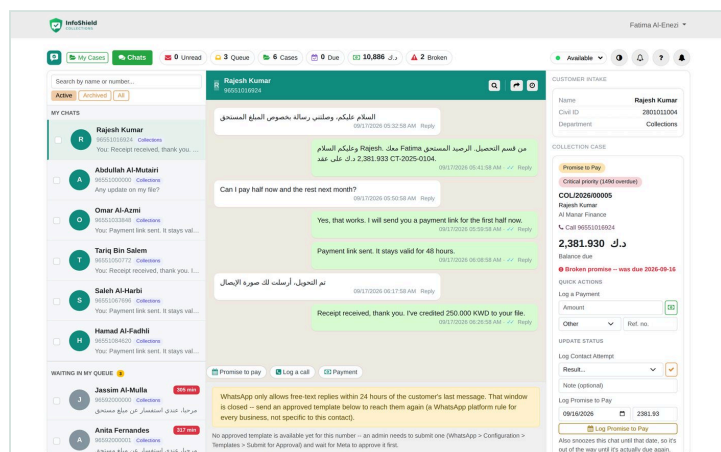




Your debtors read WhatsApp. They do not answer **unknown numbers**.

A collections floor loses most of its day to the gap between the messaging app and the debt file — copying balances into chats, copying promises back out, and reconstructing what was agreed when it matters. This closes that gap: the conversation and the case are one record, and the money finds its own way to the ledger.

01 It routes itself The bot asks for a Civil ID in the debtor's own language and checks it against every open case. A match goes straight to the agent who already owns that file.	02 One record, not two Balance, days overdue and a broken promise sit beside the thread. Every message carries its case number and Civil ID, so a transcript is one click.	03 Paid from the chat A payment link for the full balance or the part actually agreed. KNET confirms it to the system directly — nobody re-keys a number.	04 Supervised in the open Who is online, what each agent carries, what was collected, which promises broke — live, across every creditor company.
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The agent's window. Thread on the left, the file on the right — balance in dinars, 149 days overdue, a promise already broken, and a payment link ready to send. Demonstration data.

يرجى إرسال رقم البطاقة المدنية.

Please send your Civil ID number.

the same prompt – chosen per conversation, not per account

Three modules. Take the layers you need.

WhatsApp

WORKS ALONE

whatsapp_connector

Shared inbox, departments and routing. Bilingual bot intake. Templates and campaigns. An SLA clock with escalation. An agent portal that works on a phone. Messaging cost checked against Meta's own bill.

Telephony

OPTIONAL

whatsapp_telephony

Click to call from the chat. Screen pop on inbound calls. SMS when WhatsApp cannot reach. Yeastar PBX and SIM gateways, with an on-prem agent so the PBX never faces the internet.

Collections

NEEDS BOTH

whatsapp_collections

Debtor cases with balances and ageing. Promises to pay, and the flag when one breaks. Payments with supervisor approval. Escalations. Creditor companies with their own teams and their own supervisor view.

WHAT IT RUNS ON

Odoo 19

Installs as ordinary Odoo modules. No separate server to run or licence.

Approval, not trust

A manually entered payment needs a supervisor before it moves a balance.

Arabic and English

The bot follows whichever language the debtor writes in, message by message.

Evidence by default

Case number, Civil ID and creditor on every message. Transcript as a PDF.

Four Kuwaiti gateways

KNET, MyFatoorah, Tap and Hesabe. Use whichever you already hold.

Costs you can see

Every message priced against Meta's rate card, reconciled to the real bill.

Screens are the working software against a demonstration database. Debtors, balances and Civil IDs shown are invented for the demo and are not a real portfolio.