

Smart Reply — SOP

How this module works

A WhatsApp message generator — pick a lead (optional), a category, language, and tone, and get 3 ready-to-send AI-generated messages instantly. Also works in reverse: paste a client's incoming message and get 3 perfect replies to it.

SECTIONS

● Generate Mode Pick a category, language, and tone, and generate 3 fresh WhatsApp messages for that scenario.	● Reply Mode Paste a message a client actually sent you — the AI reads it and drafts 3 perfect replies to that specific message.
● Template Library Browse ready-made message templates by category — use one as-is, or as a starting point for a fresh AI generation.	● Recent Generations The last 10 messages generated, with lead, category, and tone — reuse any of them again in one click.

STEP-BY-STEP WORKFLOW

- 1 Select a lead (optional) — their name, company, and status auto-fill as context.
- 2 Choose a Category, Language, and Tone — these decide the flavor of the 3 messages.
- 3 Click 'Generate 3 Messages' — the AI (or a template fallback if AI is unavailable) writes 3 different, ready-to-send drafts.
- 4 Pick the best one — every message shows its character count and emoji count to help you choose.
- 5 Send it straight to WhatsApp with the 'Send WA' button, or click 'Log Activity' to record it on the lead's timeline.

CONNECTIONS

● Leads Selecting a lead auto-fills their name, company, status, and score as generation context, and 'Log Activity' writes the sent message straight to that lead's activity timeline — no manual copy-paste.	● Brand Vault When a Brand Vault profile is active, its voice, key message, and Don't-Say list are automatically woven into every AI prompt, and Guardian Check scans the generated message for anything on that list before you send it.
● WhatsApp Engine The 'Send WA' button opens a wa.me deep-link with the message pre-filled — a one-way hand-off, nothing is written back here.	