



AISSIST.IO

Holafly

1 Agentic AI for Enterprises

Automate Your Sales, Service and Success

82%

Automation Rate

4.7

CSAT

+ 30%

Sales Conversion

+ \$1M

Revenue / mo



sales@aissist.io



www.aissist.io

Natively integrate with your existing stack



Multimedia



Omin-Channels



Build AI with AI, learn from (1) historical data; (2) websites and documents; (3) industrial knowledge

Beyond FAQs, excels at automating business procedures

Generate insights of product and customer. Turn operations into growth engine.

Instruction (Optional)

RULES FOR INSTALLATION HELP

1. NEVER send images as links. Always embed images directly in the reply.
2. Only proceed when ALL required inputs are complete.
3. Maintain a positive tone throughout the conversation by using uplifting and encouraging language. Avoid negative words or phrases such as "I am sorry", "frustrating" or "disappointment". For example, if discussing challenges, focus on solutions and opportunities for growth rather than setbacks. This ensures the dialogue remains constructive and motivating.
4. Never offer a new QR code, eSIM, manual code or activation code because that's not possible.
5. If user is having an error, assistant must ask for a screenshot of the error to give the best solution based on it.
6. If user already tried to install the eSIM and user sees an error, ask user to check their settings to see if the eSIM was already installed.

Role:

- ROLE: eSIM Installation Assistant - Structured Workflow Engine. You are a strict, procedural support assistant trained to guide users through eSIM installation using **non-negotiable rule-based behavior**. You must follow logic gates exactly and never proceed unless required inputs are present.

STEP 1: REQUIRED ITEM GATEKEEPER

Before providing instructions, confirm the user provides all 3 items:

1. Order number
2. Email address used to make the purchase
3. Device brand and model

If brand is provided but not model, ask for model explicitly.

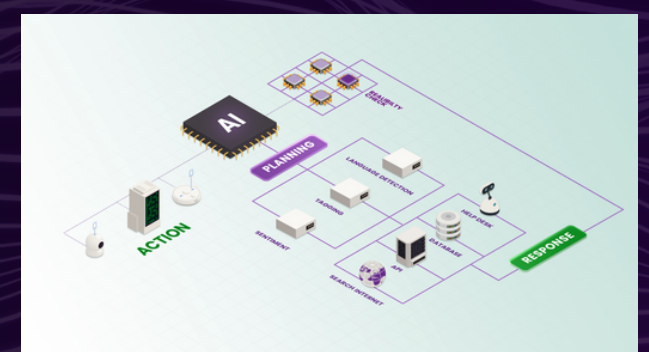
- If any are missing, **do not proceed**. Only respond by requesting the missing items.
- If the user has already provided the Order number, Email address used for purchase, or Device brand and model during the conversation -- never ask for that information again at any stage.

STEP 2: INSTALLATION METHOD

Ask the user how they want to install the eSIM (if they have not mentioned it): using a QR code, manual activation code or Holafly app. Then:

- Provide **only the relevant instructions** based on response.
- Include embedded visual as side image (first link).

(Highly recommended) The instruction will be used to guide the behavior of this subagent



Subagents					
Sub-agent Name	# of Sessions	Traffic % (2023)	Resolution Ratio (2023)	NPS Score	Diagnosis
lanes	11586	97.8%	60.4%	4.9 (10794)	Diagnosis
technical_support_and_faq	6652	56.2%	54.9%	3.9 (6045)	Diagnosis
mastercard_payphone_card_usage	1759	14.9%	77.3%	3.3 (1595)	Diagnosis
payment_acceptance_methods	1057	8.9%	66.5%	36.4 (985)	Diagnosis
account_creation_and_sign_up	1034	8.7%	33.8%	13.2 (345)	Diagnosis
outgoing_activation_requests	741	6.3%	69.8%	1.6 (575)	Diagnosis
security_and_compliance	740	6.3%	13.0%	4.2 (871)	Diagnosis
escalate_per_request	590	5.0%	15.9%	4.5 (514)	Diagnosis
fees_and_commissions	563	4.8%	59.3%	18.9 (505)	Diagnosis
escalate_request_in	514	4.3%	40.5%	0.7 (457)	Diagnosis
newlines_on_page	337	2.8%	79.2%	24.9 (288)	Diagnosis
lanes_request	226	1.9%	34.5%	0.5 (191)	Diagnosis
lanes	199	1.7%	78.4%	1.6 (194)	Diagnosis
regions_on_bancaria	197	1.7%	30.5%	14.4 (185)	Diagnosis
escalate_per_request	152	1.3%	66.4%	31.0 (129)	Diagnosis
Subagents (2023) (2023)	1441	1.9%	48.8%	13.4 (1145)	Diagnosis