CingChat

WHITE PAPER / 2.0

From message to action.

How messaging, enquiries, bookings, reviews, sales and payments work.



CingConnect

CingBook

CingReviews

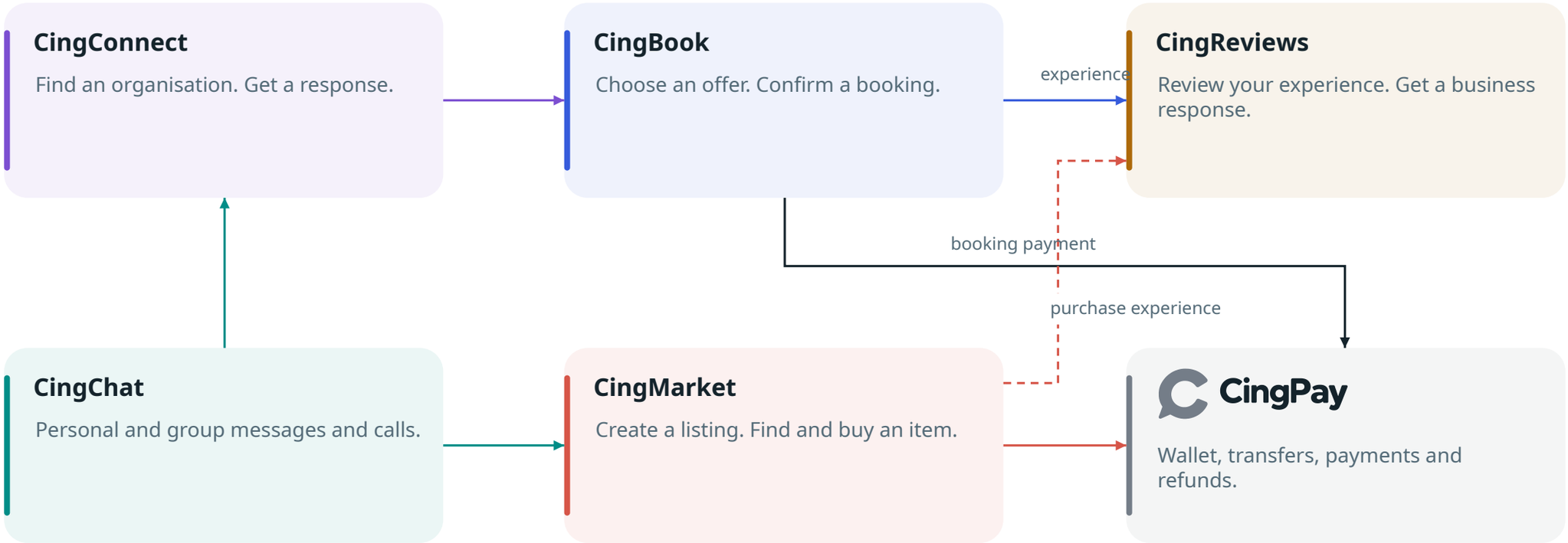
CingMarket

CingPay

One payment system within the app

One conversation. Six connected services.

Arrows show possible links between tasks, not a required sequence.



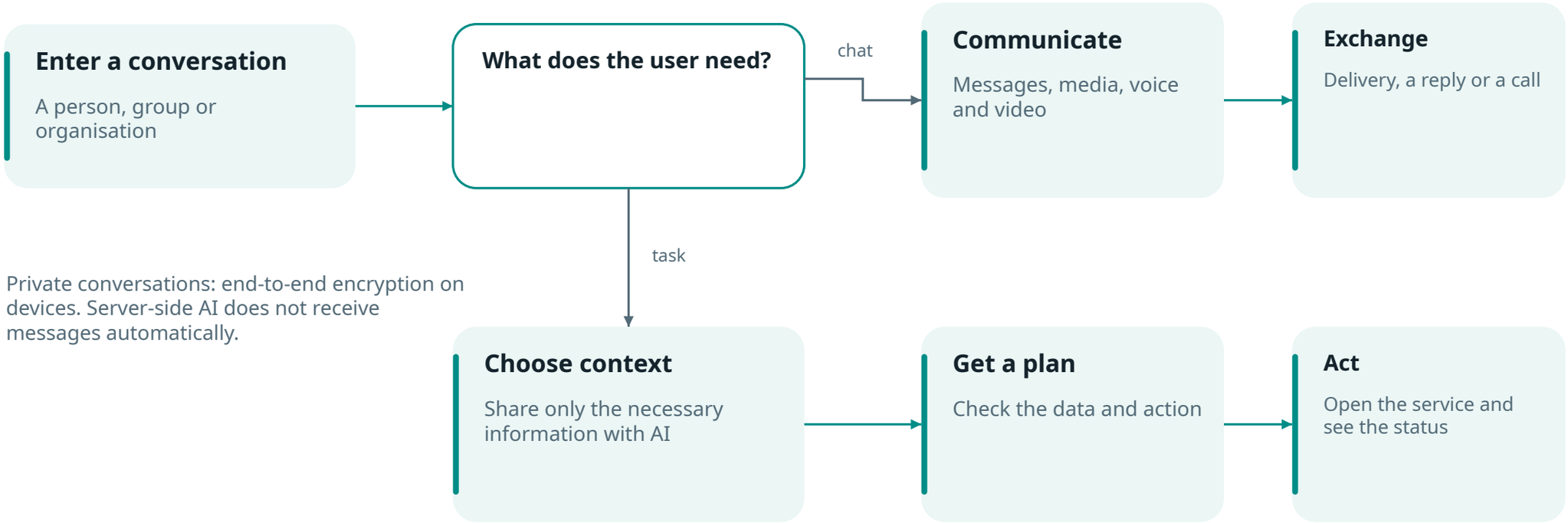
Cing AI connects tasks: understands the request, prepares an action and explains the verified result.

In scope: WhatsApp communication capabilities and five services. Mini-apps, games and a separate WeChat-style video platform are excluded.

CingChat

Communication stays simple

AI receives selected context and does not become a hidden participant in private conversations.



Groups

Communities

Statuses

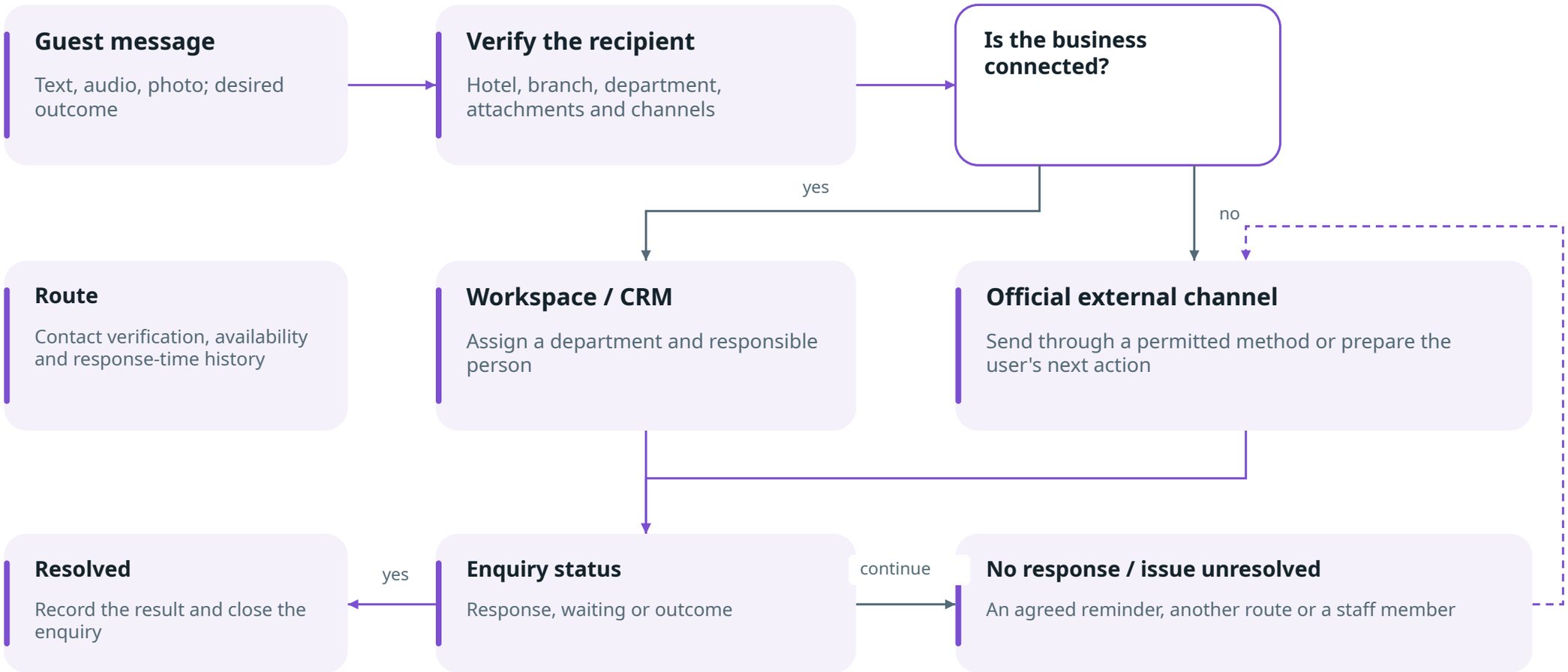
Channels

Device support, history, privacy settings and the full agreed messaging scope are retained. See pages 17–18 for the detailed feature map.

CingConnect

Contact a venue without looking up contact details

Example: a guest selects a hotel, sends a voice message and a photo of a fault.

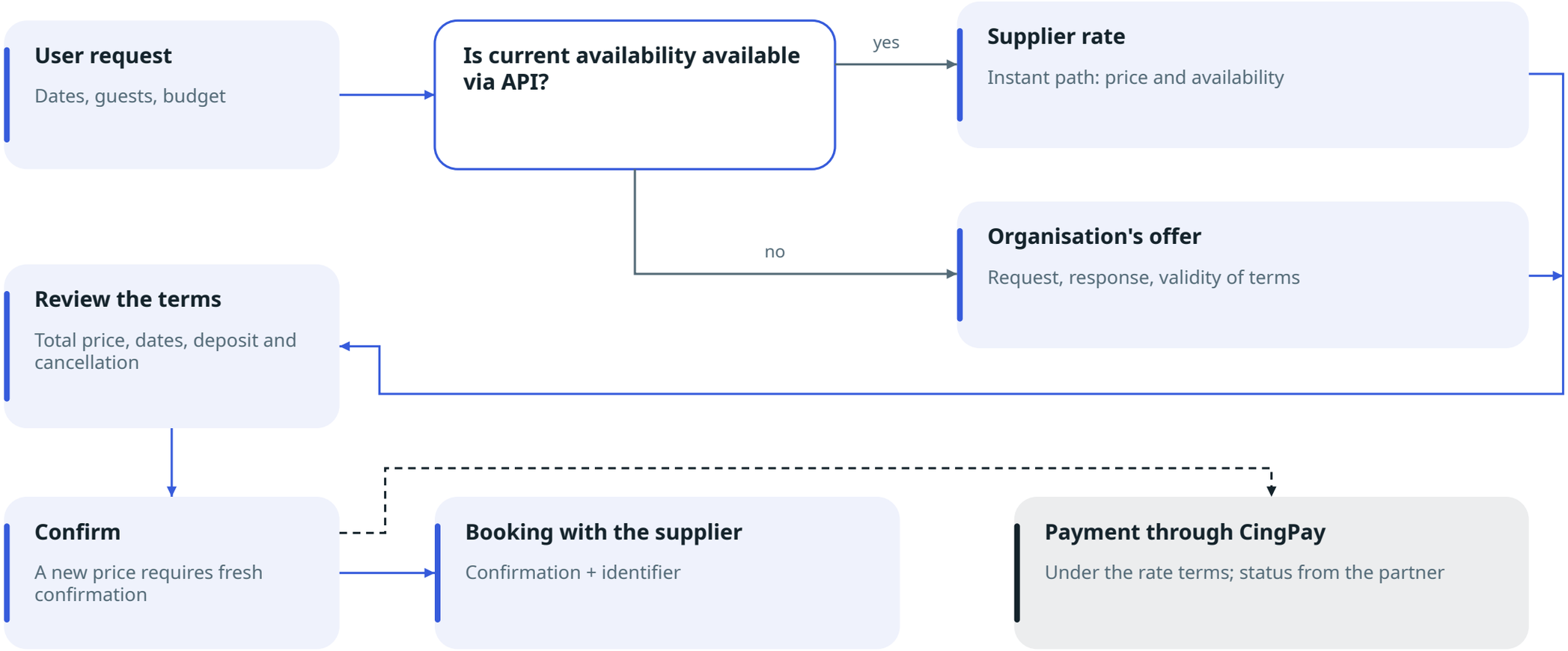


"Sent", "delivered", "accepted by a staff member" and "resolved" are different statuses. An external recipient is not required to reply within a guaranteed timeframe.

CingBook

Booking: two paths, consistent terms

Search, filters, listings and favourites; a price and availability calendar when a data source is connected.



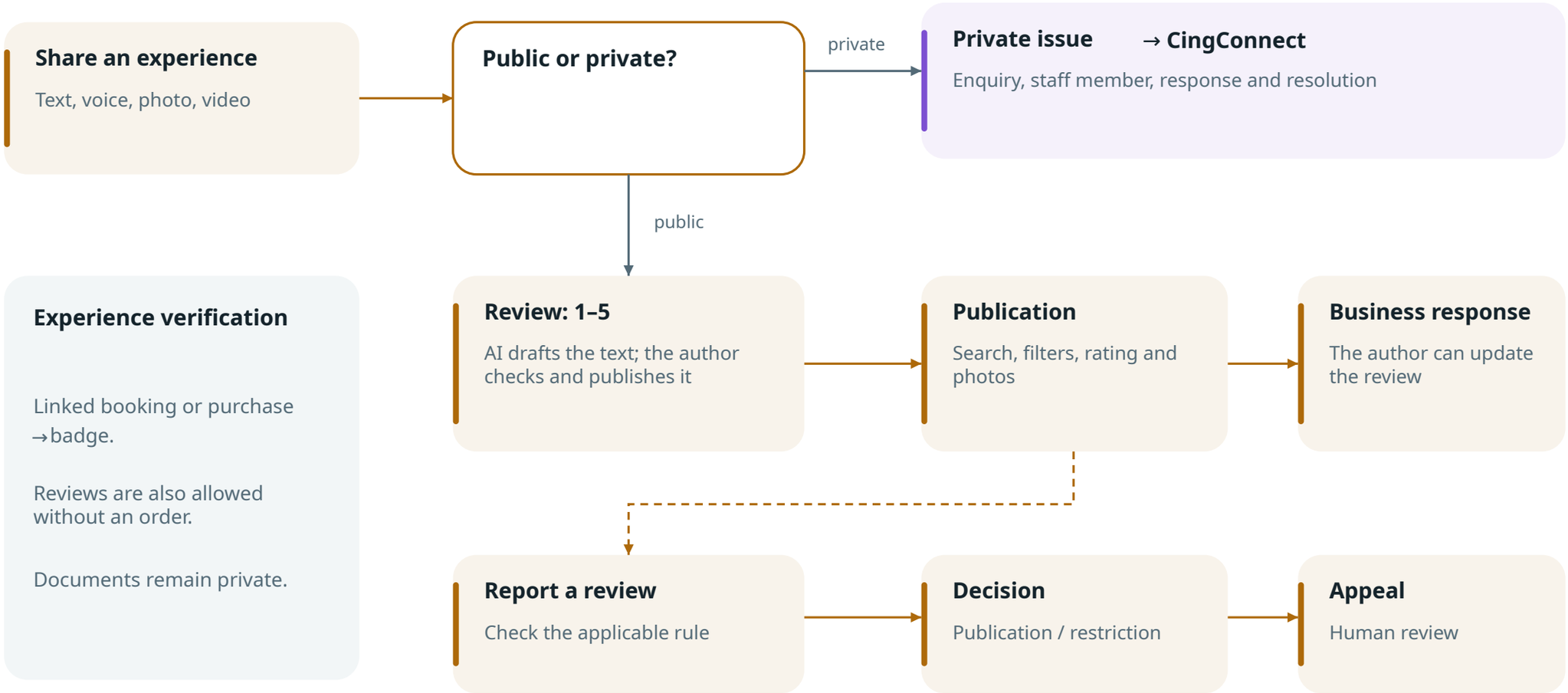
Booking and payment states are tracked separately. If funds are debited but the booking is not confirmed, check the status, then resolve the issue or refund the funds. Repeating a request does not create a second booking.

After booking: notifications, rescheduling, cancellation, invoice and review. Supplier workspace: rates, quotas and available changes.

CingReviews

An enquiry and a review are separate actions

The author chooses whether to make it public. AI preserves the person's facts and assessment.

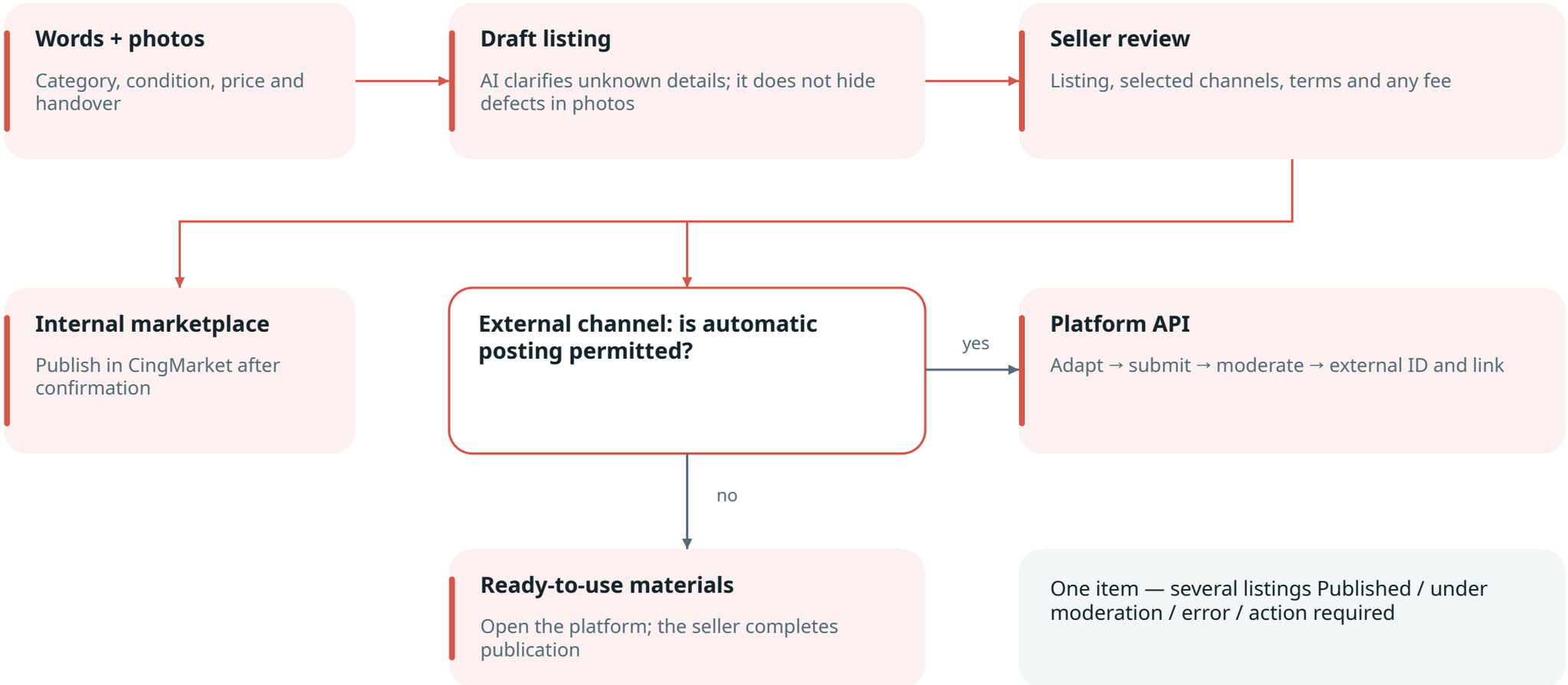


Authors can edit or delete their reviews. A paid business plan does not allow negative ratings to be hidden. A private complaint is not published automatically.

CingMarket

A listing starts in a conversation

The seller describes the item and sends photos. Each platform has its own verified status.

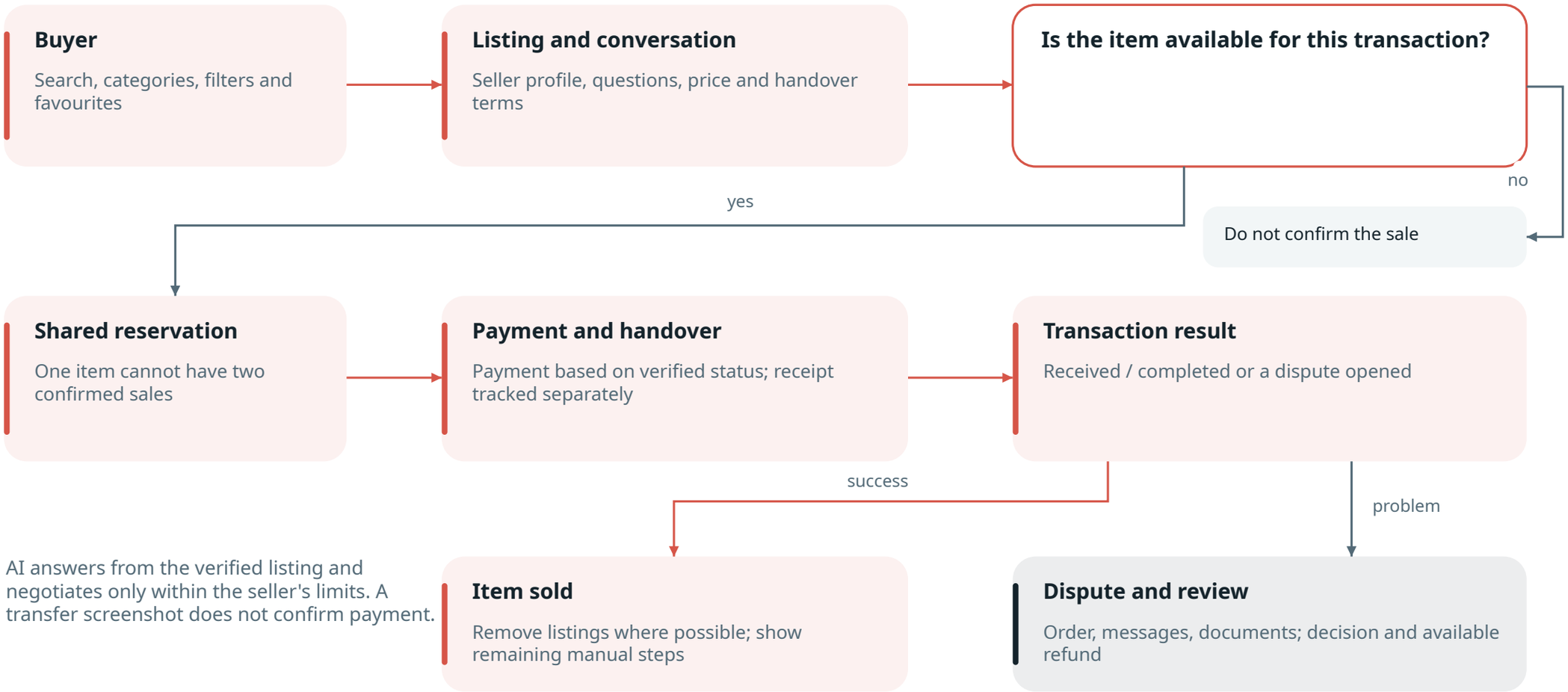


Facebook, OLX and local services connect only where permissions and integrations are available. “Free” depends on the quota, category and account.

CingMarket

From interest to a completed sale

Reservation, payment and item handover are separate actions with their own statuses.



External listings are synchronised within each platform's capabilities. The “sold” status and final financial settlement are recorded separately.

Money: confirm, execute, reconcile

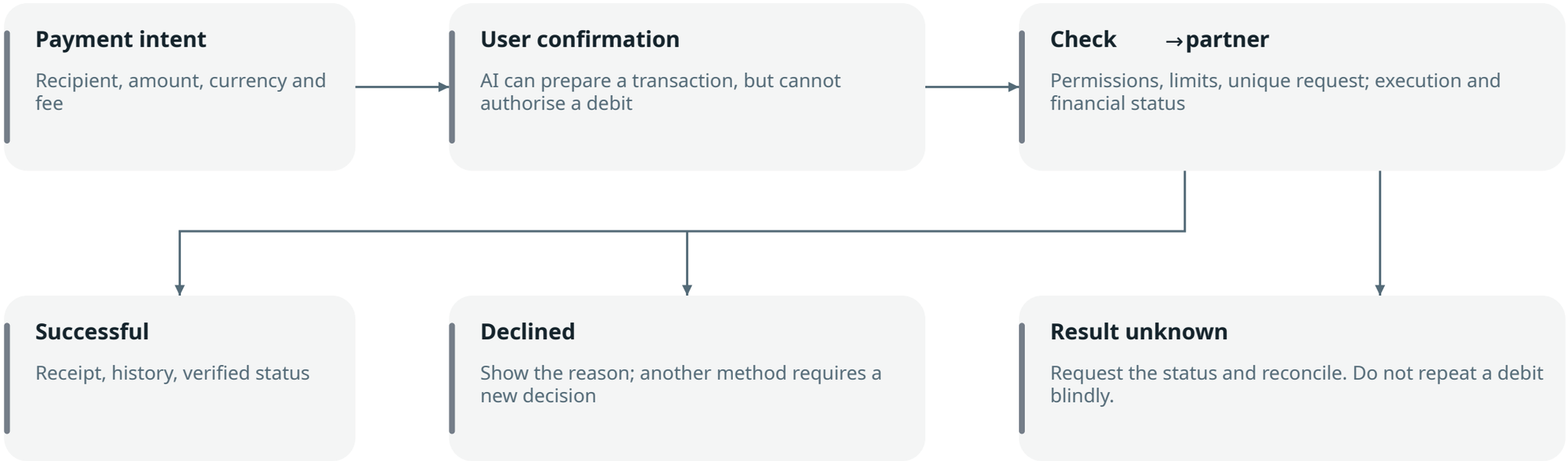
The target model is a MYR wallet and transactions through an authorised financial partner.

Wallet
Top-ups and withdrawals

Transfers
P2P, bills and requests

Purchases
QR, order and deposit

Refunds
Full and partial

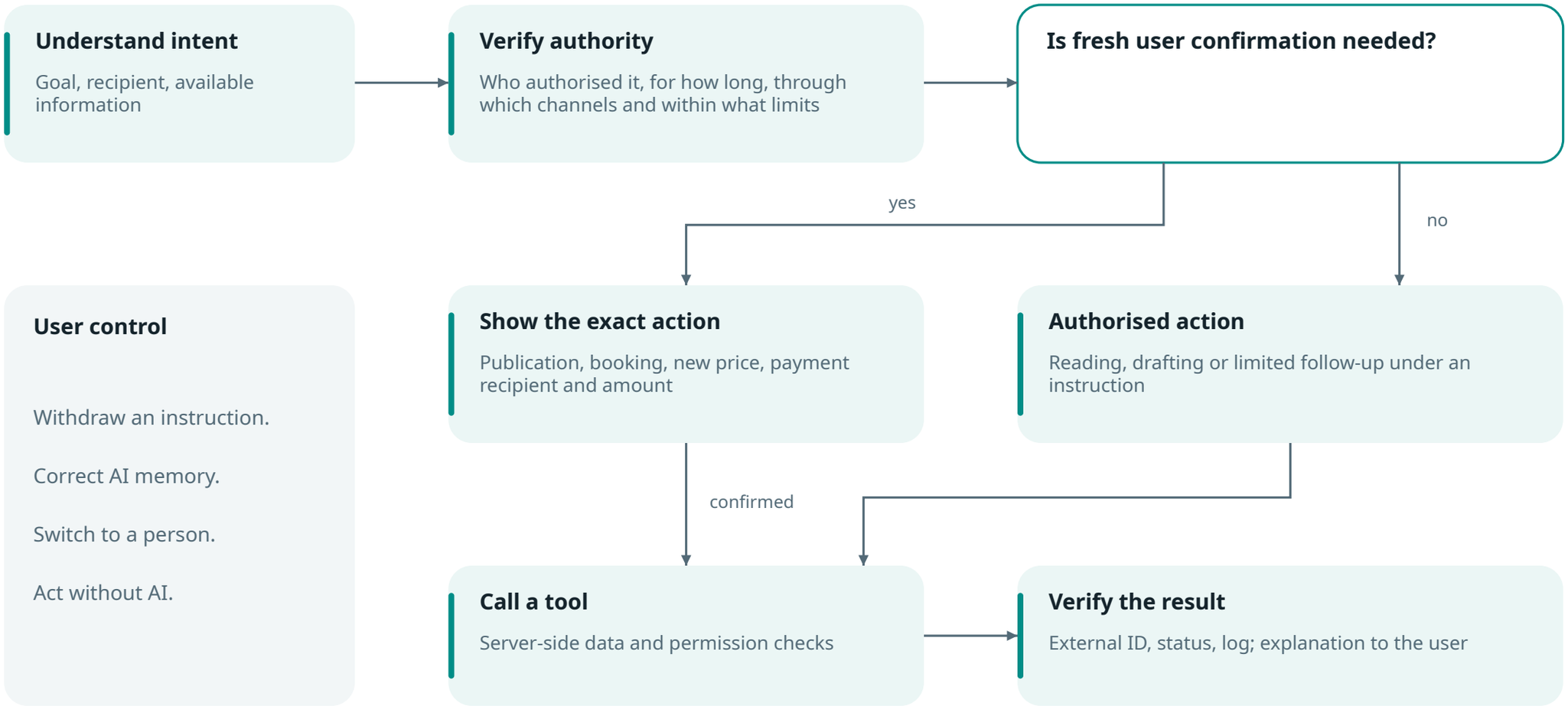


Refund: original payment → available amount → request to the partner → verified status. Splitting a bill creates separate requests for each participant.

The partner is the source of the balance. Accounting and reconciliation are deterministic; AI does not alter records. Real transactions are enabled once the partner and operations are ready.

AI manages the process within defined limits

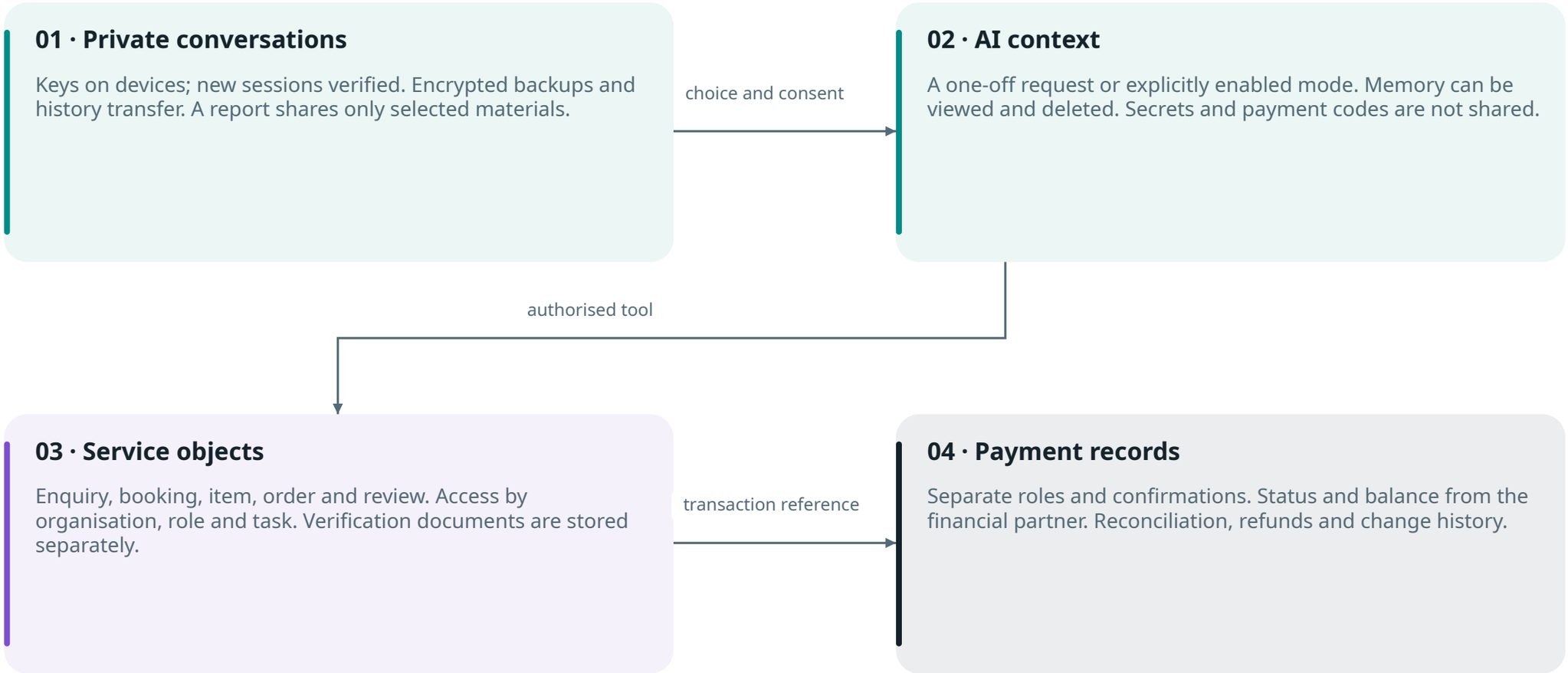
Services verify permissions and the actual result. A model response alone does not prove execution.



Documents, messages and website responses are input data, not new authority. Secrets, codes and keys are not shared with the model. AI does not confirm significant actions itself.

Data is separated by purpose

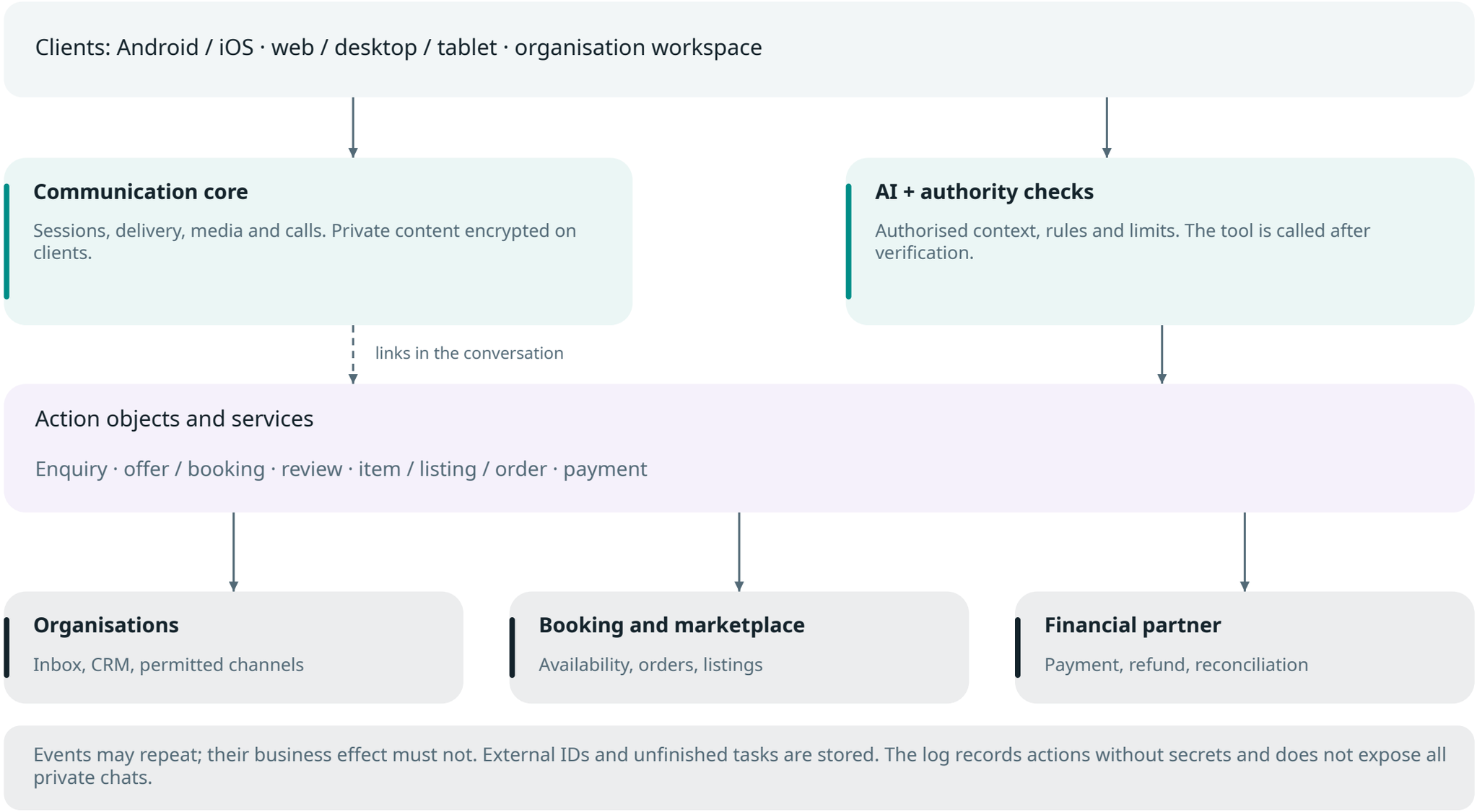
A shared account does not mean shared access to all conversations, documents and money.



Account sign-in and encrypted-history recovery are separate procedures. Sharing with email, CRM or cloud AI crosses a separate privacy boundary.

The architecture supports two independent paths

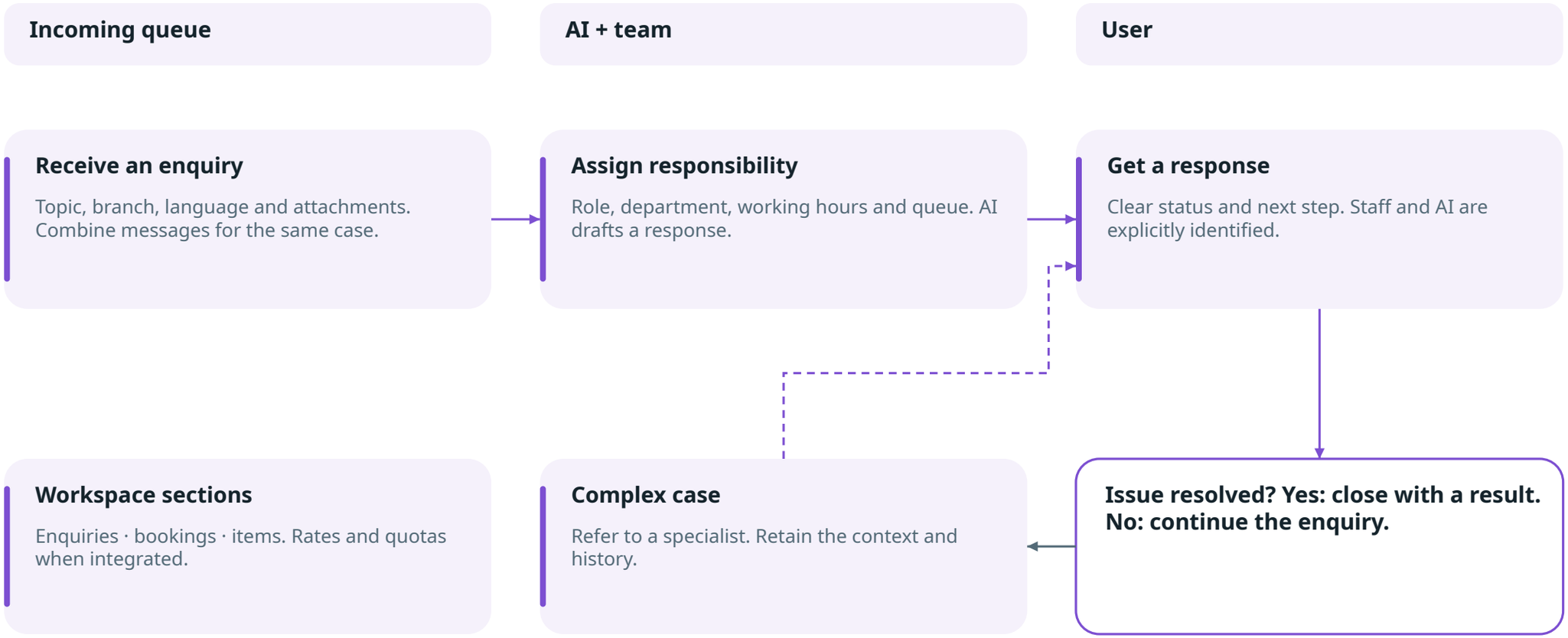
Ordinary chat keeps working if AI or an individual external service is unavailable.



CingConnect

The organisation sees the request and owns the outcome

The business workspace connects staff, enquiries, bookings and orders with separate access permissions.



Roles: owner, administrator, operator, specialist and finance staff. Payment access is granted separately; businesses do not read other people's private conversations.

Revenue is linked to measurable value

Basic communication remains free. Pricing is set after partner terms and the pilot.

WHO	USEFUL OUTCOME	REVENUE MODEL
Organisation	Team workspace, assignment, analytics and integrations	**Subscription**
Service provider	Confirmed booking and customer support	**Contractual commission**
Seller	Managing inventory, listings and enquiries	**Paid tools**
Active user	Advanced AI capabilities with clear limits	**Premium plan**

CingPay: fees or revenue sharing may be available under the financial partner agreement.

Scenario economics = revenue minus AI, communication channels, media, payment fees, support and moderation costs. Removal of negative reviews is not for sale.

Development through verifiable stages

Proposed start: a pilot in Kuching, Sarawak. 20–50 organisations is a working target, not signed agreements.

01

Foundation

Chat and Cing AI
Connect and the organisation directory
Reviews and internal Market
CingPay in test mode

TRANSITION CRITERIA

Delivery and privacy. Enquiries reach the recipient. Support is operational.

02

Operational pilot

Expanded messaging scope
Organisation workspaces
Booking requests
Real payments after approval

TRANSITION CRITERIA

Partner agreement. Reconciliation, refunds and recovery. Acceptance of complex scenarios.

03

Expansion

Instant booking
External listings
New areas and markets
Development of client platforms

TRANSITION CRITERIA

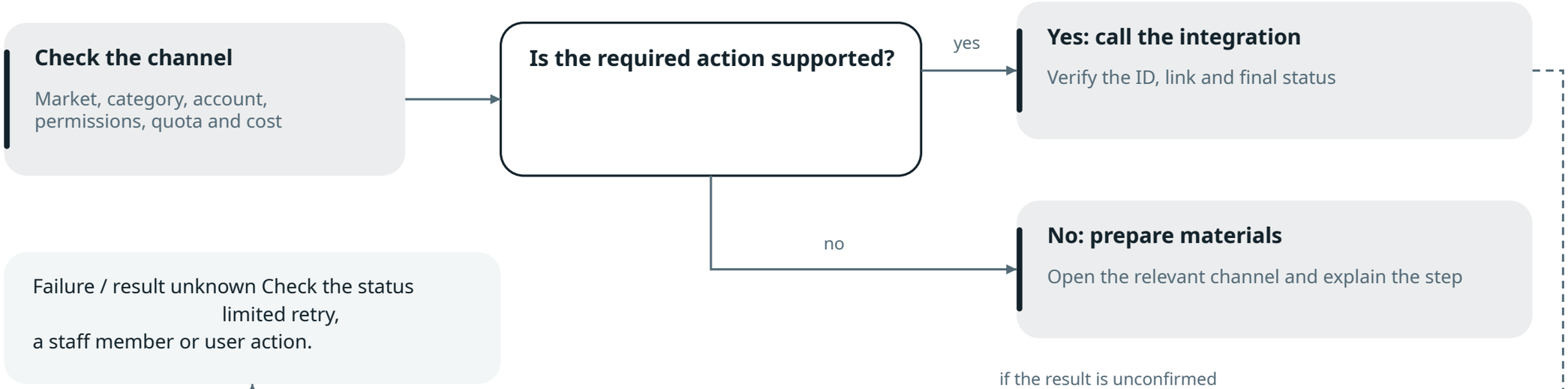
APIs and permissions verified. Localisation and operational readiness. Economics validated.

The full agreed messaging functionality remains in the target scope. Each client, calls, multi-device support and recovery undergo separate acceptance.

Scaling depends on quality, cost per useful action and support readiness. This document does not claim government status, partnerships or licences.

Integrations are enabled after verification

The system shows the channel's actual capabilities and provides a clear next step if a failure occurs.



Chat
Delivery and call quality

Connect
Correct recipient and first response

Book
Confirmed bookings and cancellations

Reviews
Moderation errors and appeals

Market
Sales and accurate availability

Pay + AI
Reconciliation and cost per useful action

Before real transactions: verify security and permissions, refunds, recovery, duplicate prevention and safeguards against AI exceeding its authority. A critical function can be disabled separately.

CingChat

Full messaging feature map · 1/2

The target scope is retained. Release order and supported clients are defined in the technical specification.

Account and contacts	Phone number and Cing ID, profile, avatar, description, contact search, QR and invitations, number changes, multiple accounts, account deletion and session management.
Private conversations	Text and formatting, links, quotes, replies, forwarding, reactions, delivery and read receipts; editing and deletion, messages to yourself, drafts.
Media and attachments	Photos and videos with quality selection, HD, documents, captions, basic editing, albums, preview and download. Contacts, current and live location.
Voice and expression	Voice and short video messages; pause recording, preview playback, speed and transcription. Emoji, GIFs, stickers, custom packs and avatars.
Chat organisation	Text and media search; pins and favourites, archive, mute, unread, filters and lists; chat themes and backgrounds, individual notifications.
Groups	Roles, permissions, description, member labels, links/QR and join approval; mentions and @all, polls, events, RSVP, private replies and leaving a group.
Group history	Share selected recent history with new members with explicit notice; pins without expiry; filters for unread mentions and replies.
Communities	Group collections, a directory within the community, administrator announcements, replies and reactions, member and event management.
Broadcasts	One message to selected contacts as separate private conversations. Private replies, limits and spam protection. Separate from public channels.
AI in communication	Translation, transcription, summaries of selected context, help with replies and media. The user controls access to conversations; AI is identified in the interface.

Reference points: official WhatsApp / Meta materials [S01-S10]. Cing uses its own names and implementation; availability in the first version is not implied.

CingChat

Full messaging feature map · 2/2

The target scope is retained. Release order and supported clients are defined in the technical specification.

Audio and video	Personal and group calls, history/missed calls, participant selection, group voice chat, microphone/camera controls, effects and backgrounds.
Collaborative calls	Links and scheduling, screen and supported audio sharing, raise hand, reactions, device switching. Operation on unstable connections.
Guest access	Join a browser call by link without an account: waiting room, host admission and removal, hidden phone numbers, basic collaborative calling features.
Statuses	Text, photos, video and voice for 24 hours; audience selection, reactions and replies, mentions and permitted reposting, collages/stickers, group statuses.
Channels	Creator/organisation posts: text, photos, video, voice and polls. Subscriptions, directory/search, reactions, links and QR, basic analytics, subscriber phone-number privacy.
Privacy	E2EE for personal and group messages/calls, disappearing messages, view-once media and voice; online status, read receipt, profile and invitation settings.
Security	Passkeys and a second factor, device and key verification, app/chat locks, advanced forwarding/export restrictions, reports, blocking and unknown callers.
Devices and history	Android/iOS, tablets, web/desktop; multiple linked devices, transfer and encrypted backups, recovery, export, storage and automatic downloads.
Accessibility and family	Screen readers, large text, contrast, localisation, the system Share menu and compatible watch notifications. Optional family settings that preserve chat privacy.
Business and dependencies	Organisation profile and verification, AI/operator, catalogue, payment requests and links to services. Music, paid channels and external devices connect after rights and compatibility checks.

Reference points: official WhatsApp / Meta materials [S01-S10]. Cing uses its own names and implementation; availability in the first version is not implied.

Sources and integration conditions · 1/2

Links are clickable. Diagrams describe Cing's target model, not integrations already in operation.

S01 **WhatsApp / Messaging**
Messages, attachments, reactions, chat organisation and devices.

S02 **WhatsApp / Calling**
Calls, links, scheduling and screen sharing.

S03 **WhatsApp / Groups**
Groups, polls, events and communities.

S04 **WhatsApp / Status**
Personal statuses and audience controls.

S05 **WhatsApp / Channels**
Channels, subscriptions and organisation updates.

S06 **WhatsApp / Privacy**
Privacy, disappearing messages, history protection.

S07 **WhatsApp / Group updates, 29.10.2026**
Long-lasting pins, history for new members, group statuses.

S08 **WhatsApp / Guest calling, 14.10.2026**
Guest browser calls and waiting room.

S09 **Meta / Account security, 25.08.2026**
Account security updates.

S10 **WhatsApp / Family controls, 30.09.2026**
Optional family settings without reading private messages.

Design: the Dialogue brand system and source SVGs. CingConnect is purple, CingBook blue, CingPay Titanium #747D88. The CingPay logo is from brandbook 2.0.

Sources and integration conditions · 2/2

Links are clickable. Diagrams describe Cing's target model, not integrations already in operation.

S11 **WhatsApp Business Messaging Policy**
Conditions for initiating messages and running automation.

S12 **Booking.com Demand API / Messaging**
Messaging within supported booking contexts.

S13 **OLX Developer Portal / FAQ**
Partner access, authorisation and regional restrictions.

S14 **Meta / Marketplace AI tools, 12.03.2026**
Marketplace's own AI tools; not permission for third-party automatic posting.

S15 **Mudah / Posting limits**
Free posting limits depend on the category.

S16 **Google Places / Place Details**
Place information; a manager's contact details are not guaranteed.

S17 **Google Places / Policies**
Terms for data use, storage and attribution.

S18 **Bank Negara Malaysia / E-Money Policy**
An e-money partnership model and white-label arrangement.

S19 **PayNet / DuitNow QR**
Potential QR integration through a financial partner.

S20 **Malaysia PDP / General practice**
Official materials on personal data protection.

WhatsApp requires compliance with messaging rules; Booking.com requires access within a supported booking context; OLX and local platforms require market and account permissions. Information checked on 02.11.2026.