



A day in sector's life

Use cases & scenarios
handbook



The
Globally Connected
Customer Engagement
Platform

javna.com

About Javna

At Javna, we're more than just a technology provider; we're your partner in global connectivity and communication excellence. Our mission is to empower businesses to engage seamlessly and at scale with their customers by providing accessible and innovative communication technologies. Through our advanced APIs and cloud-based platforms, we make it easier for businesses to connect, communicate, and thrive in the digital age.

Our Vision

We aspire to be the leading force in communications and data as a service, driving unparalleled customer engagement experiences. Our innovative solutions are designed to seamlessly connect businesses with their customers worldwide, fostering meaningful interactions and lasting relationships.

Our Values

**Customer Focus | Challenger Spirit | Integrity
Personal Excellence | Innovation | Commitment**

Our Journey and Achievements

For over two decades, Javna has been at the forefront of the communications technology landscape, marked by our journey of excellence and innovation. We're proud of our achievements, including numerous awards, recognitions, and patents, and our partnerships with top global brands and mobile network operators.

Why Choose Javna?

20+ years

experience in
the communication industry

Global Recognition



Verified WhatsApp
Tech Provider



Industry
Member

Extensive Network

140+

Direct mobile
network operators globally

1500+

Connections Globally

24/7

Customer support

World-class

speed, quality & reliability

Highest

standards of compliance

Our Products



SMS Channel

API

Send text messages globally at scale, Achieve the highest delivery rates anywhere in the world. Adhering to the highest standards of global and local compliance.



WhatsApp for Business Channel

API

Engage audiences, accelerate sales and create meaningful interactions on the world's preferred channel used by over 2.7 billion people.



Omnichannel Verify (OTP)

API

Seamlessly verify user identities across multiple platforms including SMS, WhatsApp, Viber, and RCS, ensuring a secure and unified customer experience.



Omnichannel Notifications & Alerts

API

Notify, update and alert customers across multiple platforms and ensure that your urgent messages have the best visibility.



SMS Verify (OTP)

API

Protect your customers at any stage of their journey with convenient SMS Verification.



Powered by Official WhatsApp Business API



A day in education sector life

We empower educational institutions with innovative communication solutions, facilitating seamless and engaging learning experiences for students, teachers, and parents.

Family engagement: Keep parents informed about report cards, teacher meetings, school trips, class schedules, and more, fostering a strong connection between schools and families.

Announcements: Create and send school campaigns to announce events, deadlines, exam schedules, and more, ensuring that all stakeholders, including students, parents, and staff, remain informed about important updates.

Student support: Enable students with instant access to academic advising resources that handle various processes, enhancing their overall academic experience.

9:41



Future International School



Hello Mr. Ahmad! End of term report cards are ready for Student Talal Ahmad. Click below to view his achievements and areas for improvement.

[View Report Card](#)

[Schedule Consultation for Feedback](#)

[View Report Card](#)



Talal Ahmad Report Card 2024

Student Talal Ahmad Masoud report card. Semester 1, 2024.



9:41



Future International School



Hello Mr. Ahmad! Here's what's happening at your child school this month:

Parent-Teacher Meetings,
 School Trip to the Science Museum,
 Updated Class Schedules.

[View Events Details](#)

[Download Class Schedule](#)

[View Events Details](#)



Parent-Teacher Meetings:

15/03, 5:00 PM - 7:00 PM.

School Trip:

22/03, 8:00 AM - 3:00 PM.

Please let us know if your child will attend the trip.

[Confirm Attendance for Trip](#)

[Book Meeting with Teacher](#)

[Confirm Attendance for Trip](#)



Thank you for confirming! Your child is set for the Science Museum trip.

Here's what they need to bring:


<http://FS.com/TripItems>

9:41



Future University



 **Deadline Alert:** Don't forget, course registration for the Fall semester closes on April 30th. Secure your classes early! Need help?

[Register for Courses](#)

[Contact Academic Advisor](#)





A day in retail sector life

We empower businesses to build lasting customer relationships through personalized, omnichannel communication and engagement solutions.

Marketing Promotional Campaigns: Engage your customers with targeted marketing promotions to drive sales, increase brand loyalty, and enhance the overall shopping experience.

Notifications and Alerts: Send important information to customers, such as product availability, purchase updates, and delivery tracking, keeping them informed and engaged throughout their shopping experience.

Cart Abandonment: Re-engage customers, increase conversion rates and sales. Increase order fulfillment by sending timely and personalized messages to your customers on their preferred channels, such as WhatsApp, SMS and many others.

9:41



RetailCity Store



🌟 Back in Stock Alert! 🌟 The sneakers you've had your eye on are back! Don't miss out this time. Click below to shop now.

[Shop Now](#)

[Add to Wishlist](#)

[Shop Now](#)



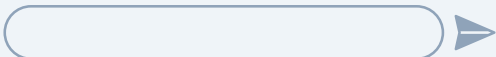
Thank you for your purchase, Khaled! 📦
We've received your order for the Sneakers. You'll get another update when your order ships.

Your order details:

Order No.: 4567

Delivery Date: 21-3-2024

[Contact Support](#)



9:41



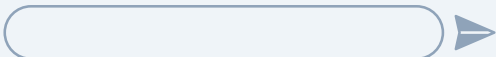
Restaurant City



🌟 **20% Exclusive Offer for You, Amer!**
As a thank you for being a loyal customer, enjoy an extra 20% off your next purchase.
Use code **JAVNEW10** at checkout.
Spoil yourself today!

[Use My Discount](#)

[Browse Menu](#)



9:41



Online Store

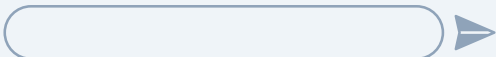


⚡ Flash Sale

24 Hours Only! Grab your favorite items at unbeatable prices. Tick, tock - the clock's ticking!

[Shop Flash Sale](#)

[View Best Deals](#)





A day in healthcare sector life

Empower healthcare institutions with seamless, automated omnichannel communication solutions to enhance patient experience, reduce costs, and increase efficiency, while connecting with patients on their favorite digital channels.

Reduce patient wait times: Connecting with patients across various digital channels can help minimize waiting periods and increase efficiency.

Minimize the rate of missed appointments: By setting up automated reminders, patients can be reminded of their appointments and reduce the chances of them missing a scheduled visit.

Automate reminders: Timely reminders can be set up for appointments, routine checkups, medication refills, vaccinations, and more.

Send proactive notifications: Keep patients informed about test results, prescriptions, and doctor availability in advance.

9:41



Medical Hub



Good morning, Eyad! Your recent lab results are now available. Tap below to review them securely. Dr. Lee is available for a follow-up if you have any questions or concerns.

[View Results](#)

[Schedule Follow-Up Appointment](#)

[View Results](#)



Eyad lab results Feb 2024 ,25

Eyad lab results Feb 25, 2024



9:41



Clinic Hub



Reminder: Your appointment with Dr. Lara is tomorrow at 10:00 AM. Complete your online check-in now to reduce your wait time tomorrow.

[Complete Online Check-In](#)

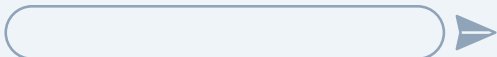
[View Appointment Details](#)



Good morning, Amer! We're looking forward to seeing you today. Your current wait time is approximately 10 minutes. We'll notify you when Dr. Lara is ready to see you.

[Notify Me When Ready](#)

[Cancel Appointment](#)



9:41



Clinic Hub



Hi Amer! Your new prescription has been sent to your Preferred Pharmacy. It will be ready for pick-up within 24 hours. Instructions and side effects information are available in your patient portal.

[View Prescription Details](#)

[Pharmacy Location](#)

Pharmacy Location



Clinic Hub

Prince Muhammad Ibn Abd Al Aziz,
Riyadh Saudi Arabia





A day in Transportation and Logistics sector life

Reliable, secure, fast, cost-effective with global reach messaging solutions for various use cases, driving digital transformation and enhancing customer service.

Efficient omnichannel communications:

Communicate on customers' preferred channels, enable two-way real-time communication, and exceed customer expectations with quick, reliable, and relevant communication.

Secure transactions and customer protection:

Build trust with reliable authentication, comply with local data privacy laws.

Flexible, reliable, and customer-centric service for logistics:


Hyper-accurate delivery tracking and status information, send personalized marketing and promotional messages, for cost savings and increased customer satisfaction.

9:41



Delivery Plus



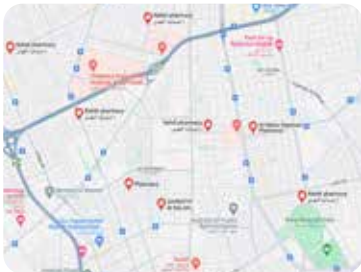
 Hello Eyad! Your package **#729549** is on its way. Want to keep an eye on it? Check the current status or make changes to your delivery options.

[Track Package](#)

[Change Delivery Details](#)

[Contact Support](#)

[Track Package](#)



Delivery Plus #729549

Prince Muhammad Ibn Abd Al Aziz,
Riyadh Saudi Arabia



9:41



Home Decor



Could you please share your delivery details: Name, Last Name, Address.

Tala Ahmad, Prince Muhammad Ibn
Abd Al Aziz, Riyadh



Order #47349

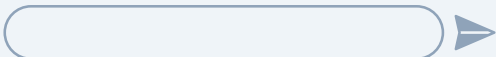
Thanks, Talal! Here's your order confirmation.



Your order has been shipped! 📦
Track it live!

[Track Package](#)

[Contact Support](#)



9:41



Airways



Hello Bashar!
You are successfully checked-in for flight SA to Jeddah. Departure time is 9:30am at gate 18, Terminal 5.
We wish you a pleasant flight! In case you would like to receive your boarding pass here, reply with YES!

Yes



Mr. Bashar - Boarding Pass

Boarding pass - flight number **#A1HR47D** is on the time.





The
**Globally
Connected**
Customer Engagement
Platform



Industry
Member



Verified WhatsApp
Tech Provider



javna.com

Our Offices



KSA



UAE



JOR



USA



SING