



## WASL- FANR Virtual Assistant

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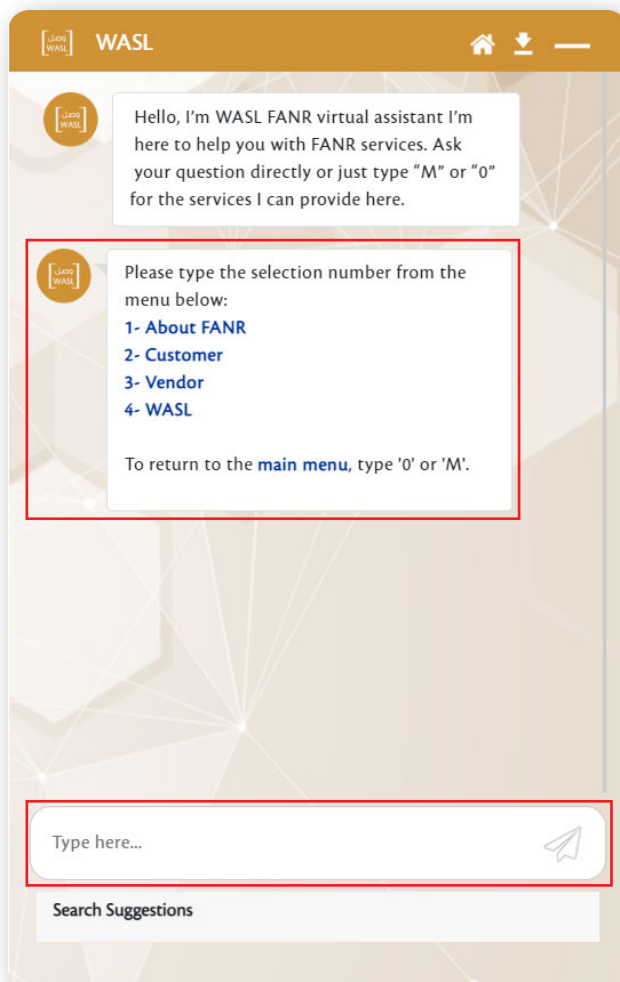
Click on the  
Table of contents  
list to go to  
that topic

1. Talk to 'Virtual Assistant'
2. Live chat with 'FANR Support'
3. Talk to Virtual Assistant or FANR Support using your 'WhatsApp'



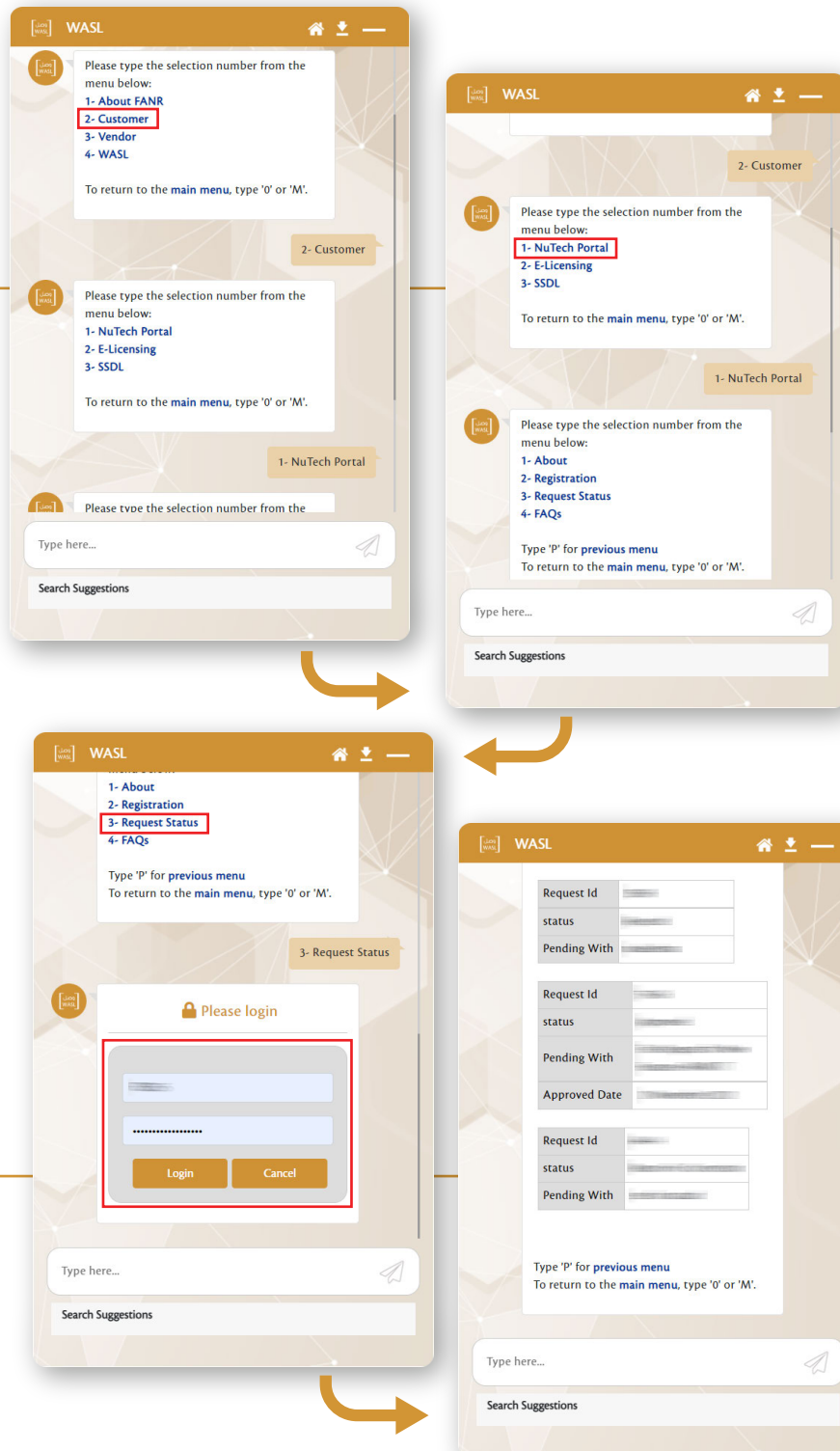
## Talk to 'Virtual Assistant'

Click on the **Chatbot Icon** to start your conversation.



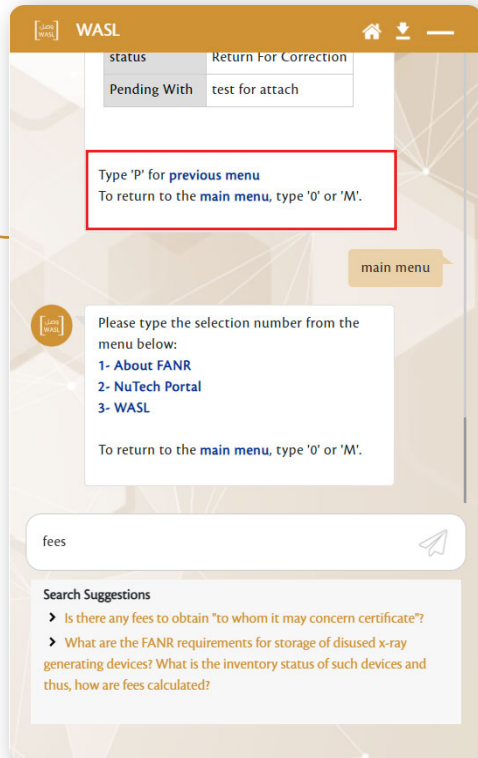
You can start your chat by **typing your queries**, or **choose from the menu** list as shown in the image (left), or you can initiate **Live chat** to our customer support by typing the keywords (e.g. Live chat, Talk to Agent etc.)

Shown below is an example where; you have chosen a **Service Request**.  
Each menu selection will navigate you to a consecutive sub menu.



**Note:** Since its a Service Request, system will prompt to **Login using your FANR Application Credentials**.

You can return back to **Previous** or **Main menu** by clicking the link, or by typing the shortcut as mentioned in image below.



WASL

status Return For Correction  
Pending With test for attach

Type 'P' for **previous menu**  
To return to the **main menu**, type '0' or 'M'.

main menu

Please type the selection number from the menu below:  
1- About FANR  
2- NuTech Portal  
3- WASL

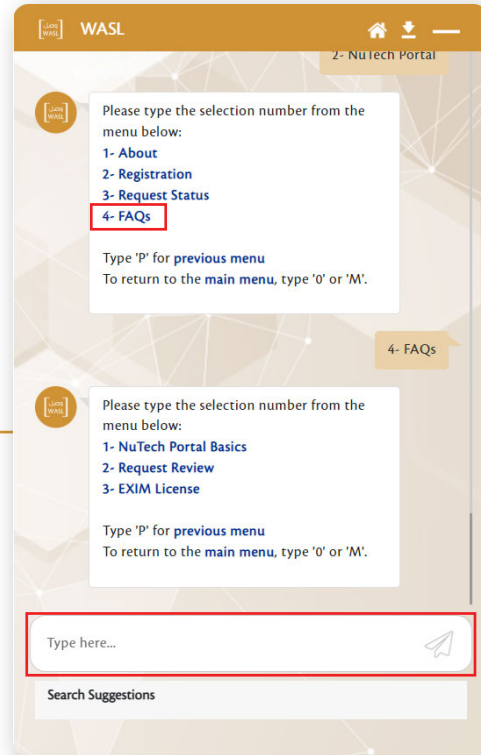
To return to the **main menu**, type '0' or 'M'.

fees

Search Suggestions

- Is there any fees to obtain "to whom it may concern certificate"?
- What are the FANR requirements for storage of disused x-ray generating devices? What is the inventory status of such devices and thus, how are fees calculated?

You can access the **FAQ** either by **Menu** or by **Keyword search**



WASL

2- NuTech Portal

Please type the selection number from the menu below:  
1- About  
2- Registration  
3- Request Status  
4- **FAQs**

Type 'P' for **previous menu**  
To return to the **main menu**, type '0' or 'M'.

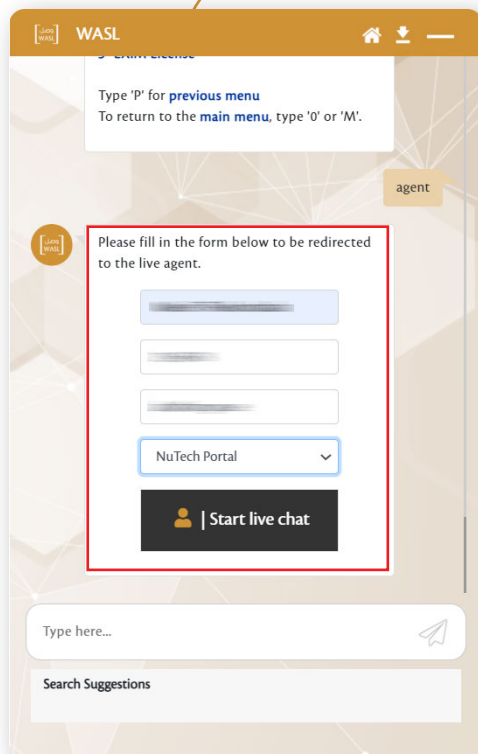
4- FAQs

Please type the selection number from the menu below:  
1- NuTech Portal Basics  
2- Request Review  
3- EXIM License

Type 'P' for **previous menu**  
To return to the **main menu**, type '0' or 'M'.

Type here...

Search Suggestions



WASL

2- EXIM License

Type 'P' for **previous menu**  
To return to the **main menu**, type '0' or 'M'.

agent

Please fill in the form below to be redirected to the live agent.

NuTech Portal

Type here...

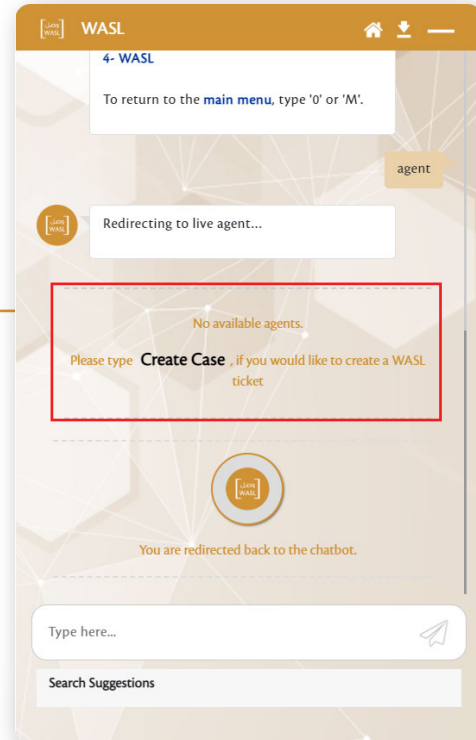
Search Suggestions

## Live chat with 'FANR Support'

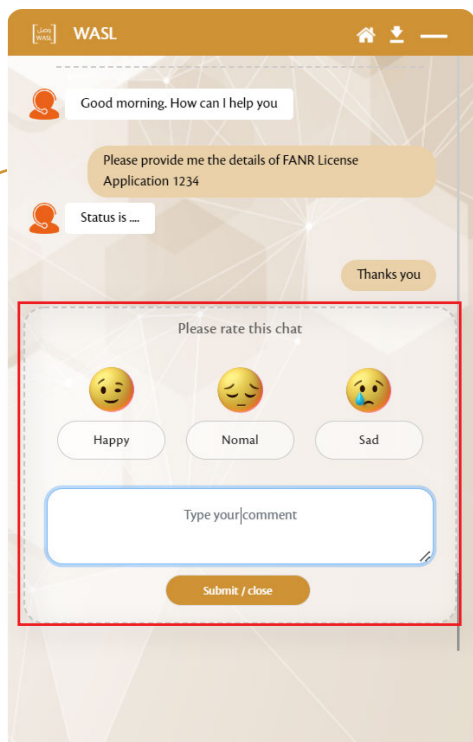
You can also initiate a **Live Chat** with **FANR Support** incase the Virtual Assistant did not fulfilled your request.  
Type keywords  
e.g. (Agent, Talk to agent, Live chat etc.)

**Note:** You have to input all the fields listed as shown in the image (left), which are also mandatory, and please make sure to select the **correct category**.

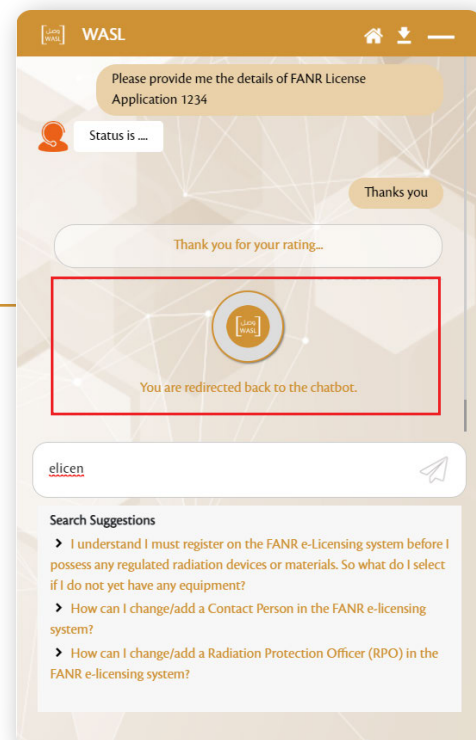
Once a **Support Personal** has joined,  
 you can commence your **Live Chat**



In case if FANR Support was not  
 available, Live Chat will be terminated,  
 and you may create a **WASL Ticket** if  
 required by typing **Create Case**.



You can end the chat once your query is  
 addressed by FANR Support. Further you will  
 be prompted to give us your **Feedback**.



You can either  
 resume/terminate your chat



12:13 

 **FANR**   
Business Account

Today

 This business works with other companies to manage this chat. Tap to learn more.

Hi 12:13 PM 

Hello, I'm WASL FANR virtual assistant  
I'm here to help you with FANR services.  
Ask your question directly or just type **M**  
or **0** for the services I can provide here.  
Please type the selection number from  
the menu below:  
1- About FANR  
2- Customer  
3- Vendor  
4- WASL

Type 0 or M for main menu 12:13 PM

**Talk to **Virtual Assistant** or **FANR**  
Support using your 'WhatsApp'**

On the other hand you can interact with our **Virtual Assistance** or **FANR Support** using your **WhatsApp**.

**FANR - Virtual Assistant**  
**+971 2651 66 66**  
**[WhatsApp Link](#)**

**Note:** Authentication will be based on OTP