

Contacts

A module to manage individual users, organize them into groups, and define custom fields—enabling targeted and personalized WhatsApp campaign messaging.

You can access the Contacts from Side menu.

List

The Contacts module in Kiyowap offers a complete toolkit for managing customer data efficiently. Below are the key features:

1. Create Contact

Manually add individual contacts by entering the **name, phone number, and optional tags or group assignments**. This is ideal for adding specific customers or leads without using bulk upload tools.

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2. Import & Export

- **Import Contacts:** Upload multiple contacts at once via an Excel or CSV file. The system supports mapping of columns to ensure correct data entry (name, phone number, group, etc.).

[image.png](#)

- **Export Contacts:** Download your entire contact list or filtered segments into Excel or CSV format for offline use, backup, or integration with other tools.

You can export blank template for import purpose or excel with data template

[image.png](#)

3. Search & Filter

Quickly locate specific contacts using powerful search functionality. You can:

- Search by **name, phone number, or tag**

- Filter by **group, status, or creation date**
This helps in managing large contact lists without hassle.

[image.png](#)

4. Bulk Actions

Perform actions on multiple contacts at once:

- **Delete Selected Contacts:** Remove selected contacts in one go to keep your database clean.
- **Assign Group to Selected Contacts:** Tag or categorize selected contacts by assigning them to custom groups (e.g., "VIP Customers", "New Leads").

[image.png](#)

These features make the Contacts module in KiyowAP highly flexible and efficient, ensuring that businesses can **easily manage and segment their customer data for precise and personalized WhatsApp campaigns.**

Action Panel

The **Action** section in the Contacts list view provides quick access to essential tools for managing each individual contact efficiently. Users can take the following actions directly from the list:

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Available Actions:

-  **Details:** View full contact information and assigned groups in a detailed popup.
-  **Edit:** Update the contact's information such as name, number, email, or group assignment.
-  **Send Template Message:** Instantly send a pre-approved WhatsApp template message to the contact.
-  **Chat:** Open the live chat interface to start a manual conversation with the contact.
-  **Delete:** Permanently remove the contact from your database after confirmation.

These one-click actions help users **engage, manage, and update contacts quickly** without needing to navigate away from the main list.

Groups

The **Contact Groups** module in KiyowAP allows users to organize contacts into custom groups for easier segmentation, targeted campaigns, and streamlined contact management. Below are the key features available in this section:

1. Active & Archived Tabs

- **Active Tab:** Displays all currently usable contact groups that can be assigned to new or existing contacts.
- **Archived Tab:** Stores groups that are no longer actively used. Archiving helps declutter the active list without permanent deletion, and archived groups can be restored when needed.

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2. Add Group

Users can create new contact groups by providing a **group name**. These groups can later be assigned to one or more contacts to enable **tag-based filtering and targeted messaging**.

[image.png](#)

3. Bulk Actions

- **Delete Selected:** Permanently removes selected groups from the system. This action is irreversible.
- **Archive Selected:** Moves selected groups to the archived tab, helping maintain a clean and relevant group list without losing historical data.

[image.png](#)

4. Search

A search bar allows users to **quickly locate groups** by name, making it easier to manage large numbers of contact groups.

These features help users **organize, filter, and maintain contact groups efficiently**, making it easier to run focused WhatsApp campaigns and maintain contact hygiene.

[image.png](#)

Actions

Each contact group in the list view comes with a set of **action buttons** to help manage and modify group-related data efficiently:

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1. ? Group Contacts

View and manage all contacts assigned to the selected group. This lets you see who is included, add or remove contacts, and perform contact-level actions directly from within the group.

2. ?? Edit

Modify the group's name or details. Useful for correcting typos or updating naming conventions.

[image.png](#)

3. ?? Delete

Permanently remove the group from the system. Once deleted, it cannot be recovered, and contacts will be unassigned from that group.

4. ?? Archive

Move the group to the **Archived** tab. This removes the group from active use while keeping its data intact for future reference or reactivation.

Custom Fields

KiyoWAP provides the flexibility to add **Custom Fields** to contact records, allowing businesses to capture and manage additional information beyond default fields.

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