Flowly
Powered by Aliens

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Everything a shipping company needs, in one platform

World-class portals and apps, a smart courier app, bots that run on their own, official and group WhatsApp, and AI — working on top of any system in Egypt, without replacing yours.

14	AI	24/7	WhatsApp
ready services	built into the work	bots that never stop	official + groups

Our services

Pick a category — services marked with screenshots have a visual walkthrough below.

01

Redesign any system, professionally

We redesign any existing system to a world-class standard: the customer portal and the admin & staff app.

- Full analytics for every customer inside the portal
- They see everything happening to their shipments, live
- Arabic & English, on mobile and desktop

Portals & apps

A professional courier app

Everything that makes the courier's day easier and cuts the back-and-forth with customer service.

- Status reports reach the group with photos and location
- Return photos and customer-contact screenshots (up to 5)
- A full log of every courier–customer contact

Runner Update Check

Instant verification of every courier update with the recipient, over official WhatsApp — on any system in Egypt.

- The customer sees the chat on the portal
- ...and whether the update was real or fake

Team monitoring over WhatsApp

How many messages each employee sent, how fast they reply, messages per hour, and which customer pressures them most.

05

Customer payouts bot

Pulls customer payouts automatically at the time and date you set, and sends them to each customer's accounts group.

- The returns sheet goes to the follow-up or returns group once the return run is closed

Automation bots

06

Agent & courier sync bot

Connects you with any agent company or courier, collects shipment updates and writes them into your system.

Automation bots

07

Pickup sheet upload bot

The customer sends the pickup sheet; the bot uploads it to your system on its own.

Automation bots

08

Any pickup sheet, read by AI

Any pickup sheet on any system, no fixed template — AI understands the columns by itself.

Automation bots

09

Agent closings review bot

Reviews the agents' closings sent to the accounts groups and flags what's right and what's wrong.

Automation bots

10

Official WhatsApp API

Official WhatsApp API with full integration and analytics, plus an API for your own systems.

WhatsApp & AI

11

WhatsApp groups subscription

Send anything to any group: text, messages, files or photos.

WhatsApp & AI

12

AI agent after working hours

Answers customers after hours, can edit shipments, and works in place of an employee.

WhatsApp & AI

13

Store plugins

Easy Orders, Shopify and WooCommerce integrations for any system in Egypt.

Integrations

14

Any feature you need

Any feature you can think of, we can build it on any system available in Egypt.

Integrations

Team monitoring

See how your team really works — straight from WhatsApp

Every employee on their own number: how many messages in company groups and chats, across how many groups, when they started and finished — with a working-hours window you choose.

1. **Team board**
   Team messages, who worked, and who sent nothing today

2. **Peak hours & speed**
   Messages by hour of day, and messages per hour per employee

3. **Response time**
   Average minutes to reply — shorter is better

4. **Per-employee analysis & reply quality**
   Per minute, hour and shift, longest silence, busiest hour, and a reply-quality score

5. **Groups that pressure them most**
   Per group: their messages, customers' messages, and reply time



Team board, period and working hours



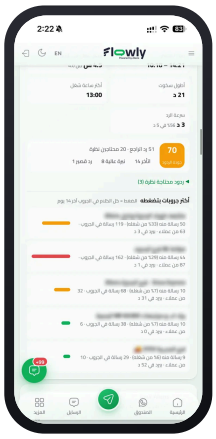
Peak hours and each employee's speed



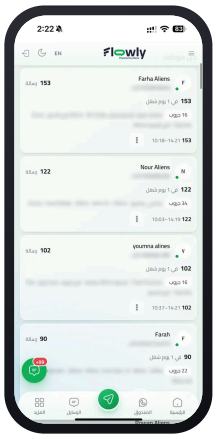
Response time to customers



Per-employee analysis and reply quality



Groups that pressure the employee most



Every employee: messages, groups and hours

Runner Update Check

Real update or fake? The customer tells you

The moment a courier sets a status like "phone not answering", the recipient gets an official WhatsApp message with the courier's name and number and answers with one tap — the result reaches the group and shows on the customer's portal.

1

Courier updates the status

2

Recipient confirms or denies

3

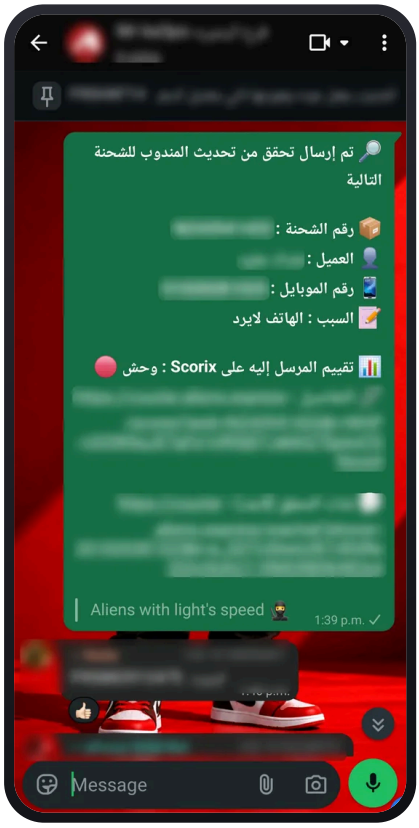
Result & chat in the group and portal

✓ **On any system in Egypt**

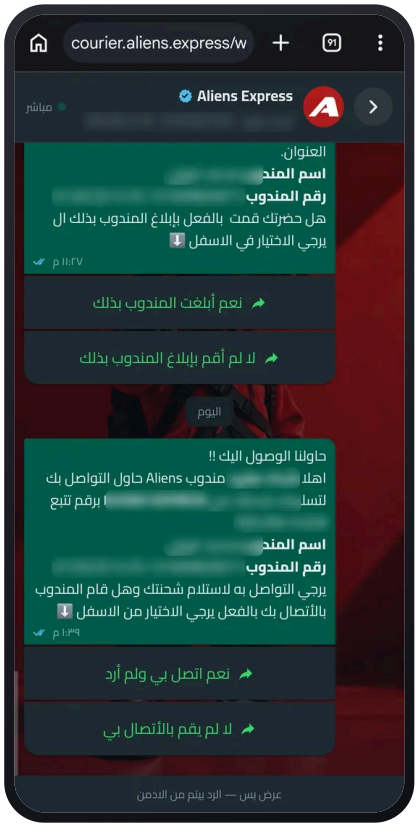
Without changing your system

✓ **Recipient rating on Scorix**

Know whether this recipient accepts or refuses before you decide



The check lands in the group: shipment, customer, reason, Scorix rating and the live chat link



The customer answers with one tap: "Yes, he called and I didn't answer" or "No, he never called"

Courier app

Courier, group and customer… in one place

⭐ A first in Egypt, by Flowly

Replies to a courier's update in the WhatsApp group reach the courier inside the app — text, photo or voice note — and the courier's answer goes back to the group.

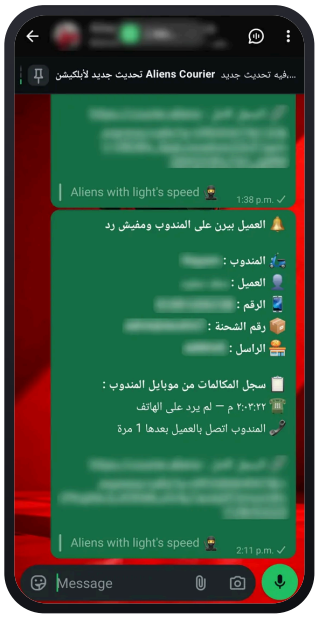
1 **Customer called and got no answer?**
An alert in the couriers' group with the call log from the courier's phone — and it reaches the courier in the app

2 **Reports with photos & location**
Every status reaches the group with photos and the courier's location

3 **Full history with each customer**
Calls, WhatsApp and attempts — in one link



A «#مندوب» reply in the group → reaches the courier in the app, and the bot confirms it was delivered



"Customer is calling, courier not answering" with the call log

Need something that's not listed?

Any feature your company needs, we can build it on any system in Egypt — tell us the problem and we'll build the solution.

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