

Answers to your AI Technical Checklist

Direct answers, grounded in systems we have already built and are running today. Where something is live right now, we've marked it **LIVE**. Where it's part of your build, **YOUR BUILD**.

Quick note before the answers. Hanumatrix builds AI-native CRM and automation platforms. We already run one CRM with a live, two-way WhatsApp AI handling real customer conversations, and another with a full compliance audit trail. Your Mango system is a travel-specific build on that same foundation. So when we say "yes" below, it usually comes with "and here's where it's already working," not "here's what we could try."

See it, don't just read it. A three-minute recorded walkthrough of the working system, and our live website chatbot you can talk to right now.

[▶ Watch the walkthrough](#)[Live chatbot](#)

Or open directly · Walkthrough: demo.mangoholidays.hanumatrix.com · Chatbot: mangoholidays.hanumatrix.com

A AI Strategy & Business Understanding

Q. How would you automate a travel company like Mango Holidays?

By taking the manual hand-offs off your team, not the people. Right now a booking sets off two copy-paste messages to Visa and Accounts, and "who's chasing this file?" lives in someone's head. We make the system the record instead. A lead comes in from the website, WhatsApp or a call, gets assigned automatically, becomes a booking with a digital signature, and the moment it confirms, Visa and Accounts see their tasks without anyone messaging them. On top of that, a rule-based monitoring engine keeps an eye on every stage. If a visa sits too long, a payment goes overdue, or a briefing sheet hasn't gone out, the assigned person hears about it before it ever reaches the owner. The AI handles the conversation layer. It never touches money or compliance on its own.

Q. What AI opportunities do you see in our business?

Five, in the order we'd tackle them. First, an instant multilingual WhatsApp reply to every enquiry, 24x7. For a tour operator the biggest quiet revenue leak is a slow first response, so this pays back fastest. Second, lead qualification and package matching from a customer's budget and interests. Third, drafting itineraries and quotations from your own product data. Fourth, a daily summary for the owner, a plain-language read on every file that's at risk. Fifth, help with document work, like checking a visa file is complete. The monitoring underneath all of this is rule-based, not AI guessing, and that reliability is on purpose.

Q. What projects would you prioritise in the first 90 days?

Day 30, lead capture, pipeline, and the AI WhatsApp reply go live and your team starts using them. Day 60, booking with digital signing, receipts with correct tax, and the per-traveller visa module. Day 90, the monitoring engine with delay alerts and escalation, plus vendor blocking and feedback-to-reviews. The full breakdown is in section G.

Q. How will you measure ROI?

Against numbers we capture with you in week one. How fast the first reply goes out on a new enquiry (target: seconds, round the clock, versus hours today). How many manual hand-offs happen per booking (target: down about 70%). How long an overdue payment goes unnoticed (target: a day or less, automatically). What share of website leads actually reach the CRM (target: all of them, versus today's leaky email route). And the owner's hours reclaimed from daily chasing. On the money side, a custom travel-operations CRM of this scope is usually a four-to-six lakh build. Your fixed price delivers it for well under that, so the payback shows up in staff time and captured leads, not years.

Q. Which tasks should NOT be automated?

Some things stay human on purpose. The final money and compliance calls (tax treatment, refunds, cancellations): the system computes and flags them, a person approves. Visa-rejection judgement. High-value or delicate customer relationships, where the AI qualifies and drafts but your agent closes. And anything a customer would resent a bot for, which is why the AI hands off to a human the second a conversation turns complex or emotional. Automating those erodes trust. Automating the chasing and the copy-paste frees your team to do them properly.

B Generative AI Expertise

Q. Which LLMs have you worked with (OpenAI GPT, Claude, Gemini)?

All three, in production. We built a provider-agnostic layer, so we pick the best or most cost-effective model for each task and never get locked to one vendor. Our live systems run on Claude, Gemini and GPT-family models today, and we can point a deployment at a specific provider if you ever need to. **LIVE**

Q. Have you built Retrieval-Augmented Generation (RAG) systems?

Yes. Our live chatbot answers from a specific, controlled knowledge base rather than the open internet. It retrieves the relevant records first and answers only from them. For Mango, that knowledge base is your itineraries, your visa rules, and a curated FAQ set, so the bot answers a Europe-tour question from your actual tour, not from something it invented. **YOUR BUILD, on a live RAG foundation**

Q. How do you prevent AI hallucinations?

Four things, all running today. The bot is grounded, so it only answers from your retrieved content, not general knowledge. It's confidence-checked, so a shaky answer is held back and passed to a human instead of guessed. There's a hard hand-off rule, so after a few turns or on any complex query it transfers to your agent. And every AI message is logged with its source, so nothing is unaccountable. The AI never touches money, tax, or a customer commitment without a person in the loop.

Q. Can you build a knowledge base from our tour itineraries, visa rules, and FAQs?

Yes, and it stays current on its own for the product side. Your internal product software already exposes the data our systems read (itineraries, pricing, highlights, visa and air instructions), so when you publish a new tour the bot can answer about it the same day, with no retraining. We build the FAQ and visa-rule layer on top of that, and your team can edit it without a developer.

Q. How would you keep AI answers up to date?

The itinerary and pricing answers update automatically, because the bot reads your product software, which is already your source of truth for tours. The FAQ and policy content is a simple editable knowledge base your team maintains. Anything statutory, like tax rates, we keep as versioned settings and update under your monthly.

C Travel Industry Experience

Straight answer. Mango is our first dedicated travel deployment, and we'd rather say that plainly than dress it up. What we bring instead: an AI CRM already live in another regulated, document-heavy, WhatsApp-first Indian business, and a fully worked-out model of your exact operation. Visa per traveller, tax on overseas packages, GIT and FIT booking types, vendors blocked months ahead, your product software, your website's lead flow. We studied your live site and catalogue before we quoted. You aren't paying us to learn travel on your time. You're getting a proven platform shaped around a workflow we've already mapped end to end.

Q. Can AI recommend the right tour package based on budget and interests?

Yes. It matches a customer's budget, dates, destination and interests against your live catalogue (your full set of products across all your sectors, both fixed-departure and customised), suggests the best fit, and drafts the enquiry.

YOUR BUILD

Q. How would AI help Operations (airline, hotels, sightseeing, meals, coaches, guides)?

The AI drafts and chases, the rule engine tracks. Block-requests to vendors get generated and sent, and anything still unconfirmed as departure nears gets flagged. The ops calendar is seeded from tour dates so nothing quietly slips, and the AI can summarise the day's outstanding confirmations for your ops head.

Q. How would AI help our Tour Managers?

Auto-generated briefing sheets built straight from the booking and product data (hotels, contacts, flights, airline, timings, routing, flight count), a per-tour document pack, and a plain-language pre-departure summary. Your tour manager gets a complete, current file instead of assembling it by hand.

Q. Can AI assist with visa document verification?

Yes, as an assistant, not the decision-maker. Per-country checklists flag missing or expired documents. The AI can read an uploaded passport, pre-fill the details, and cross-check name, number and expiry against the booking, then surface any mismatch. Your visa officer always makes the actual submission or rejection call. It's verification support, not automatic filing. **YOUR BUILD**

Q. How would AI handle post-tour customer feedback?

It sends the feedback form automatically on return, reads the responses, and on a happy one sends your Google review link (never gated or incentivised, per Google's rules). A negative response goes straight to a human with a short summary of the problem.

D WhatsApp Automation

This is our strongest live proof. We run a two-way WhatsApp Business API integration in production right now, with real customers and real conversations, a grounded AI chatbot, on a client's own WhatsApp Business number connected directly to Meta. Everything below is answered from something already working. **LIVE**

On seeing the WhatsApp side: the fastest, most honest way to show you two-way WhatsApp AI is a ten-minute live screen-share on the number where it is already running, rather than a polished recording, because a recording of someone else's live customer chats isn't something we'll fake or stage. You can watch it qualify a lead and hand off to a human in real time, and for Mango it then runs on your own number. The website chatbot above is the same engine, and you can try that this minute.

Q. Have you integrated AI with the WhatsApp Business API?

Yes, live in production. Two-way messaging on the official WhatsApp Business API, inbound and outbound, with an AI chatbot answering inside the thread, media handling, approved templates for messages outside the 24-hour window, and consent and opt-out handled to Meta's policy. For Mango it runs on your own WhatsApp Business number, with no third-party middleman in between.

Q. Can the chatbot qualify leads automatically?

Yes. It greets, asks the qualifying questions (destination, dates, party size, budget), captures the answers, and creates a scored lead in the CRM before a human touches it. **LIVE**

Q. Can it book appointments with our sales team?

Yes. It can offer open slots and schedule a call or meeting with the assigned agent, with reminders. **YOUR BUILD**

Q. Can it respond in English, Hindi, and Marathi?

Yes. The AI models we use are natively fluent in English, Hindi and Marathi, and we set the bot up to detect the customer's language and reply in it, with your WhatsApp templates translated for each. This language handling is built into your deployment. **YOUR BUILD**

Q. Can it transfer complex queries to a human agent?

Yes, and it's a firm rule, not a hope. After a set number of turns, or on any complex, high-value or emotional query, it hands off to your agent with the full conversation in front of them, so the customer never gets stuck in a loop. **LIVE**

E CRM Integration

One clarification on Zoho. Our proposal isn't "bolt AI onto your existing CRM." It's an AI-native CRM that replaces the one you have. The AI is built inside the CRM, not glued on from outside. So there's no Zoho, or any other CRM, to integrate with, no two systems to keep in sync, and no double subscription. Your existing customer and lead data moves across into our platform, and that migration is included in the setup fee. Everything below is native to the platform, which is exactly why it's reliable instead of stitched together.

Q. Have you integrated AI with Zoho CRM?

We don't integrate with Zoho. Our platform is the CRM, AI-native from the ground up, and it replaces the one you're on. If you're using Zoho or any other CRM today, we migrate your data across at no extra charge. If there were ever a specific reason to keep another system alongside, we can read and write to it over its API, but honestly that's rarely worth the cost once the AI already lives natively in your CRM.

Q. Can AI automatically score leads?

Yes. Leads are scored on qualification signals like budget, destination, engagement and source, so your team works the hottest ones first. **LIVE**

Q. Can AI trigger follow-up emails and WhatsApp messages?

Yes. Automated, consent-checked follow-ups on email and WhatsApp for payment reminders, visa-status nudges and re-engagement, with a safety guard that blocks any automated message to someone who hasn't given consent. **LIVE**

Q. Can AI generate quotations?

Yes. Quotations built from the matched package and your pricing, taxes computed, as a branded PDF. We already generate priced documents like this live in another product, and the travel-specific version is part of your build.

LIVE engine

Q. Can AI update customer records automatically?

Yes. Captured details, conversation outcomes and status changes write back to the record on their own, and every change is logged in a tamper-proof audit trail showing who changed what and when. That matters a lot for your tax, e-sign and data-protection obligations. **LIVE**

F Technical Skills

Q. Which automation platforms do you use (n8n, Make, Zapier)?

We keep the important logic, meaning money, compliance and the delay monitoring, inside our own platform written in Python, so it can't quietly break the way a Zapier or Make flow can when a step changes. Where a light glue integration genuinely helps, we use self-hosted n8n, so your data stays inside your own environment rather than passing through a third-party service. The critical path never sits on someone else's automation tool.

Q. Which programming languages do you use?

Python for the backend and the AI services, JavaScript with Vue and React for the screens, and SQL for data. A standard, hireable stack, nothing exotic that would lock you in.

Q. How do you secure customer data?

Passports, visas and personal data are encrypted at rest. Access is role-based, so each person sees only what their job needs. Everything is on an audit trail, hosted in India on your own server, backed up daily with a restore we've actually tested, behind secure sign-in with two-factor available, and with consent captured and honoured. This isn't a checkbox for us. Our other live platform runs a cryptographic, tamper-proof audit record and has passed its own disaster-recovery drill. **LIVE**

Q. How do you monitor AI performance?

Every AI interaction is logged with its outcome. Errors are caught in real time by dedicated monitoring. Usage and cost are tracked per conversation, and quality is reviewed against a defined bar. Your AI conversation credits are metered transparently, so you always know where you stand.

Q. How do you handle system failures?

It degrades gracefully instead of falling over. If the AI layer is unavailable, the core CRM keeps working and messages queue up. Automated health checks and a watchdog spot a stalled component and either self-heal or raise an alert. Daily tested backups mean your data is never the thing at risk. On our live platform we've demonstrated a full restore-and-verify drill and a recovery from a swapped-out component in under ten seconds. **LIVE**

Project Delivery

Q. What can you deliver in the first 30, 60, and 90 days?

BY	LIVE
Day 30	A working system on your server. Website leads flowing in, the AI answering on WhatsApp, the pipeline visible, and your team using it.
Day 60	Booking with digital signing, receipts with correct tax, the per-traveller visa module with a secure document vault, payment reminders, and dashboards.
Day 90	The monitoring engine with proactive alerts and escalation, vendor blocking, feedback to Google reviews, and full reporting.

One clock we don't fully control: WhatsApp message templates go to Meta for approval in week one, so we start that first. AI voice calling is a later roadmap step, once the core is proven on your real volumes.

Q. How many AI projects have you completed?

This is our core business, not a side project. We build and run our own AI platforms, including SupaMatrix, a live property CRM with two-way WhatsApp AI, and an AI sales CRM with a full compliance record. On the client side, we're currently building a mobile app and an ERP system for Aditya Polymers, an AI-powered CRM for a fintech company we're under NDA with, and we run ongoing AI work for Prompt Consultants. So Mango isn't a first attempt for us. It's a custom travel build on a foundation we've already proven several times over.

Q. Can you train our staff?

Yes. Hands-on training for your seven to nine users at go-live is included in the setup, along with written guides and a support channel. The whole thing is built for a non-technical team, minimal clicks, sensible defaults, works on a phone.

Q. What support do you provide after implementation?

Your monthly covers support, updates, statutory rate changes, monitoring, and your AI conversation credits. We manage the software on your server. You own the data and the box.

Q. Can you provide references from previous clients?

Yes, and we're happy to be concrete about it. We're a young company, and we've chosen to compete on custom, best-fit solutions rather than off-the-shelf, so our references are recent but real. Prompt Consultants came to us last year after Zoho and Odoo partners had quoted them upwards of eight lakh. We built their system, intricacies and all, in under a month. We're building a reward-based loyalty app for GlueCompany and are now developing their custom ERP and an automated dashboard, and we've delivered app and ERP work for Aditya Polymers as well. We also run an AI-powered CRM build for a fintech client we're under NDA with. Beyond software, clients come to us for website development, and we've run an expo and digital marketing for them too. Alongside all of this we build our own platforms, SupaMatrix for AI agentic calling, a property CRM, and a hostel management system. We don't tie ourselves to one industry. We build the right custom solution for each client and look after it for the long term. With their permission we can put you in touch with any of them, and we're glad to share onboarding dates so you can see how fast we actually deliver.

The Practical Challenge, and how we'd suggest handling it

You asked for a working demo of eight things in a few days. We take that seriously, and the honest, professional way to do it is this.

- ✓ **What we'll show you this week, on systems that are already running:** the live two-way WhatsApp AI answering questions from a knowledge base, capturing details, and creating a scored lead. The CRM producing a quotation as a PDF. Automated follow-up reminders firing. That's items 1 to 4, plus 7 and 8 of your list, demonstrable now.
- ✓ **A focused Mango proof:** we'll load a Europe tour brochure into the knowledge base and let you ask it real Europe-tour questions live, so you see it answering from your content, not a generic demo.
- ✓ **Item 5, "push the lead into Zoho":** since our platform replaces the CRM rather than integrating with Zoho, the lead lands natively in our CRM, which is the whole point. We'll show that instead.
- ✓ **The complete eight-item build** (100 verified FAQs, a personalised itinerary generator, quotation automation on your real pricing) is your first paid step, the discovery phase, not a free bespoke build squeezed into a few days. It's real work, a proper knowledge base on your real product data and pricing, and doing it well on your data is worth far more to you than a rushed throwaway.

What we'd suggest: a screen-share this week where you watch the live systems do six of the eight, plus the Europe brochure knowledge base answering your questions. Then the Zoom with your daughter to walk the full plan. That gives her something concrete to judge today, and gives us a real basis to lock the scope together.

And if you'd like to see it prove itself before committing to the full build: we can set you up with one complete working workflow and an AI chatbot with WhatsApp built in, as a first paid step. You get something real and running to judge us on, and it becomes the foundation the rest of the system is built on. It's the lowest-risk way to start, and it's how we'd rather earn a long relationship than ask you to take the whole thing on faith.

On the investment: a custom travel-operations CRM of this scope, with the tax engine, per-traveller visa module, digital signing, vendor automation and monitoring, is normally a four-to-six lakh build. Your fixed price delivers all of it, on your own server, with data migration and training included. The value is in what it takes away: the copy-paste hand-offs, the missed follow-ups, and the owner being the fallback for every delay.