

DMENGARELLI TI

D•IA

An assistant that answers your customers on WhatsApp around the clock, with a portal for them and a dashboard for you. We handle everything technical.

Automated customer service as a managed service

THE PROBLEM

What costs an appointment-based business time and customers today

Unanswered WhatsApp

Customers write at 11 p.m. or on a Sunday, and the reply comes Monday. Or never.

Scheduling by hand

Appointments, reminders and no-shows in a notebook or a spreadsheet.

The same questions, every day

Prices, hours, address, how to prepare: someone spends the day answering the same thing.

Systems nobody maintains

They tried a bot or a system, it broke, and the owner found out from a customer.

WHAT COMES WITH D·IA

Everything you get, and nothing to maintain



WhatsApp assistant

On the business's own number, 24/7. Books, reschedules, reminds and answers.



Customer portal

Sign-in with a code sent by e-mail, no passwords. Appointments, payments and receipts, quotes and files, and a button to download their data.



Owner dashboard

Sees everything, sets prices and hours, and asks for changes in plain words.



Payments, receipts and quotes

Made from the dashboard or by asking the assistant, and the customer finds them in the portal.



A memory that learns

The assistant learns how your business works, and you approve what it learns.



We run it for you

Servers, updates, security, backups and support.

HOW IT WORKS

Three steps, and you only do the first

1

You tell us how you work

Services, hours, prices, what your customers ask. One conversation.



2

We set it up

We tailor it to you, and you test it with us before going live.



3

Your customers use it

On WhatsApp and the portal, as always. We run it for you every month.

PROFILES AND PRIVACY

Everyone sees only what is theirs to see

Owner

Sees everything and decides.

Team and reception

Scheduling and service, within what their role allows.

Customer

Only their own appointments, payments and files.

Public

General information and booking requests.

Technical support

Keeps the system running without seeing customer data.

Kept apart in the database, not just on screen.

Each customer's data is theirs



Customers download their own data whenever they want.



Full erasure on request. Financial records the law requires us to keep stay pseudonymized.



The team sees only what its role allows.



Everything built with LGPD in mind (Brazil's data protection law).

Health-specific requirements are evaluated case by case.

WHY YOU CAN TRUST IT

What sets it apart from a bot built in an afternoon



It fixes itself

It keeps checking its services and fixes what it can. We get the alert.



Every change, tested

Automated tests before every release. If something fails, it does not ship.



No one goes unanswered

If the AI fails, a menu with the real information keeps serving customers.



Encrypted backups

Every day, and the whole system can be rebuilt from scratch.



CONTINUOUS IMPROVEMENT

Every improvement reaches all customers, tested first, at no extra cost.

OUR FIRST CUSTOMER

MIM, a medical practice in Brazil

Live with real health data, built with LGPD in mind. It serves patients on WhatsApp and a portal, books, reminds, delivers documents and flags what needs the doctor's attention.

AVAILABLE IN PRODUCTION

- ✓ Payment records, plus receipts and quotes as PDF, from the dashboard and over WhatsApp.
- ✓ The patient downloads her data, and erasure on request.
- ✓ The doctor manages what the assistant remembers.

Health data

Isolated profiles

Continuous improvement

See it live: dramim.com

NEXT STEP

Try it with the way you work

Tell us how you handle customers today and we will build a trial tailored to your business, no commitment.

dmengarelli.com/dia

D·IA is a product of DMENGARELLI TI, Londrina, Paraná, Brasil.