Lumina

Work arrives from everywhere. Here it becomes one thing.

Lumina gathers enquiries, appointments and customers in one place — and never lets something sit without an owner.

One door in. • **Nothing without an owner.** • **It fits in your pocket.**

Appointments remember themselves

The reminder reaches the customer without anyone thinking about it.

Every chat in one inbox

All the team's conversations in one place, with whoever is on them.

The record fills itself in

Photograph a document or upload a CV: the record is done.

Campaigns start from real customers

Segments on your own records, not on a bought list.

Someone answers at eight in the evening too

The assistants reply, route and prepare the drafts.

A MESSAGE CAN ARRIVE FROM

WhatsApp · Email · Phone · Facebook · Instagram · In person

↓

Six different doors, each with its own memory: a chat on somebody's phone, a mailbox only one person reads, a note on paper. When an enquiry gets lost it is almost never because nobody wanted to answer: it is because it belonged to nobody.

THE IDEA

Every enquiry has an owner, or it hasn’t come in yet.

WhatsApp chats land in one inbox shared by the team. Watched mailboxes turn genuine enquiries into contacts — and discard newsletters and automated mail. From there a follow-up is born: someone takes it on, and while they work it, it is theirs; the others can see it but not write over it.

It isn’t bureaucracy: it is the only way to stop «someone else is handling it» from being a possible answer.

WHAT'S INSIDE

The parts you need, and nothing else

Each business switches on what it needs. What is off disappears from everyone's menu — it doesn't sit there making noise.

Customers

Records, contacts and referrers, with the full history.

Document reading

ID card, passport or CV: the record fills itself in.

Calendar

Appointments per operator, services from the catalogue, reminders to the customer.

Follow-ups

Assignment, ownership and collaboration without treading on each other. Whoever tries to call you on WhatsApp becomes «Call back», just once even if they also wrote in the chat.

WhatsApp chat

One inbox shared by the team, with internal notes, ownership and attachments. Your number stays on the phone too.

Watched mailboxes

Incoming enquiries become contacts and follow-ups on their own — and whoever sends a CV gets a reply.

Quotes and orders

Built from the catalogue, sent to the customer, accepted and converted.

Service catalogue

The price list of your trade, packages and subscriptions.

Marketing

Email and WhatsApp campaigns, segments on real customers, posts to Facebook and Instagram. The AI creates the images, and on top you add texts, shapes, your logo and your photos, ready for every format.

Documents

Brochures, price lists and terms in one place, ready to attach.

Team

Operators, skills, hours and absences.

Users and roles

Who gets in and what they can do, unambiguously.

Communications

The log of every send, with the outcome of each.

AI agents

The WhatsApp Receptionist, plus agents that follow up no-shows, win back inactive customers, send birthday wishes and suggest the right service. One-off activation.

Public page

The business's public page: name, contacts and price list, taken from what is already in Lumina.

FROM THE PHONE

It installs on the phone, and you work from there

It isn't a site that adapts to a small screen: you add it to the home screen and it opens like an app, full screen, with no browser bar. It goes through no store.

- The day's calendar with the face of whoever has the appointment.
- WhatsApp chats and incoming enquiries, with ownership.
- The follow-ups waiting for you, even while you are out.
- It keeps showing what it already loaded when the network drops.



ASSISTANTS

They do the repetitive part, not yours

The Receptionist answers on WhatsApp at ten in the evening too, with the real opening hours and calendar slots. The others prepare the messages nobody has time to write: no-shows, customers who have been away for months, birthdays, the service to suggest after a session. You review them and send them. Each agent is activated once, with no monthly fee, and then only consumes while it works.

Your customers' data stays in Europe and is used only to answer: it is not kept for anything else or used for other purposes.

WHO FOR

Businesses that live on appointments and people

The service catalogue, the documents and the language change with the trade: a dental practice and a beauty salon don’t share a price list, and shouldn’t have to adapt to a generic one.

- Physiotherapy and osteopathy
- Dental practices
- Beauty, nails and lashes
- Wellness and spa
- Psychologists and nutritionists
- Speech therapists
- Hair salons and barbers
- Veterinary practices
- Gyms and personal trainers
- Yoga and pilates
- Pools and swimming lessons
- Dance schools
- Martial arts
- Riding schools
- Language schools and courses
- Tutoring
- Accountants and consultants
- Lawyers
- Photographers and videomakers
- Car workshops and tyre shops
- Hotels and B&Bs
- Web and marketing agencies
- Software and services

HOW IT'S PAID

The fee, what you add, and what you use

Three separate lines, because they answer three different questions. No cost appears without it being clear where it comes from.

The fee

Covers the base — customers, calendar, follow-ups, catalogue, overview — and a number of included users.

The extensions

Added when needed and switched off when they aren't, without losing data. Each has its own monthly price; agents, instead, are activated once, with no monthly fee.

The usage

Only what the AI actually does: replies, readings, sends, images. An assistant reply costs from 5 cents. Prepaid credit, with a monthly ceiling you set.

THIRTY DAYS

Try it with your own customers, not with invented data

This isn't a demo: we open Lumina on your business, with your catalogue and your calendar. To do that we need a few things — these ones, and we need them all to prepare your space before you walk in.

Type of business It decides the catalogue, the documents and the language: there is no generic version. If your trade is not in the list, choose Other and describe it: we will look at a tailored solution.	**Business name** The name that will appear on quotes, emails and confirmations.	**Website** We prepare your service catalogue from it before you walk in.	**City and country** Time zone, language and currency of the space.
Contact person Name, email and phone of whoever receives the credentials.	**How many people work there** How many operators in the calendar and how many user accounts.	**Where enquiries arrive today** WhatsApp, email, phone, in person: it decides what we switch on first.	**What costs you the most time** The sentence that tells us which assistant you actually need.

WHAT HAPPENS NEXT

1. **We read the request.** If something doesn't add up we call you before opening anything.
2. **We prepare your space.** A database of your own, separate from every other, with the catalogue already set to your trade.
3. **We check it before you do.** We go in, verify that calendar, catalogue and modules are the right ones, and only then enable it.
4. **You get the credentials.** One email with the address, the admin account and where to start.
5. **Thirty days.** We call after a week, not at the deadline: if something isn't working we want to know while there is still time to fix it.

→ **Request the free trial**

Now, in a few steps.

Thirty days, everything switched on, no credit card. Before it ends Lumina tells you the price of the first period: if you continue you pay the bill, if not you cancel from Settings › Subscription. You can take your data back whenever you want.