



FREE GUIDE

Fynl.io Messages: Instagram, Facebook, web chat and email in one inbox

Four inboxes are four places to lose a customer. Put every conversation in one list and see which ones are running late.

WHAT THIS ADDS

Instagram, Facebook, your website chat and your email each have their own inbox. In Fynl.io, Messages is one list: every conversation shows where it came from, and a red Late tag when it has waited longer than your target.

Four inboxes, one list

Messages puts **Instagram, Facebook, your website chat and your email** in one list. Every conversation shows **where it came from**.

The red Late tag

When a conversation has waited longer than your target, it gets a red **Late** tag, so you see what to answer first.

Reply and leave a note for your team

Open a conversation, **reply**, or leave a **note for your team**.

Auto-reply for a new conversation

Set an **auto-reply** for the **first message** of every new conversation.

The AI bot, on your own key

Switch on the **AI bot**: it drafts replies from **your own knowledge base**, on **your own key**, and **hands over to a person** when they ask for one.

DO THIS

Open Messages, answer the conversations tagged Late first, and switch on the auto-reply and the AI bot.

What Fynl.io is

One portal a small business runs itself on, instead of five subscriptions that do not talk to each other.

- A CRM and pipeline that shows every lead and where it stopped
- A calendar clients can book straight into
- Quotes, contracts and invoices, with deposits taken up front
- A website and form builder, so the enquiry lands in the same place
- Your Gmail connected, so the whole thread sits on the contact
- Automations for the follow-up you keep forgetting to send

The AI runs on **your own Claude or ChatGPT API key** — no markup on it. No SMS or phone calls yet. \$49/month per business, \$149 Agency, and we move your contacts over for you.

Messages lives in the same Fynl.io portal as Leads, Social Planner and the rest, and the AI bot runs on your own key.