

Your First AI Employee



Who We Are

We deliver AI-driven customer communication solutions that empower businesses to engage smarter, operate leaner, and scale faster.



 Global Reach

Offices in Hong Kong and North America

 AI-First

Built from the ground up with AI at the core

 Founded 2026

Founder in Hong Kong

 Cloud SaaS

Fully managed, always-on, no infrastructure needed

THE OPPORTUNITY

Customer Engagement Routine

Slow Response Times

Delayed replies frustrate customers and result in lost revenue opportunities.

Repetitive Inquiries

Staff spend hours answering the same questions, draining time and morale.

Inconsistent Experience

Manual processes create variability in service quality across channels and shifts.

High Staffing Dependency

Scaling support requires hiring more people — a costly and slow solution.

CORE BENEFITS

Our Value



24/7 AI-Powered Support

Instant, multilingual assistance around the clock



Optimized Staff Resources

Freeing your team to focus on complex cases and strategic initiatives.



Reduced Customer No-Shows

Proactive AI-driven confirmations greatly reduce absence rates for appointments and events.



Seamless CRM Integration

Connect smoothly with your existing systems to keep data and workflows in sync.



Boost Customer Credibility

Connect customer satisfaction poll to your social media account that strengthens your brand reputation.



Modular & Customizable

Adapt the experience to your team's needs without interrupting existing workflows.

OUR PRODUCT

Introducing the Time Stream AI Agent



An AI-driven automation platform that engages customers using pre-trained guidance and proactively handles outbound communication.

→ Inbound Intelligence

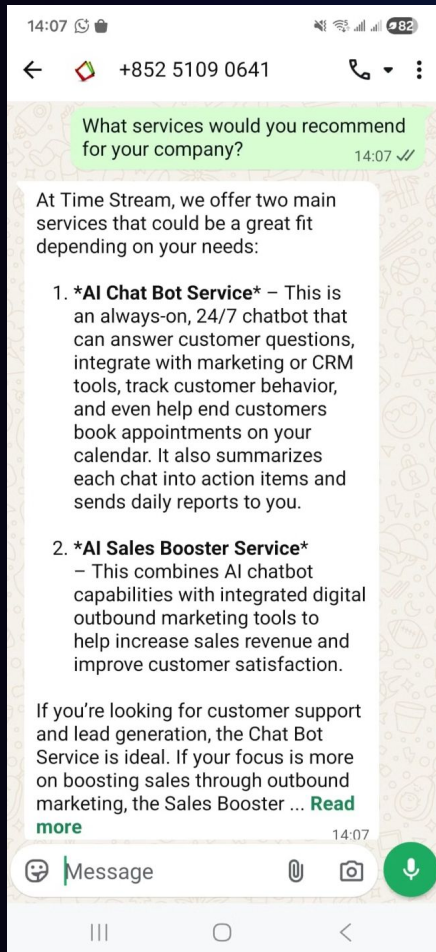
AI Chat Bot Answers customer inquiries automatically, 24/7, with contextual accuracy.

→ Outbound Automation

AI Agent manages appointment confirmations and marketing campaigns at scale

CORE CAPABILITIES

Inbound Intelligence - TMS AI Chat Bot



Time Stream AI Agent Basic Features

24x7 Customer / Product enquiry

Handle common questions quickly and consistently.

Multi-lingual

Support customers in multiple languages with ease.

Admin Escalation

Detect customer intent. Instant escalate to Administrator upon customer request or callback

ESCALATION TO HUMAN

Escalation & Do Not Reply

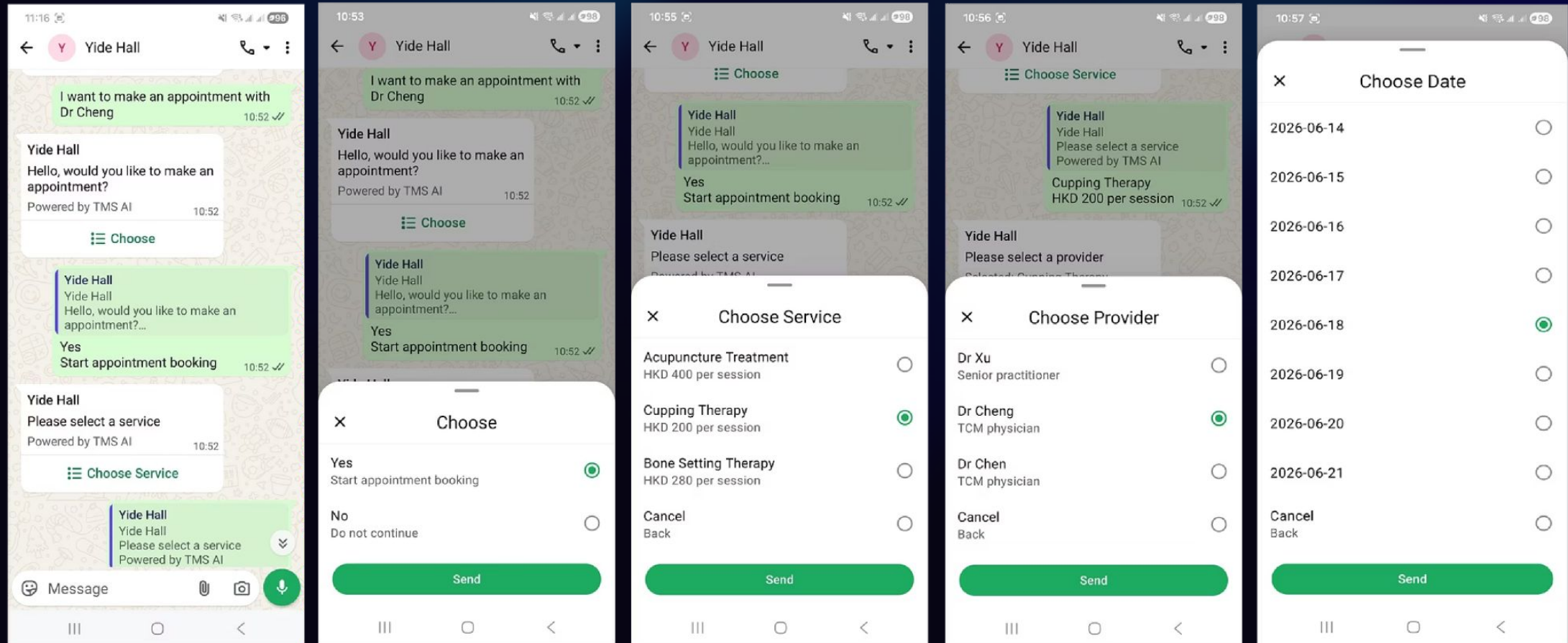
Escalation messages should be sent when a conversation needs human attention. Use the Do Not Reply button to stop further automated responses.



APPOINTMENT FEATURES

Automated Appointment Integration

Seamlessly sync appointments and reminders directly into Google Calendar. Customers receive automatic calendar invites, and all scheduling updates are synchronized in real-time



Inbound Intelligence - Show Up 100

Reduce no-shows and optimize resource planning with AI-powered appointment confirmations.



Automated Reminder

AI Agent sends automated reminder messages to customers about their upcoming appointments.



Simple Response

Customers receive two action buttons: Yes, I'll Attend or No, I Want to Cancel.



Instant Confirmation

If the customer selects Yes, the appointment is automatically marked as confirmed in the calendar.

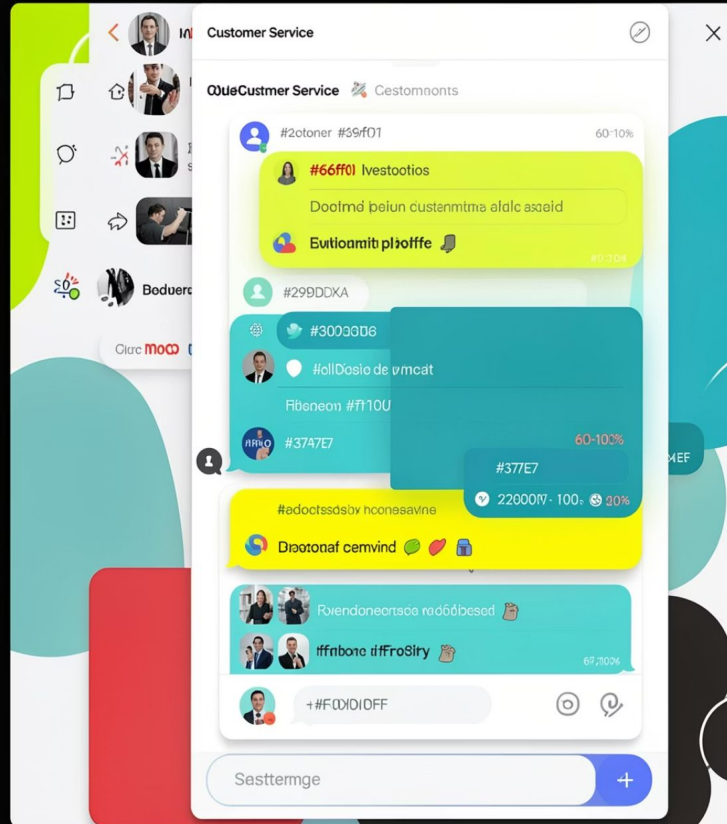


Easy Rescheduling

If the customer selects No, a follow-up message asks if they want to reschedule.



Designed for clinics, beauty shops, and other service-based businesses that depend on reliable scheduling.



Sales Generation

Manages marketing campaigns, reminders, and appointment notifications at scale.

- Personalized Marketing Campaigns
- Automated Reminders & Follow-ups
- Proactive Appointment Notifications
- Segmented Audience Messaging
- Real-time Delivery Tracking

OMNICHANNEL PRESENCE

Meet Customers Where They Already Are

Time Stream AI Agent deploys across the channels your customers use every day — no new apps, no friction.



WhatsApp



Facebook



Instagram



WeChat



Web

WHATSAPP INTEGRATION

WhatsApp Business API & Coexistence



WhatsApp Business API Mode

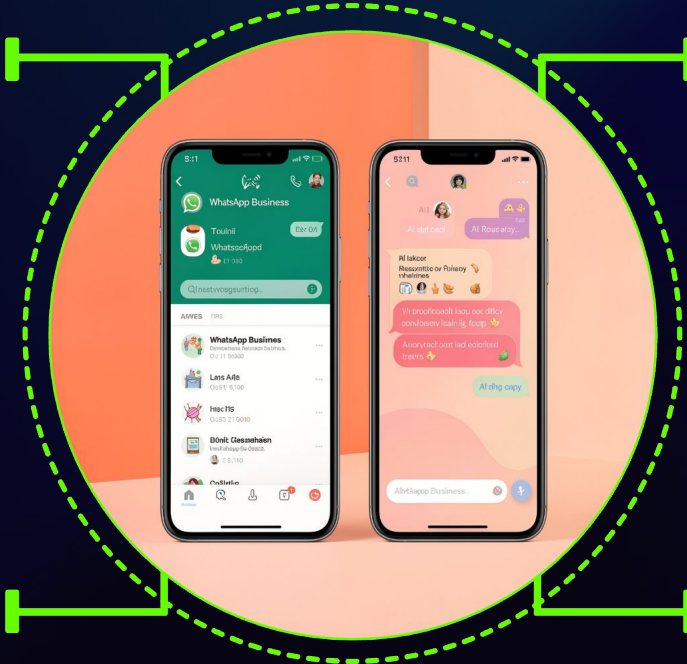
Our platform integrates with the official **WhatsApp Business API** — meaning messages flow directly between your AI agent and your customers through WhatsApp's secure infrastructure.

AI Agent Replies
Automated, accurate,
24/7 responses

Human Can Reply
Too
Staff reply via
WhatsApp Business
app

Seamless Handoff
Toggle AI on/off for
smooth takeover

Platform Control
Configure agents and
scheduling



WhatsApp Coexistence Mode

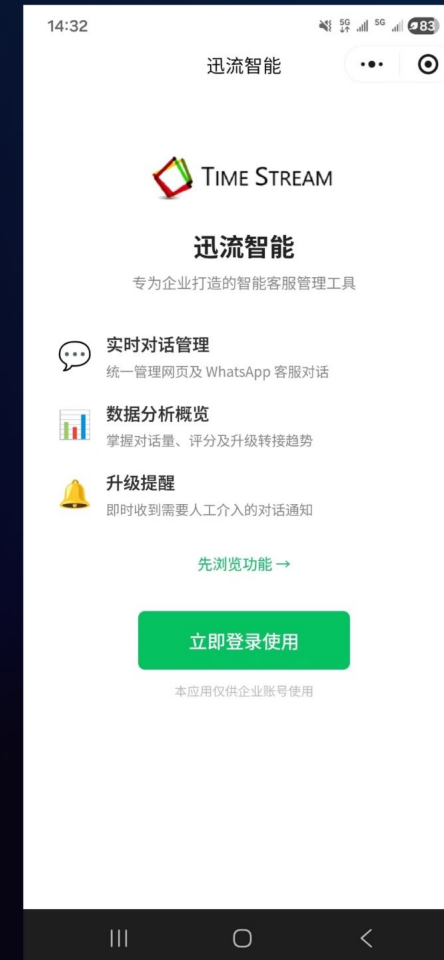
Your business doesn't have to choose between AI automation and human touch. With **Coexistence Mode**, both the AI agent and your human team can operate on the same WhatsApp Business account simultaneously.

PLATFORM EXPANSION

WeChat Mini Program for Enterprises in China

Time Stream developed a native WeChat Mini Program to provide seamless access for enterprise customers in China.

It offers easy access inside the WeChat ecosystem, native integration with familiar workflows, and a localized experience designed for the Chinese market.



TRUST & PLATFORM

Enterprise-Grade Security and Reliability

27001

ISO Ready to be Certified
Information security readiness
aligned with ISO/IEC 27001
standards

99.99%

Uptime SLA
Designed for enterprise-grade
service availability on Google
Cloud

2x

Dual-Site Resilience
Redundant infrastructure for
uninterrupted business continuity

NEXT SECTION

TMS Console

Login Portal to view more

PLATFORM CONTROL

TMS Console

Enterprise Control Panel for Administrators - Single Pane of Glass for your operation

Centralized command center for managing all Time Stream AI Agent operations. Monitor conversations, manage configurations, track analytics, and oversee customer interactions.

The screenshot displays the TMS Console dashboard. On the left is a sidebar with the Time Stream logo, a user profile icon, and navigation links for Dashboard, Pre-Trained, Chat, Account, and Appointment. The main content area features a welcome message, a summary of AI Chats and Escalations, and a detailed table of AI Analytics.

AI Chats (Last 24 Hours)

Channel	Count
Web	0
Whatsapp	0

AI Chats (Last 7 Days)

Channel	Count
Web	0
Whatsapp	4

Escalations (Last 7 Days)

Channel	Count
Callback	0
Human Request	0

Rating

Rating	Average Rating
5 Star Rating	-

AI ANALYTICS

The following tables summarize the chat details after closure. Please take the necessary actions based on the findings from the chat [Learn more](#)

TIME	FROM	RATING	ATTENTION	NAME	TITLE	SUMMARY
14 June 14:54	85296548989	★★★★★	Yes	No Contact	Time Stream services inquiry	The customer asked about recommended services from Time Stream. The assistant described two AI services and requested contact details for a callback, but the customer only asked for the assistant's identity and repeated the question in Spanish. The assistant suggested contacting the sales team for pricing and specs. Follow-up needed: the customer should provide contact information or clarify interest to proceed.
13 June 19:54	85297798369	★★★★★	Yes	No Contact	Customer inquiry about company services	The customer asked for an introduction to the company. The assistant provided details about AI chatbot and data analytics services and requested the customer's name and contact number for follow-up. Next action: await customer's contact information.
11 June 14:54	85260858322	★★★★★	Yes	No Contact	Customer inquiry about property listing	The customer shared a property listing for a top-floor unit at Star Riverside and later repeated the unit number. The assistant declined to answer and redirected to its own AI services, asking for contact details. Since the customer did not provide contact information or express intent to purchase the assistant's services, the next action is to follow up for contact details or clarify the customer's needs.
10 June 23:54	85296548989	★★★★★	Yes	No Contact	Customer requests human agent	The customer repeatedly asks to speak with a human agent. The assistant acknowledges and promises to connect them. No specific product, service, or purchase intent is mentioned. The next action is to connect the customer with a human agent.
10 June 23:54	85296548989	★★★★★	Yes	No Contact	Request to speak with human agent	The customer repeatedly requests to speak with a human agent. The assistant acknowledges and promises to connect them. No specific product, service, or purchase intent is mentioned. The next action is to connect the customer with a human agent.
10 June 22:54	85296548989	★★★★★	Yes	No Contact	Customer requests human agent	The customer repeatedly asks to speak with a human agent. The assistant acknowledges the request and promises to connect them. Follow-up action: ensure a human agent contacts the customer.

Web Portal & Advanced Platform Intelligence

Everything your team needs to configure, manage, and grow — accessible from one intuitive web portal, with no technical expertise required.

Company Information Setup

Define your business profile, service descriptions, FAQs, and brand tone — the AI agent learns directly from the content you provide.

Appointment Prompts & Scheduling

Configure booking flows, confirmation messages, and follow-up sequences — all tailored to your business calendar and service offerings.

Customer Profile Management

Define, segment, and manage customer profiles for personalized engagement.

AI-Generated Analytics & Reporting

Turn conversation data into actionable business insights with auto-generated reports.

Mainland China Connectivity

Mini Program integration for fast access to the Chinese users to login.

NEXT SECTION

Product Plans

Pricing & plans overview

OUR OFFER

Plans for Every Business

A detailed comparison of features across our Free, Business Lite, Business Pro, and Enterprise plans.

Monthly Plans	 FREE	 SOHO	 BIZ LITE	 BIZ PRO	 ENTERPRISE
Price (HKD)	Free for 30 days	\$298 / month	\$498 / month	\$998 / month	\$1,800 / month
AI Agent Maximum Replies	25	500	500	2,000	6,000
AI Agent Multi-lingual	Yes	Yes	Yes	Yes	Yes
AI Agent Admin Escalation	Yes	No	Yes	Yes	Yes
Chatlog Retention	No	No	Yes	Yes	Yes
Platform	Whatsapp Only	Whatsapp Only	All	All	All
Automated Appointments	No	Yes	Yes	Yes	Yes
Appointment Reminders	No	Yes	Yes	Yes	Yes
WeChat Admin	No	No	No	No	Yes
Technical Support	No	Limited	Limited	Limited	Extended

OUR OFFER

Customized Solutions

For unique business needs and large-scale deployments, our Customized Plan offers unparalleled flexibility and tailored support.

Customized Plan

- Everything in Enterprise Plan
- CRM / customer database integration
- Custom workflow automation
- Bespoke AI training on your data
- Dedicated implementation support
- Tailored SLA & commercial terms

Contact us for a free consultation — we'll recommend the right solution for your business.