

Product Plan Summary

Qwil Messenger is a business subscription service for which firms can subscribe to one of two product plans: **Essentials** for SMEs and **Enterprise**. Enterprise plan includes BYOD mobile security controls as standard with APIs enabling automation & integration into existing systems, the AD and Salesforce connectors and AWS VPC at extra cost. Our product is developing and functionality will be added to the core product. All plans are payable 12 months upfront.



Chat Features

	Essentials	Enterprise
Multi-party private chats Users can securely access the platform to create instant, persistent chats with unlimited participants that synchronise seamlessly across all of their mobile and desktop devices.	●	●
Text, photos and files Send multi-language text messages, photos, URLs and file attachments (docx, pdf, xlsx, bmp, jpg etc.) up to 50mb each. Photos taken within the app and shared are not stored in the device camera roll.	●	●
Invite and leave chats Our chat participation rules ensure that chats with clients are confidentially co-ordinated by their staff representatives as and when appropriate. Access between contacts is entirely within your firm's control (see bespoke contact lists below).	●	●
Remove participants Any participant can be removed from a chat thread by your staff representatives. You distinguish staff and clients in your business, and Qwil Messenger does the same with special features for staff to manage the conversation.	●	●
Restricted private chats Staff representatives can restrict the other participants to invite other users. Create "listen only" chat threads. (not available yet)	○	●
Reply to chat / Forward Chat Reply feature when responding to a specific chat in a chat thread (not available yet)	●	●
Document repository Documents in a user's Qwil Messenger tenancy can be forwarded to other users in new and existing chat threads (not available yet)	●	●
Archive chats Archiving a chat will remove it from the list of active conversations in your chat list. This helps you keep your chat list more organised and only show you relevant chats.	●	●
Notifications Receive anonymised message receipt via push notification services on mobile, and full message details via browser notifications that allow you to directly access the chat thread. Privacy is maintained at all times.	●	●

● included functionality ○ optional functionality (may incur charges)

Email fall back notifications

Don't miss a message. Receive anonymised message receipt notifications via emails at regular interval. (not available yet).



Mute chats

Mute a specific chat thread to stop receiving new message alerts. Chat badges are still updated but no audible or visible push notifications are sent for muted threads.



Profile status

Users can set their availability which is visible for all. A red dot appears under a user's avatar to flag that they are unavailable at that time. A bespoke message can also be specified that appears under a user's profile (for example with details on timing or representative to contact).



Read receipt

Read receipt for each message sent is a mandatory setting for all users on the platform for audit purposes. A familiar single tick indicator is shown for messages sent, and two ticks are displayed once they are read.



Name chats

Users are required to name each chat thread upon creation and can update this name as the chat progresses and messages are exchanged over time. This is key for record keeping and system integration.



Message link

Users can share a URL link to a specific message in a chat. Only participants in chat can access chat thread. On web.



Search chats

Users are available to search chats on mobile and extended chat search functionality on web (not available yet)



Email to chat

Set up a forwarding email address to receive emails in a direct chat thread in Qwil Messenger. (not available yet)



Automated Messaging via API

Send messages and files through API or spreadsheet to the butler (available). Spreadsheet to send on behalf of user to all (not available yet).



Campaigns (Qwil "chimp")

Send messages and files to users and monitor the campaign success. (not available yet).



Bot framework via API

Integration of customised bots in Qwil Messenger's bot framework (not available yet)



Team Features

Essentials

Enterprise

Team Channels

Staff based controlled teams with multiple channels. Granular visibility and access to the team (eg. guest only). (not available yet)



Team based document repository

Share content between teams & chats. (not available yet)





Administration and Controls

Essentials

Enterprise

User access

Control who is invited to engage at your firm on Qwil Messenger. These users can be assigned your unique ID (Staff ID or Client ID) to enable automated integration, searching and removal. Instantly remove leavers who should no longer have access to your organisation's data with a single click.



Bespoke contact lists

Using our groups functionality, you can configure your client coverage model within each user's contact list and control who can directly chat to each other on the platform. These contact lists can be dynamically updated to reflect any changes in your coverage model.



Authorised devices

All users can authorise unlimited devices to access the platform. From their profile, they can review and manage these authorised devices. This also allows users to remove access from devices they no longer use or have lost.



Personalisation

Define and apply your logo and corporate colours in minutes so users immediately know they are engaging with your firm on Qwil Messenger. Specify your own legal terms of use that need to be explicitly accepted by each user you invite to chat.



Chat export

Manually export your Qwil Messenger chat transcript and documents ready to load onto your client activity history in your client management system.



Chat review and audit

Every chat and action taken on Qwil Messenger is recorded in your secure cloud allowing you to comply with regulatory requirements. You can grant specific staff users access to locate any chat undertaken in your organisation and review/export the transcript via our web app.



Batch upload via CSV

Manage the creation of your user data by using our batch upload functionality. Using a standard CSV format, you can automatically populate users and groups and semi-automate the provisioning process.



Batch upload via API

Manage the creation of your user data by using our batch upload functionality. Using API you can automatically populate users and groups and automate the provisioning process.



Staff mobile access controls

Deploy Qwil Messenger as part of your BYOD strategy for staff within minutes and without the need for a Mobile Device Management solution. Our BYOD settings are built-in, and give your firm control over your corporate data on staff devices.



Staff web access controls

Server-side configuration settings can be applied to limit staff web app access to company workstations.



Corporate export

Self serve export tool that permits administrator to export all content from tenancy. ZIP file in JSON format. (not available yet)



E-surveillance platform integration

Data export via API available. Integration through API with enterprise vault solutions and surveillance tools at customer cost.



Essentials

Enterprise

File retention

By default, Qwil Messenger retains all messages and files for the length of the subscription (currently deletion on request). Retention settings will be able to be set by administrators for a specific amount of time with Enterprise administrators approving any deletion. (not available yet).



Key terms notifications

Context exporting and expression filters and key term notification triggers can also be enabled (not available yet)



CRM integration via API

CRM Integration via API available. Automatically load your Qwil Messenger chat data onto your client activity history in your client management system using your organisation's unique client IDs. **Salesforce Connector available.**



Customised Extensibility

With over 45+ open APIs (master and system keys) our enterprise integration capabilities ensure Qwil Messenger can enable the next generation of highly efficient user interaction in a safe and compliant way for your business.



Super Master API Key

Ability to create a single set of super endpoints for the every tenancy and brand to allow an authorised user centrally to integrate with the platform.



Active Directory sync via API

AD integration via API available. Automate your staff leaver, movers and joiners processes by synchronising your staff access permissions in Qwil Messenger with your Active Directory installation. **AD Connector available.**



Additional attachment controls

Restrict allowable attachment types and any file encryption settings applied to files sent to ensure your compliance staff have access to all files sent.



Contact Center functionality & Monitoring

Team user account can be set up and added to address book of external users for customer support. Managers can monitor pending and closed inquiries on spreadsheet linked to APIs.



Federate staff address books – B2B2C

Enable B2B2C where a businesses can share staff address books within Qwil Messenger. Clients remain confidential for each firm. Will allow each tenant to be added in chat threads whilst retaining ownership of data. (not available yet)





Data Hosting and Security

Essentials

Enterprise

User provisioning

Qwil Messenger is a highly secure invitation-only service. We provide a comprehensive end-to-end provisioning process that meets the most stringent security requirements. At the same time, we also ensure our processes are intuitive and can easily be completed by any user.



Authentication

Our multi-factor authentication process applies for all user access to the platform whether it is on mobile or browser-based access on a computer. Limited access attempts are enforced, and repeated failure results in access revocation and local data removal on mobile devices.



Data usage

Your chat data is owned by you and your participants. Period. Your data remains under your control and is not shared, accessed or monetised by anyone other than your firm. This allows you to comply with global data privacy regulations such as GDPR.



Encryption

At rest, your data on our servers is encrypted both at block level and at a logical level where we own and maintain our own keys. All traffic transmitted uses either the HTTPS and WSS secure protocols encrypted via standard SSL termination using TLS 1.2 with no downgrade allowed.



Mobile and web apps

Qwil Messenger provides a standalone app for both mobile and web. Together, these provide the user interface for all users, with additional functionality provided to staff users via the web app. Our mobile apps employ advanced security controls to ensure your data remains safe at all times.



Secure cloud

Your company chat data is hosted in our secure cloud in one of our many global data centres, in line with your regulatory needs. Our deployments are highly resilient and infinitely scalable, so you don't need to worry about service availability and performance.



Multi-brand deployment

Host multiple company brands in their own separate tenancies within the same app. This can be supported within our multi-tenant cloud or within your own exclusive VPC.



Exclusive private cloud

Host your data in your own exclusive Virtual Private Cloud (VPC) separate from other Qwil Messenger customers in our global hosting location of your choice. **Hosting charges and overage applies.**



Multiple hosting location support

Host multiple tenancies in different physical jurisdictions. This can be supported within our multi-tenant cloud or within several of your own exclusive VPCs. Minimum users apply. **Available at additional cost.**





Support Services

Essentials

Enterprise

Implementation guides

Our comprehensive implementation guides will enable you to deploy the service in minutes. This includes templated examples to tailor your legal terms of use and client communications about the service.



Training material

Our administration and business user training guides provide all you need to train your staff users about leveraging the platform. Qwil Messenger looks and feels like chat. However, guides are also available for client and partners if required.



Customer support

Our extensive set of online FAQs provide answers to commonly asked questions.



One nominated business contact who have access to email support during business hours.



One nominated business contacts who have access to our customer success representatives both via chat and email 24/5.



Expert professional services available to support your implementation activities. **Available at additional cost.**



Optional features (planned)

Essentials

Enterprise

1-on-1 Voice or Video (VoIP)

Make instant person-to-person voice and video calls (VoIP) with verified users on Qwil Messenger on mobile and web. Optional recording and transcript. (not available yet)



Video conferencing

High-definition video conferencing with users of Qwil Messenger on desktop and mobile. Optional recording and transcript. (not available yet)



Screen sharing

Share your screen, present information or remote control of a screen share for collaboration between Qwil Messenger users. (not available yet)



Connectors to external applications (Calendars, tasks etc) (not available yet)

