

WhatsApp Chat

The WhatsApp Chat module in Kiyowap is a unified inbox to manage and track customer conversations efficiently. You can access the WhatsApp chat from side menu. It includes:

- **Tabs (All, Mine, Unassigned, Others):**
 - **All** – View all active chats.
 - **Mine** – Shows chats assigned to the logged-in user.
 - **Unassigned** – Displays chats not yet assigned to any team member.
 - **Others** – View chats assigned to other team members.
- **Conversation Panel:** Real-time chat view with contact avatars, message time, and search/filter by label.
- **Message Window:** Shows full message history; reply allowed only if the customer messages back first (as per WhatsApp session rules).
- **Contact Info Sidebar:** View/edit contact details like name, phone, email, and language.
- **Assign Team Member:** Assign or reassign chats to users for follow-up.
- **Labels/Tags:** Add tags to organize and track conversations.
- **Message Composer:** Send messages and access rich features like attachments and quick replies.

This module streamlines customer communication and improves collaboration among support or sales teams.

QR Code

The QR Code feature in Kiyowap allows businesses to generate WhatsApp QR codes that customers can scan to instantly start a chat. It helps streamline customer engagement, support, and lead generation without the need to manually share contact numbers.

Key Uses:

- Easy customer onboarding through scan-to-chat
- Place on websites, posters, packaging, or digital ads
- Connect directly with assigned agents or campaigns

Message Log

The Message Log provides a detailed history of all WhatsApp messages sent and received through the platform. It helps in tracking communication, verifying delivery status, and auditing conversations.

Key Details Include:

- Timestamp of each message
- Sender and recipient info
- Message content (text/media)
- Delivery, read, and failed statuses
- Filters for date range, status, and contacts

This log ensures full transparency and control over your WhatsApp communication.

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