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Digital Business Solutions

The-Hunters Acceleration Program

Digital Customer Service Center.

From zero to full speed.

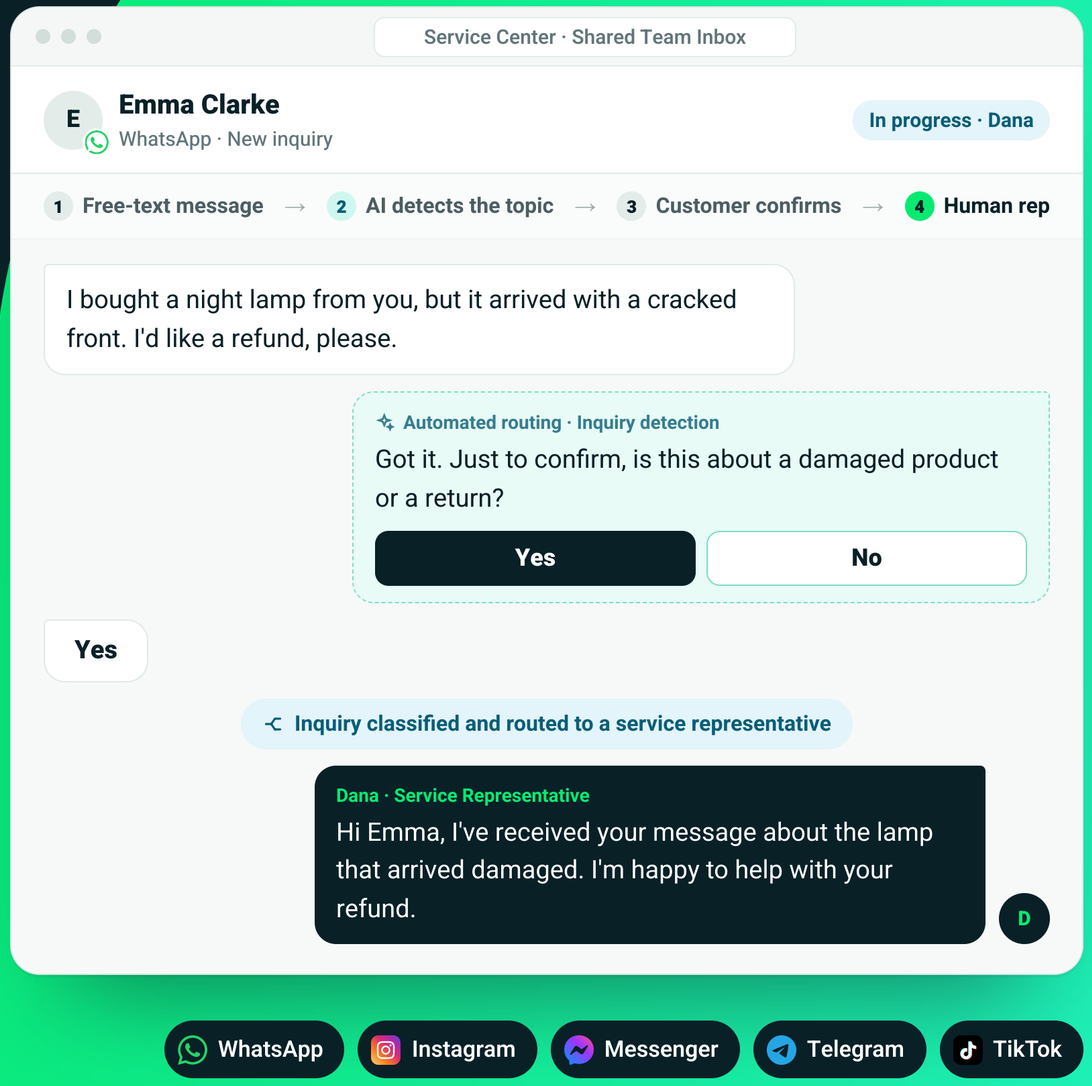
Your messaging channels in one place, smart routing to the right representative and a human team ready to handle inquiries that need personal attention. **Fully implemented for you, for a one-time payment.**

Unlimited human representatives

Ready in up to 7 business days*

* From receipt of all required access, permissions and information.

Illustration



WhatsApp · Instagram · Messenger · Telegram · TikTok

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Illustration

The challenge

Customers reach out everywhere. Inquiries get lost.

1 **Inquiries scattered across channels**

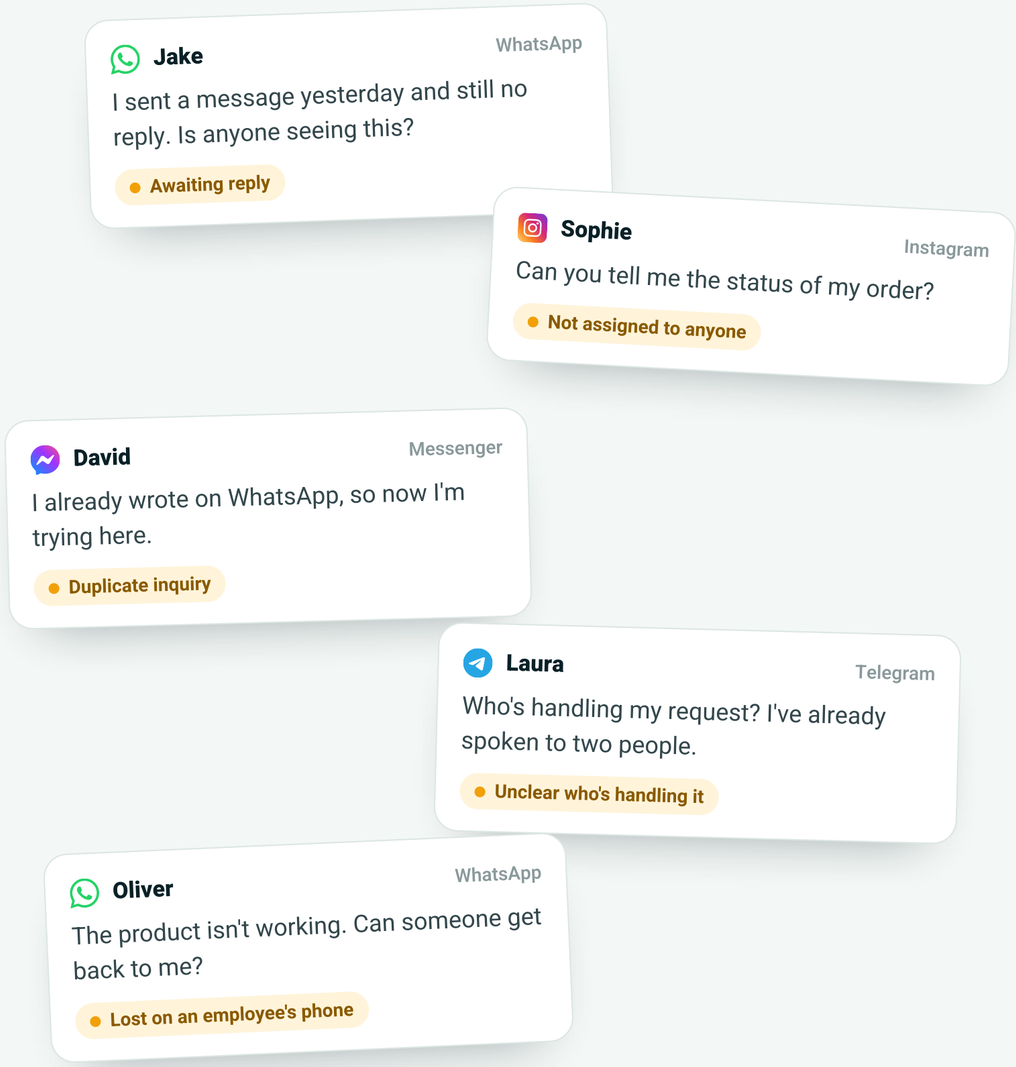
WhatsApp, Instagram, Messenger and more. Each one managed separately, sometimes on a single employee's phone.

2 **Slow, inconsistent responses**

Inquiries wait, get forgotten or get answered twice. Customers notice immediately.

3 **No clear overview**

It's hard to tell what's open, who's on it and what's still waiting for a reply.

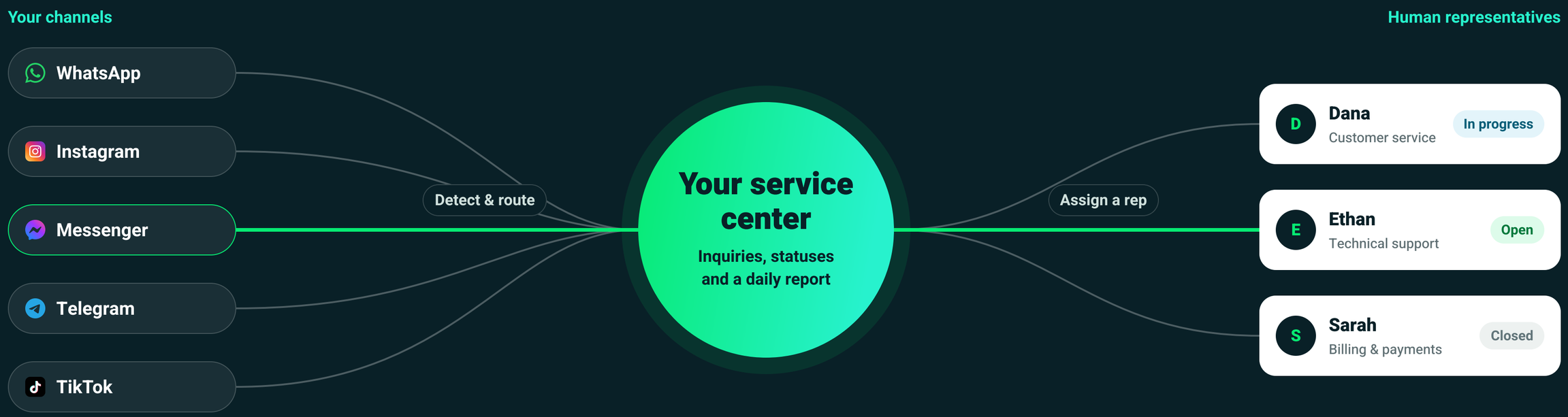


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The solution

Not another bot. A complete service center that works for your business.

Setup, connected channels, smart routing, a representative workspace, inquiry management, reporting and training. All working together.



How it works

From free text to the right representative.

AI identifies the topic of each inquiry. AI-assisted routing connects customers to the right response or representative.

The five steps below show an example of an inquiry handled by a representative.

Customer | **AI-assisted routing** | **Human handling**

1

The customer writes in their own words

On WhatsApp, Instagram or any other connected channel. No hunting for the right menu option.

> The lamp I ordered arrived broken. Can I get a refund?

2

AI identifies the topic

The system analyzes the message and identifies the best-matching category.

Detected topic: Damaged product

3

The customer confirms

A short Yes or No question, so the inquiry reaches the right place.

Is this about a damaged product?

Yes | **No**

4

A representative takes over

A structured inquiry is opened and the conversation moves to the right representative or department.

New inquiry opened	Open
Assigned to	D Dana

5

Handled through to closure

The representative continues the conversation and closes the inquiry. Anything still open appears in the daily report.

Inquiry status	Closed
Daily email report	✉

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Your advantage

How big is your team?

We set no limit.

Your whole team works together in one shared inbox. **As your team grows, add representatives without paying per user.**

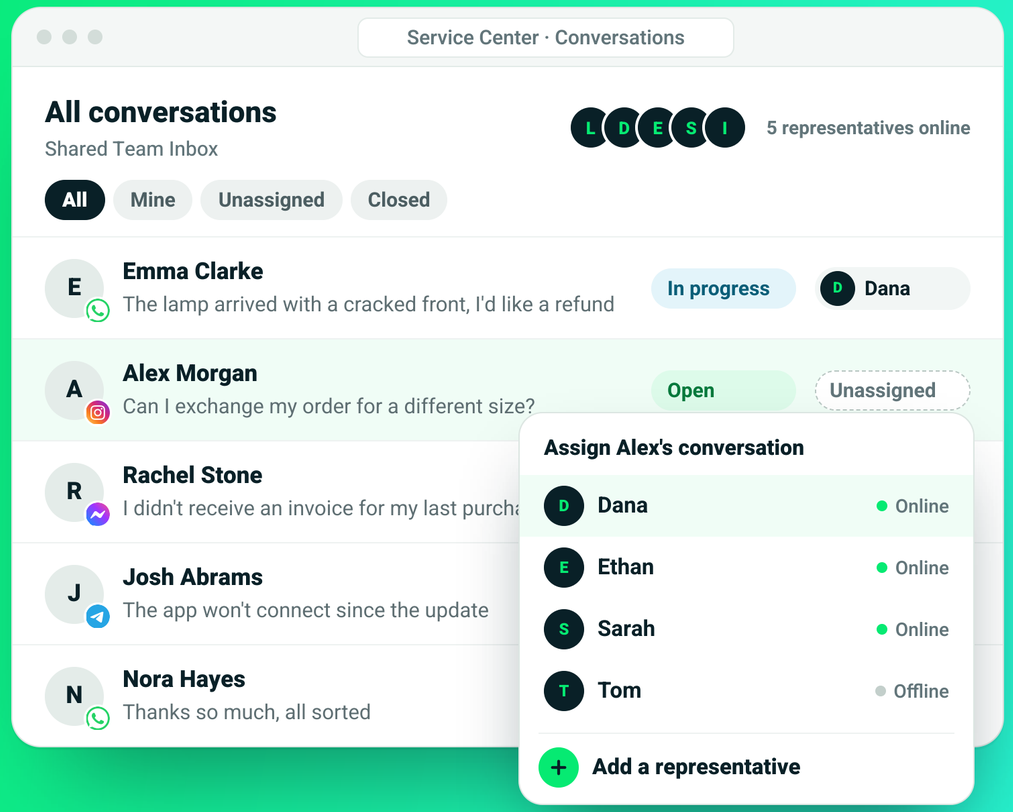
Real teamwork
All representatives handle conversations in one place

Assign & transfer
Inquiries that need a person reach the right representative

No per-agent fees
A personal login for every representative, with no per-agent platform cost

No per-agent platform fees in the offered configuration.
This does not mean unlimited usage, contacts or messages.

Illustration



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Smart routing

AI that understands the inquiry. A human who handles it.

How it looks in practice

I ordered a dress in size M and need to swap it for an L. How do I do that?

↓

Suggested topic

Product exchange or return

Yes | No

↓

Routed to an exchanges representative

What the AI does

- Understands the intent of a free-text message
- Classifies and routes the inquiry
- Asks the customer to confirm, when needed
- Sends predefined responses and relevant information, where configured

What your representatives do

- Handle complex inquiries and solve issues
- Make decisions, resolutions and refunds
- Provide personalized customer service
- Close the inquiries they handle

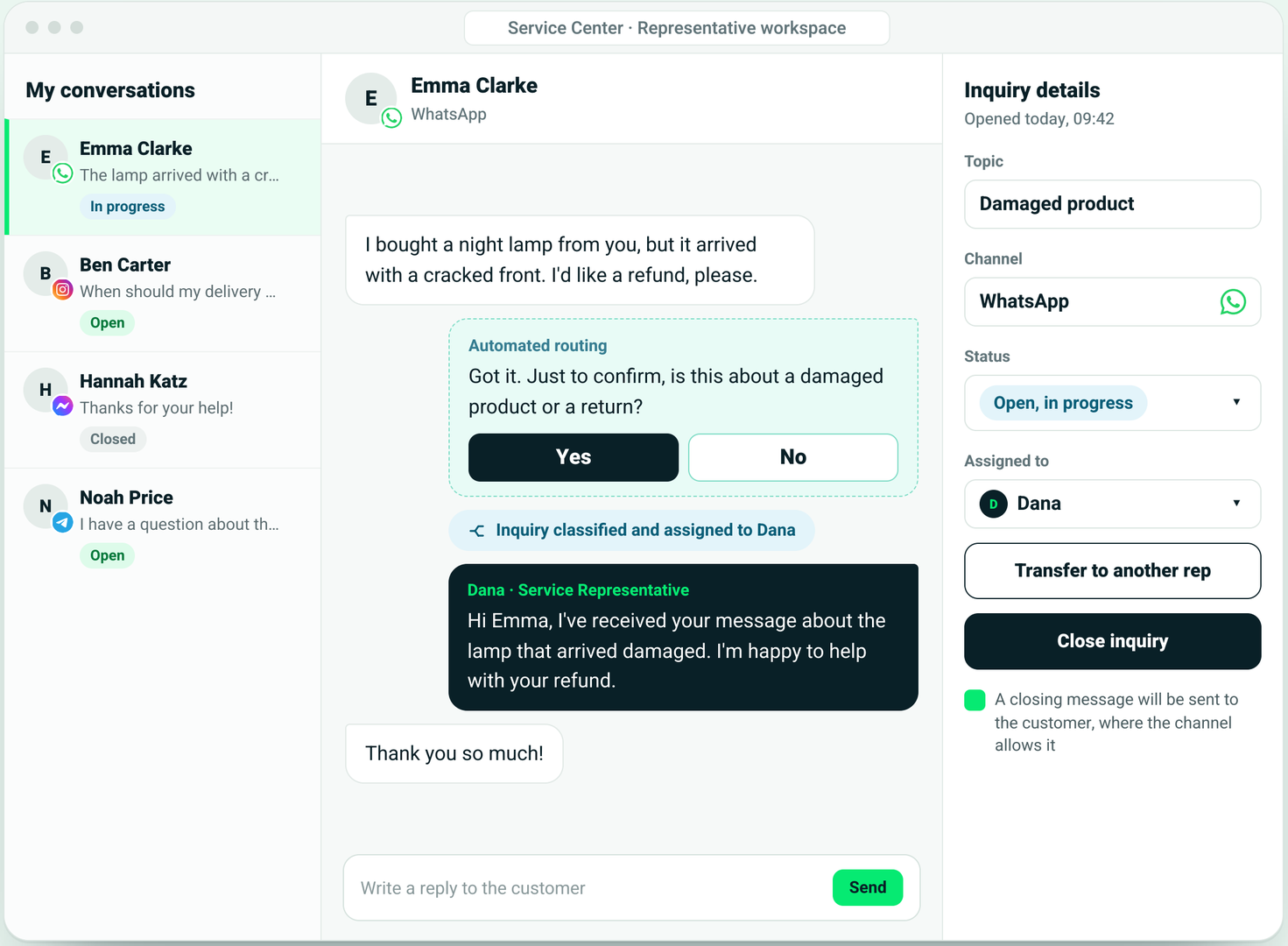
AI helps understand, classify, and route customer inquiries. It can also provide predefined responses and direct customers to relevant information where configured. Complex inquiries and personalized customer service remain with human representatives. Example for illustration.

The representative experience

Everything your team needs. On one screen.

- View and reply to conversations on all your channels
- Assign and transfer conversations across the team
- Open or closed status for every inquiry
- Human takeover and continued handling
- Daily email report on open inquiries

Illustration



What's included

A complete service center, ready to run.

Setup & configuration

- Setup and configuration of your WhatsApp Business
- Your phone number connected to Meta's infrastructure
- Service center infrastructure setup
- Integration infrastructure setup
- Thorough end-to-end testing

Communication channels

- WhatsApp Business
- Instagram
- Facebook Messenger
- Telegram
- TikTok*
- Website live chat

Subject to availability, permissions and technical compatibility.
*TikTok: subject to official support. Same price with fewer channels.

Smart service bot

- AI-assisted intent detection and inquiry classification
- Customer confirms the topic, to prevent misrouting
- Inquiry opened and routed to a rep or department
- Handoff to a human representative when needed

Representative workspace

- Assignment, transfer, human takeover and follow-through
- Shared conversation handling, fully documented
- Role-based permissions and access for each rep
- Availability and automatic inquiry distribution
- A personal user for every representative

Inquiry management

- Structured tracking of every inquiry, open to close
- Status updates as the conversation is handled
- A set process for inquiries not yet closed
- Assignment to the right representative
- Open or closed status

Automation & alerts

- Daily email to reps on open or unhandled inquiries
- Direct link to forgotten or unclosed conversations
- Automatic feedback message when handling ends
- Automatic service alerts for new inquiries

Automated messages are subject to each channel's messaging policy. Custom AI conversations and bespoke business processes are not included.

Implementation & training

Your service center can be ready in up to 7 business days.

1 **Program approval**
Eligibility form, review and approval

2 **Access & information**
Permissions, accounts and required third-party approvals

3 **Setup & configuration**
Up to 7 business days, once everything is received

4 **Training & handover**
Guidance sessions and handover for daily operation

5 **6-month warranty**
On the implementation, from handover of the live center

The count starts only after all information, access, permissions and relevant third-party approvals are received. Delays in external approvals or in details from the customer may affect the timeline.

180
minutes of professional guidance.
Included at no extra cost.

90 minutes
Professional team training
Hands-on use of the system, day-to-day service center work, representative workflows and handling inquiries the right way.

90 minutes
Integration guidance
With a The-Hunters integration specialist: business processes, automation opportunities and agreed settings that can be completed during the session.

Custom development and work beyond the time allotted to the sessions are not included.

Ownership & control

One-time payment. Your center. Your control.

We

Build your center

A one-time payment for setup, configuration, training and handover.

You, the business

The center is in your hands

- One-time setup of a solution that stays with you
- Your team, conversations and daily operation
- All accounts owned by you

Platform providers

Paid directly to providers

Platform usage costs are paid by you, directly to the providers, based on actual usage.

A one-time implementation price, with no commitment to monthly payments to The-Hunters.

After handover, the center is yours. You can run the standard solution independently.

Leading cloud infrastructure. The center runs on leading international providers, whose subscriptions are required for continued operation.

Ownership refers to your accounts. The platforms themselves and their intellectual property belong to the providers. Provider details appear at the end of this presentation.

Optional extensions

Your service center is just the beginning.

The standard center works from the moment it is handed over. When you want more, you can add it.

CRM integration

Connect inquiries and customer details to the CRM or ERP systems you already use.

Scoped and priced separately

Customer status portal

A branded page where each customer tracks their inquiry status through a secure personal link. The-Hunters has experience building status pages like these.

Scoped and priced separately

Advanced bot customization

Extended flows, dedicated automations, additional business logic and advanced conversation capabilities, tailored to your needs.

Scoped and priced separately

Voice AI for phone

An AI-based phone interface that takes calls, collects initial details and opens an inquiry for human follow-up. Subject to telephony infrastructure, provider capabilities and regulation.

Scoped and priced separately

⚠ **Extensions are not included in the Acceleration Program.** Each extension requires separate scoping and separate commercial approval.

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The offer · Acceleration Program

From zero to full speed. For one clear price.

Estimated implementation value ~~$2,990~~

Program price

$990

One-time implementation

Applicable taxes and third-party platform fees are additional.

No per-agent platform fees

No monthly subscription to The-Hunters

Included in the implementation

- AI-assisted routing to the right representative
- Inquiry management, alerts and a daily report
- Full multichannel service center setup
- 6-month warranty on the implementation
- Unlimited human representatives

Plus, on top of the estimated value Bonus

- **180 minutes of training and guidance**
  90 minutes of team training and 90 minutes of integration guidance, at no extra cost
- **Platform usage benefit worth up to $45**
  In total, across the first three months

Limited availability — **Up to 10 businesses per month**

Eligibility
For businesses that pass an eligibility review and are approved for the program, at The-Hunters' discretion.

Estimated implementation value
An estimate of the standard implementation scope. It is not a previous selling price and does not include the 180 guidance minutes.

Operating costs
Platform usage costs are paid directly to the external providers. Full details at the end of this presentation.

Scope of service

What's included and what isn't.

Included in the program

- Service center and integration infrastructure setup
- Connection of your active channels, where supported
- Bot for inquiry detection, confirmation and routing
- Representative workspace with no per-agent fees
- Inquiry management, alerts and a daily report
- 180 minutes of training and guidance
- 6-month warranty on the implementation
- Platform usage benefit worth up to $45

Not included in the program

- Business verification services with messaging providers
- Any guarantee of official business account approval or verification
- Message charges from messaging providers
- Platform subscriptions and their usage costs
- Platform usage costs beyond the benefit
- Additional AI credit costs, where applicable
- Custom flows and development beyond the included scope
- Advanced CRM or ERP integrations
- A custom customer status portal
- Voice AI integration
- Unlimited ongoing support or managed maintenance
- Professional services beyond the 180 included minutes

Services that are not included can be ordered separately, based on scoping and a price quote.

Warranty

6-month warranty on the implementation.

For six months from handover of the live center, we fix **faults and defects that originate in the original implementation** and the included standard configuration.

The warranty does not cover

- × Third-party provider issues outside our control
- × Changes outside the original scope
- × Changes made on your side
- × New features and capabilities
- × Custom development
- × Additional automations

The warranty is not unlimited ongoing support and is not a managed maintenance service.

Eligibility

Who is the program right for?

Businesses that **need a structured customer service operation**. You complete an eligibility form, and we review eligibility based on:

Business needs · **Active messaging channels** · **Inquiry volume** · **Operational needs** · **Fit with the standard product**

Up to 10 businesses per month, based on our team's capacity. Acceptance into the program is at The-Hunters' discretion.

A business that the standard package does not fit may receive a separate, tailored proposal.

Next step

Ready to turn inquiries into a service center?

1

Complete the eligibility form

Details about your business, channels and inquiry volume.

2

Eligibility review

We check whether the standard product is the right fit for you.

3

Approval and signing

Program approval and signing of the engagement agreement.

4

Service center setup

Within up to 7 business days, once all access and information are received.

the-hunters.co.il

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On the following pages: the infrastructure behind the system and ongoing operating costs.

Joining the program is subject to an eligibility review, approval by The-Hunters and signing an engagement agreement that sets out the full terms of service. This document is a marketing proposal and does not constitute an agreement.

The technology

What powers the system?

Built on three leading international platforms. The accounts are in your name, and you pay subscriptions directly to the providers.

SendPulse

Messaging and chatbot platform

- Bots and live chat on major channels and your website
- Shared inbox and teamwork tools for representatives
- Monthly subscription based on number of contacts
- AI usage billed separately, based on consumption

Pro plan, billed monthly (indicative)

$12 / month

Up to 500 contacts. $9.60 per month when billed annually. The price rises with the number of contacts.

make

Automation and integration infrastructure

- Connects the center, email and other business systems
- API connections and thousands of ready-made apps
- Runs the service center's alerts and reports
- Credit-based billing, by number of operations

Core plan, billed monthly (indicative)

$12 / month

Includes 10,000 credits per month. $11 per month when billed annually. Additional credits are charged.

Meta

Official messaging infrastructure

- The official WhatsApp Business Platform
- Official Instagram and Messenger connections
- WhatsApp: charged per delivered message
- Charges apply from day one

WhatsApp messaging charges

Billed by Meta

Charges depend on Meta's current pricing model, the message category and the recipient country. Billed separately from The-Hunters' implementation price. Current rates: business.whatsapp.com/products/platform-pricing

Subscription prices are indicative, checked on 18 November 2026 in USD before taxes, and may change. Meta business verification services are not included.

Operating costs

What does it cost to run the center?

Monthly provider costs, paid directly by you	Starting price	What drives the cost
SendPulse Platform subscription	**From $12**	Number of contacts and plan
Make Subscription and credit usage	**From $12**	Volume of automated operations
SendPulse AI credits	**Usage-based**	Number of inquiries the AI classifies

Illustrative monthly example
A small business with moderate usage, after the benefit period. Not a universal operating cost.

$40-$60 / month

⚠ **WhatsApp messages are billed separately by Meta,** from day one. The cost depends on message volume, category and recipient country.

✓ **No mandatory monthly fee to The-Hunters for the standard implementation.**

A The-Hunters benefit for SendPulse usage

$45 maximum, in total, across the first three months

- For eligible use of the SendPulse platform only
- Not a cash grant and not a transferable balance
- Does not apply to Make or to Meta charges
- Usage beyond the benefit, larger plans and additional services are your responsibility

Your actual monthly cost depends on

Selected plans · Number of contacts · Automation usage · AI consumption · Your country · Provider billing rules · Messaging requirements

Example only, not a price commitment. Excludes Meta messaging charges, applicable taxes and other third-party costs. Prices are set by the providers and may change.