

A customer asks where their order is. Who answers?

Customers get order and product answers promptly, from your own store data. Your team stays in charge of refunds and exceptions.

🕒 9:15 pm · WhatsApp

Where is my order? It was due today.

An unanswered message is a customer waiting.

For owners of online and multi-channel stores

 **Book a demo on WhatsApp**

WHAT WE SOLVE

Does this sound like your week?

**Where is my order?**

The question that never stops, all day.

**Stock and price asks**

Customers message to check before they buy.

**Returns and refunds**

Refund asks wait for the owner to see them.

**Festival rush**

Peak weeks bring the same questions in bulk.

TODAY, BY HAND

- ✗ Staff look up each order by hand.
- ✗ Stock and price asks wait for the owner.
- ✗ Refunds are agreed in a quick message.

WITH BIZFLO

- ✓ Order status is looked up from your store.
- ✓ Product questions are answered from your catalogue.
- ✓ Refunds can wait for the owner's yes, set up with you.

REAL CASES FROM YOUR INDUSTRY

Cases from your industry

Public reports, as reported. They are not BizFlo customers and show no BizFlo results.



Wrong product, no reply

A Kerala consumer commission ordered a refund plus Rs 8,000 over a wrong product and no response from the seller.

 Business Today, 30 Jul 2026



A reply and a handover mean a complaint reaches a person early.

Live today



Marked refused, no proof

Pathanamthitta consumer commission awarded Rs 22,500 after a parcel was marked refused with no proof of a delivery attempt.

 NewsKarnataka, 10 Sep 2026



A courier's refused mark can leave a shop without proof. BizFlo reads your store's order record; it does not track couriers.

**Live today**

Order and product assistant

THE PROBLEM

Customers ask about orders, stock and prices all day, and replies come late.

WHAT IT DOES

On WhatsApp and website chat it looks up a customer's own orders in your WooCommerce store and answers product questions from your catalogue. Otherwise it offers to pass the question to your team.

**Customer asks****BizFlo answers****Your team
steps in**

- ✓ Answers are drawn from your store data
- ✓ Your team can read the whole conversation
- ✓ Every answer kept for your review

Live today

Working in the product today.



Built with you



Refund and return approval

THE PROBLEM

Refund and return asks are agreed in quick messages, with no record.

WHAT IT DOES

Refund and return requests wait for the owner's approval before anything happens. The approval engine is live; we connect it to your store action. Nothing is refunded automatically.

**Customer asks****Owner approves****Recorded**

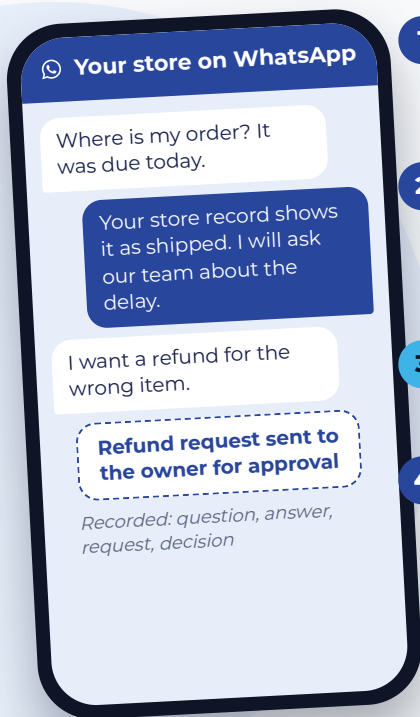
- ✓ Sensitive requests are routed for approval
- ✓ An unanswered approval lapses; the action does not run
- ✓ Decisions are logged

Built with you

Set up for your business with our team.

HOW IT WORKS

A customer order query, start to finish



1

Customer asks

Day or night, on WhatsApp or your website chat.

2

Answer from your notes

Drawn from order and catalogue data in your store.

3

A person decides

Refunds wait for the owner.

4

It is recorded

Every step is kept for your review.



What your team sees

Order	Wrong item
Request	Refund
Status	Awaiting owner

Illustrative example, not a customer case.

Around BizFlo, we build what you need



Store and channel links

Built with you

Connect your store, sheets and sales channels.



Return and exchange intake

Built with you

Structured intake with owner approval.



Sales and enquiry view

Built with you

See which questions and seasons bring orders.



Back-office automation

Built with you

Repeated admin steps, scoped with you in discovery.

HOW WE START

How we start



1

Discovery

A short conversation about where customer messages pile up.



2

One job, one channel

We start with a single use case, not everything at once.



3

Your information

We connect your store data and test on real questions first.



4

Review together

We check results against what we agreed, then decide the next step.

What we need from you

-  Access to your WooCommerce store or a product CSV file
-  One person who decides on refunds and exceptions
-  A handful of real customer questions to test with

No timelines or prices are promised on this page; both are agreed in discovery.

Bring one job your team repeats daily.



Not live yet, and what we do not claim

- Automatic refunds or payments. A person approves; we connect your action.
- Courier tracking, email, SMS and voice, scheduled reminders and online payments.
- Formal security or compliance certifications. Tell us your requirements first.
- Reading PDF or Excel files directly, and ready-made links to other store platforms.

On the roadmap, not available today: Automatic reminders and follow-ups; email, SMS and voice.



Book a demo on WhatsApp

A 15-minute walkthrough on WhatsApp. Bring one workflow your team repeats every day, and we will show a BizFlo agent completing it, where your team steps in, and what the record shows.



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Illustrative examples and images. Real cases are public reports cited with their source; none is a BizFlo customer. Capabilities checked 18 Sep 2026 (product notes) and may change. Icons: Font Awesome Free (CC BY 4.0). © Vibe Mind AI Solutions.