Autonomous 24/7 User Support for Mobile Apps on Telegram

How high-growth mobile applications, gaming studios, and digital platforms deflect 85%+ of inbound tickets, protect 5-star organic app store ratings, and resolve operational user inquiries in under 2 seconds.

< 2.0s	85%+	24/7/365	$100 / mo
RESPONSE SPEED	DEFLECTION RATE	ZERO TIMEZONE GAPS	10K+ MESSAGES FLAT

1. THE OPERATIONAL BOTTLENECK IN GLOBAL MOBILE APP SUPPORT

⚠️ Timezone Desync & Night-Time Queues

Users across Asia, Europe, and the Americas hit login walls while your core team is asleep. Tickets sit unaddressed for 8+ hours, creating severe user churn.

📉 1-Star Review Spikes on App Stores

Over 68% of negative reviews cite unassisted login or purchase issues. An unaddressed 2:00 AM problem becomes a public 1-star review before your team wakes up.

💸 Sky-High Offshore Payroll Costs

Hiring 24/7 human support shifts costs $3,000–$4,500/month per seat, requires ongoing training, and still averages a slow 15-to-30-minute delay per response.

🧠 Founder & Engineer Burnout

Senior engineers and founders lose 15–20 hours a week answering the same repetitive questions regarding password resets, coins, and subscription restores.

2. WHAT BULMA BOT RESOLVES AUTONOMOUSLY (85%+ OF INBOUND)

🔑 Account Access & Auth

- Login timeouts & token mismatches
- Password reset & magic link guidance
- 2FA authenticator recovery steps
- Device migration & session logouts

💳 Purchases, Billing & Coins

- Restoring in-app purchases & VIP passes
- Coin, gem, and credit balance queries
- Package upgrade & downgrade rules
- Clear refund policies to stop chargebacks

📖 Features, Rules & Onboarding

- Step-by-step feature walkthroughs
- Community guidelines & moderation rules
- Level unlocks & progression requirements
- Device & OS compatibility checks

3. NATIVE MULTIMODAL VISION: REAL-TIME SCREENSHOT DIAGNOSTICS

📱 LIVE TELEGRAM USER INTERACTION (UNDER 1.5S RESPONSE)

[Attached Image: error_screen_ios18.jpg] — *"Help! My app keeps showing this error screen every time I open it!"*

🤖 **Support Agent (1.4s reply):**
"I see the issue on your screen: '**Error 403: Invalid Session Token**'. This occurs after the recent v2.4 update due to a cached authentication mismatch.
Here is how to resolve it in 30 seconds:
1️⃣ Open your phone's **Settings > Storage > Tap Clear Cache**.
2️⃣ Re-launch the app and sign in with your registered email.
Your coin balances and profile data are 100% safe! Let me know if this solves it for you! 👍"

4. ENTERPRISE ARCHITECTURE & SAFETY GUARDRAILS

🎯 Strict Grounding
Operates solely on your uploaded knowledge base. Never invents policies or hallucinates answers.

🔒 Data Privacy Shield
Your user conversations and customer data are never used to train public third-party AI models.

🌐 Autonomous Polyglot
Understands and responds fluently in English, Spanish, Portuguese, German, French, etc.

5. CLEAN BUG REPORTING & SEAMLESS HUMAN TAKEOVER

🐞 Clean Bug Reports (No Jira Overhead)
When an inquiry is determined to be a genuine software defect, Bulma Bot politely prompts the user for their Device Model, OS Version, and reproduction steps, then logs a structured **Clean Issue Card** directly to your admin console for developers.

🤝 Live Inbox & Smart Human Handoff
Your team retains full visibility via the Bulma Live Inbox. Whenever a human admin replies or the user requests human assistance, the AI pauses automatically (configurable default: 60 minutes), ensuring zero bot collision.

6. HIGH-VOLUME ECONOMICS & RETURN ON INVESTMENT

EVALUATION FACTOR	TRADITIONAL OFFSHORE SUPPORT (1–2 REPS)	BULMA BOT AUTONOMOUS TIER
Monthly Investment	$3,000 – $4,500 / month	**$100.00 / month Flat**
Included Capacity	~1,500 tickets/agent max	**10,000+ AI Inquiries / Month**
Operating Hours	8–16 hrs/day (Night-time gaps)	**24/7/365 Non-Stop (Zero Gaps)**
Response Latency	15 to 45 minutes average	**< 2 Seconds Instant Resolution**
Per-Seat User License	$50–$100 / agent fee	**$0.00 (Unlimited Team Operators)**
Implementation Setup Fee	$500 – $1,500 training cost	**$0.00 (Zero Setup Cost)**

Net Annual Savings: Over $35,000 / Year
Eliminates support payroll overhead while elevating App Store ratings to 5 stars.

97% ROI
Cost Reduction

7. 7-DAY RISK-FREE PILOT (ZERO COMMITMENT)

1. Scan QR Code
Open Telegram on your phone and scan the QR code on our console to link your support account in 10s.

2. Add Knowledge Base
Paste your app's release notes, FAQs, and error troubleshooting guide into the console.

3. Test for 7 Days
Run live for 7 days. Observe sub-2s responses and 85%+ deflection before any billing begins.

Ready to Test with Your App?
Get started in 10 minutes at **console.bulmabot.com** or contact our team at **contact@bulmabot.com** to arrange a guided walkthrough.

START 7-DAY PILOT →