

# Why choose Hey Now?



## Transparent fee

Our goal is to help you automate more and more tasks. That's why we base our fee on the number of sessions. We offer monthly packages ranging from 2,500 sessions to over 1 million.



## AI engine costs included

If your bot uses artificial intelligence (AI), we'll include the costs in the monthly fee. No surprises.



## We charge per session (not per message)

A session includes all the messages within a conversation from initiation to closure, either by customer action or time out. The amount of incoming or outgoing messages within a session will not have any impact on the cost.



## No extra charge on Meta costs

We maintain the price of the fees we pay to Meta (per session), without any additional cost to our clients.



## No additional costs for flows, modules, or channels

Design as many flows as you need, it won't affect your fee. Also, we offer a flat rate regardless of your active modules or channels (WhatsApp, Instagram, Webchat, etc.). Use Hey Now for everything!



## Unlimited users

Within the platform, create as many users as you want and assign them different roles. Don't worry about the number! It won't affect your bill.



### You own your data

You can download all conversation data from the platform at any time, including phone numbers. You can use standard reports, design custom reports, or connect our API to your systems.



### Usability improvements

All packages over 5,000 sessions include hours from the support team, which can be used to enhance the quantity and quality of tasks your bots perform, allowing you to delegate more tasks to our platform over time. For smaller packages, we can quote optimizations on demand.



### Guaranteed uptime

Our team permanently monitors the performance of our platform to ensure a robust and uninterrupted experience.



### Support from the beginning

We want our customers to have the best experience with our tool. That's why we have a customer success team ready to accompany and support you at every step.



### Our bots speak all languages

Our bots have the power to assist your customers in the languages you define, even with local idioms.



### Develop your own flows

We have pre-trained packages for the most common needs of each industry, but we also have a flow designer so you can easily add new flows or improve the current ones. You can also train your AI models.



### Unleash your creativity

Design outbound message campaigns based on any rules you want. It's as simple as defining: "If it's raining, send message A; if it's sunny, send message B".