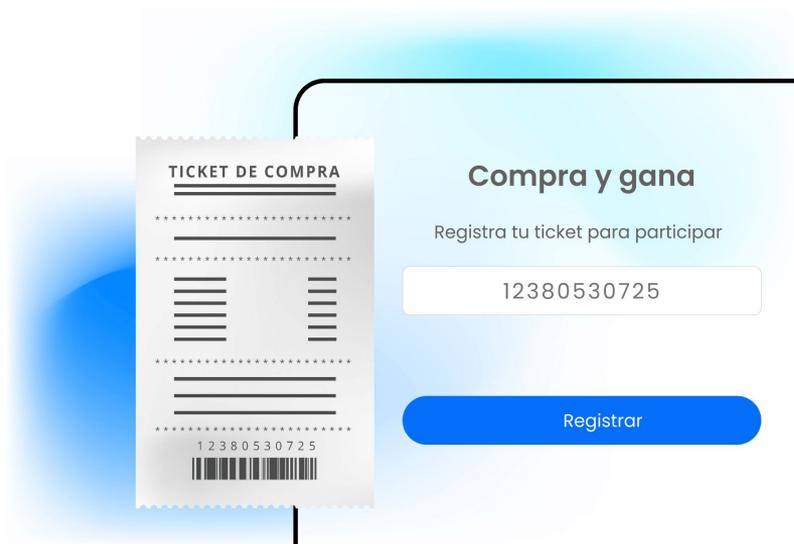
# Solutions for your business needs

Powerful tools that transform the way you communicate with your customers

## Promotional campaigns

Run promotions through WhatsApp with interactive flows to boost your brand.

- Interactive promotions (instant prizes, raffles, quizzes, etc.)
- Conversational AI through WhatsApp
- Real-time dashboard
- Detailed reports
- And more.

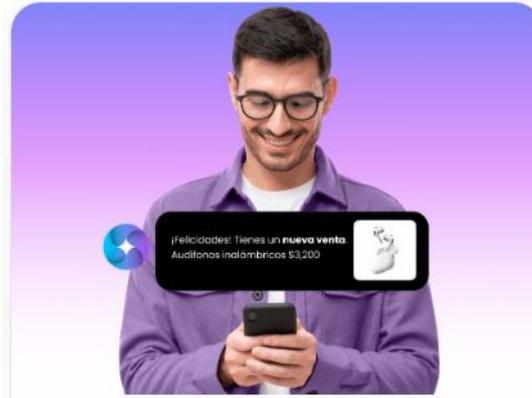


# Boost your Marketing, Sales and Customer Service departments



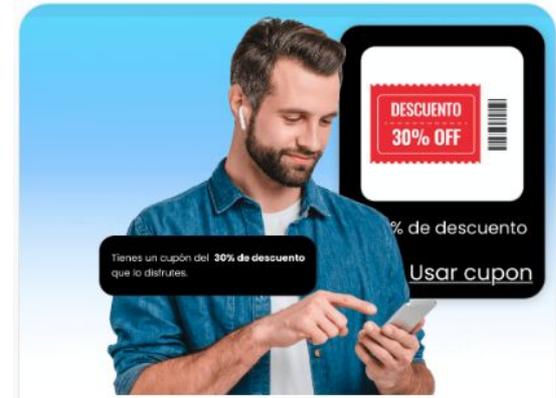
## Attract new customers

Acquire customers and capture leads with mass campaigns and 24/7 AI-powered conversational solutions across multiple channels such as WhatsApp, RCS and more.



## Boost your sales

Close more sales. Offer your customers seamless, personalised shopping experiences that facilitate conversion.



## Retain and build loyalty

Automated and personalised 24/7 customer service, assisted by AI and human agents on channels such as WhatsApp, RCS and more. Create loyalty programmes that retain customers.



# Solve every stage of the customer journey

From the first interaction to loyalty, optimise the entire experience



## Marketing

**Problema:**

Baja conversión en campañas

**Solución:**

Automatiza campañas masivas segmentadas por WhatsApp, SMS y RCS con tracking en tiempo real y tasas de apertura del 98%.

1



## Ventas

**Problema:**

Leads sin seguimiento

**Solución:**

Califica leads automáticamente con IA, asigna conversaciones al equipo correcto y cierra ventas 3x más rápido con chatbots inteligentes.

2



## Atención al Cliente

**Problema:**

Tiempos de respuesta lentos

**Solución:**

Responde instantáneamente con agentes IA 24/7, escalando solo casos complejos a humanos. Reduce tiempos de espera en un 90%.

3



## Post-Venta

**Problema:**

Pérdida de clientes

**Solución:**

Envía notificaciones personalizadas, encuestas de satisfacción automáticas y programas de fidelización que aumentan retención en 40%.

4



# We create AI agents for your company

Virtual assistants that understand, learn and evolve with your brand



## Contextual Intelligence

Understand the context of each conversation and respond naturally and accurately.



## 24/7 Support

Available at all times to serve your customers regardless of the time or time zone.



## Multilingual

They converse in multiple languages, automatically adapting to each customer.



Agente IA

● En línea



## Continuous learning

They improve with every interaction, adapting to your business and optimising responses.



## Full Integration

They connect to your existing CRM systems, inventories, and databases.



## Security and privacy

Enterprise-grade data protection with regulatory compliance.



# Connect on your customers' favourite channels

AI operates across all the channels your customers already use. One intelligence, multiple touchpoints.



WhatsApp



Facebook



Instagram



RCS



SMS



Email



# We transform communication in your industry

Specialised solutions designed for the unique challenges of each sector



## E-commerce

Retail y Comercio

- Notificaciones de pedidos y envíos
- Recuperación de carritos abandonados
- Atención al cliente automatizada
- Catálogos de productos interactivos



## Finanzas

Banca y Servicios Financieros

- Alertas de transacciones
- Verificación de identidad
- Consultas de saldo y movimientos
- Solicitudes de productos financieros



## Salud

Sector Salud

- Recordatorios de citas
- Resultados de estudios
- Seguimiento de tratamientos
- Agendamiento de consultas



## Viajes

Turismo y Hospitalidad

- Confirmaciones de reserva
- Check-in digital
- Actualizaciones de vuelo
- Concierge virtual 24/7



## Educación

Instituciones Educativas

- Comunicación con padres
- Recordatorios de pagos
- Inscripciones y matrículas
- Notificaciones académicas



## Servicios

Servicios Profesionales

- Programación de citas
- Seguimiento de proyectos
- Facturación y cobros
- Soporte técnico



# Benefits for your company and your customers

Conversational AI optimises your operations while improving your customers' experience.



## For your company



### Cost reduction

Up to 70% reduction in customer service operating costs.



### Increased productivity

Your team focuses on high-value tasks while AI handles the routine.



### 24/7 availability

Serve customers instantly at any time.



### Unlimited scalability

Handle peaks in demand without hiring additional staff.



## For your customers



### Seamless experience

Immediate responses without unnecessary waiting or transfers.



### Preferred channel

Support on WhatsApp and other channels they already use daily.



### Total availability

They can resolve their queries at any time, any day.



### Quick resolution

Problems resolved in the first interaction without escalation.



# Why Concepto Móvil?

Experience, innovation and personalised service to boost your business.



## 17 years

Creating incredible experiences.

## 500

Internationally satisfied customers

## Mexican with an international presence

Present in Mexico, the United States, Central America, the Caribbean, and South America.

## 100+

Collaborators transforming business communication.

**Local customer service and billing** In countries where we operate



# Cutting-edge technology within reach of your business

We provide you with the tools and connectivity you need to achieve your goals.

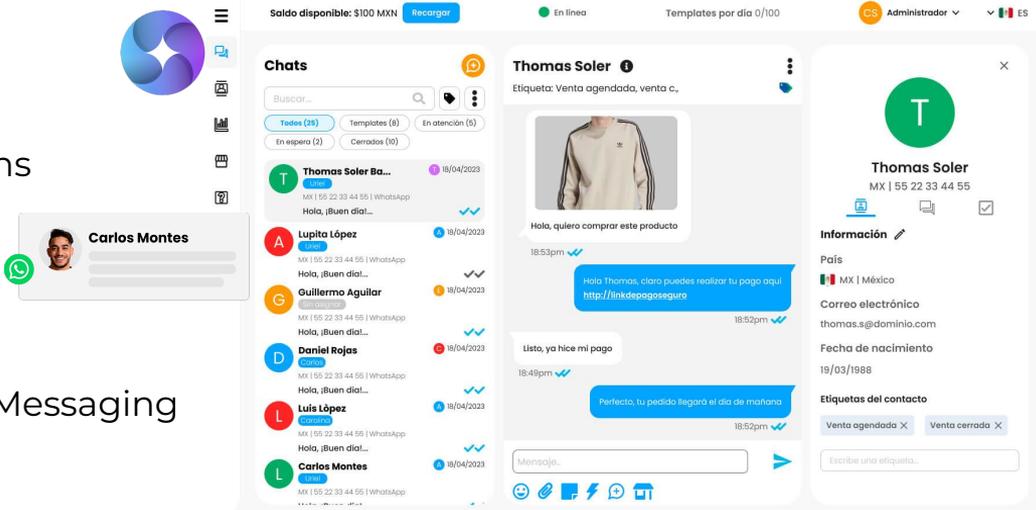
 AI Agents

 Multi-agent/Omnichannel Chat

 Online Store and Purchase Orders

 Mass Campaigns

 Business Messaging APIs



Saldo disponible: \$100 MXN **Recargar** En línea Templates por día 0/100 Administrador ES

**Chats**

- Thomas Soler Ba... 19/04/2023
- Lupita López 19/04/2023
- Guillermo Aguilar 19/04/2023
- Daniel Rojas 19/04/2023
- Luis López 19/04/2023
- Carlos Montes 19/04/2023

**Thomas Soler**  
Etiqueta: Venta agendada, venta c...

Hola, quiero comprar este producto

18:53pm

Hola Thomas, claro puedes realizar tu pago aquí <http://linkdepagoseguro>

18:52pm

Listo, ya hice mi pago

18:49pm

Perfecto, tu pedido llegará el día de mañana

18:52pm

**Thomas Soler**  
MX | 55 22 33 44 55

**Información**

País  
MX | México

Correo electrónico  
thomas.s@dominio.com

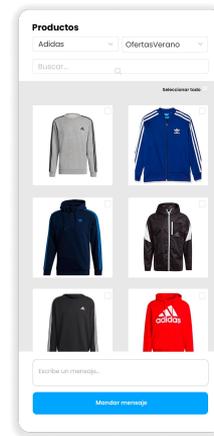
Fecha de nacimiento  
19/03/1988

**Etiquetas del contacto**

Venta agendada X Venta cerrada X

Etiqueta: Venta agendada, venta c...

19/04/2023



**Productos**

Adidas Ofertas Verano

Buscar...

Seleccionar todo

Enviar mensaje

 Payments



# Cutting-edge technology within reach of your business

We provide you with the tools and connectivity you need to achieve your goals.



## AI agents

Automate your sales and customer service 24/7 with intelligent agents.



## Multi-agent/Omnichannel Chat

Centralise all your messaging channels in a single tool served by multiple agents:



## Mass Campaigns

Send personalised and segmented campaigns to thousands of users through various channels.



## Online Store and Purchase Orders

Offer your products online and keep track of your inventory and sales.



## Business messaging APIs

Integrate multiple channels into your existing systems with our robust and scalable APIs. WhatsApp, SMS, RCS, Email and Voice



## Payments

Secure payment link transactions within conversations



# Backed by industry leaders

We are official partners of META, Google, and leading mobile operators in Latin America with direct connections.





# Customers who endorse our success

Hundreds of companies are already transforming the way they communicate with their customers in a smart way.

**SEARS**

*Sanborns*

**laComer**

**PROSA**

**INBURSA**  
Grupo Financiero

*Banjercito*

**McDonald's**

**BURGER KING**

**Domino's**

**Polo CAMPERO**

**Krispy Kreme**  
DOUGHNUTS

**FARMACIAS SIMILARES**  
"LO MISMO PERO MAS BARATO"

**MetLife**

**Allianz**

**Quálitas**  
Compañía de Seguros

**NEW YORK LIFE**  
SEGUROS MONTERREY

**MédicaSur**  
Farmacia médica especializada

**Baxter**

**Universidad La Salle**  
México

**UNIVERSIDAD DE LIMA**

**conalep**

**megapaca**

**AMIGO PAISANO**

**BANCO DE MÉXICO**

**DELOSI**

**SAMSUNG**

**PROCESAR**

**VRA**

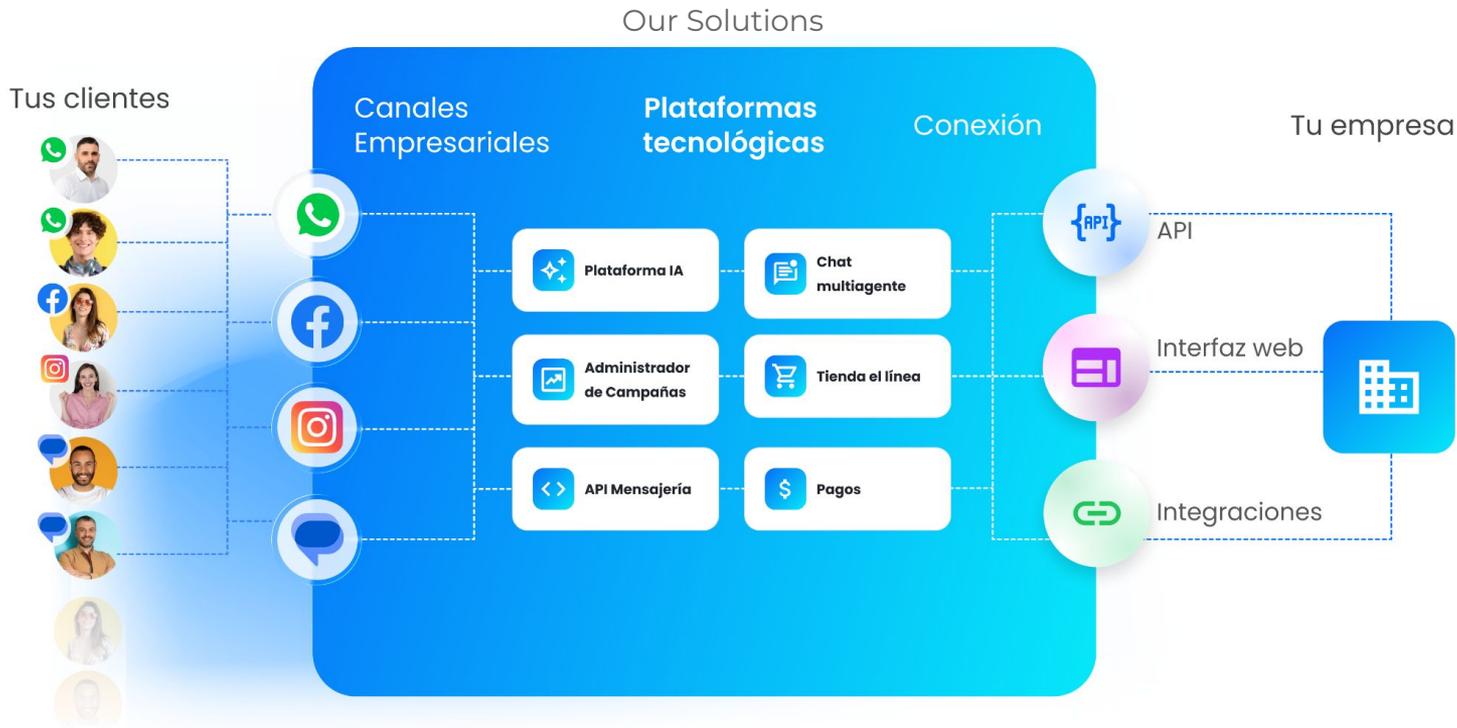
**cargo expreso**  
EXPERTOS EN LOGÍSTICA

**USANA**  
THE CELLULAR NUTRITION COMPANY



# We are your strategic partner par excellence

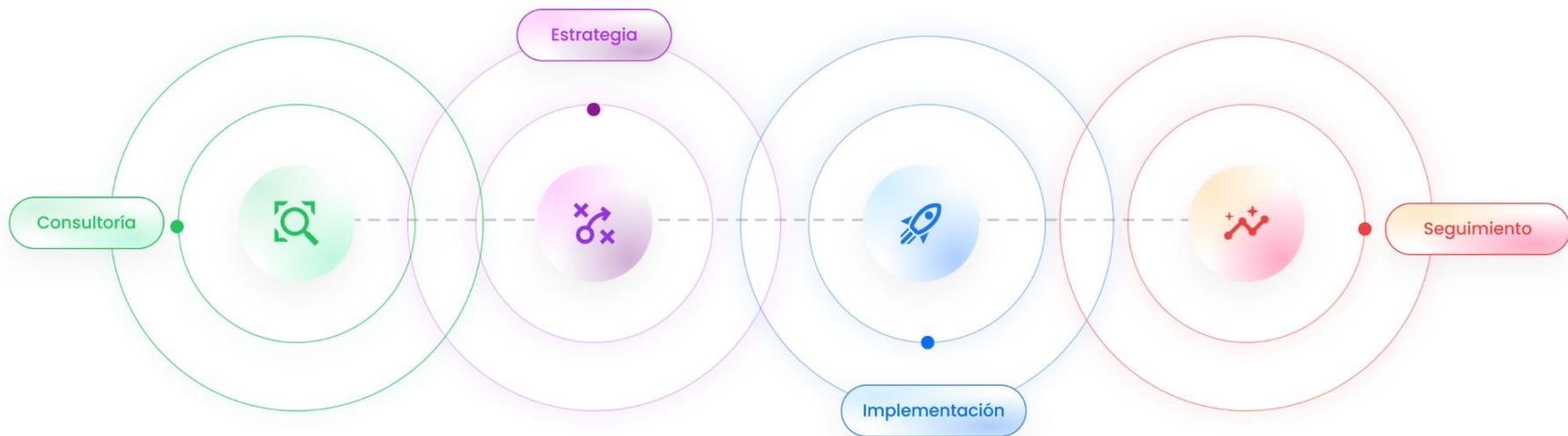
Technology, experience, connectivity and support





# We achieve success when we achieve yours

The recipe for success: Consulting, strategy, implementation and monitoring.  
We accompany you throughout the entire process, from analysis to continuous improvement.





# Ready to lead the change?

Let's make your company a success story.  
Contact us and discover how we can transform your business.



Contact us

+44 (0) 20 7206 4977

