

Introducing Build v5.9.0 is Live!

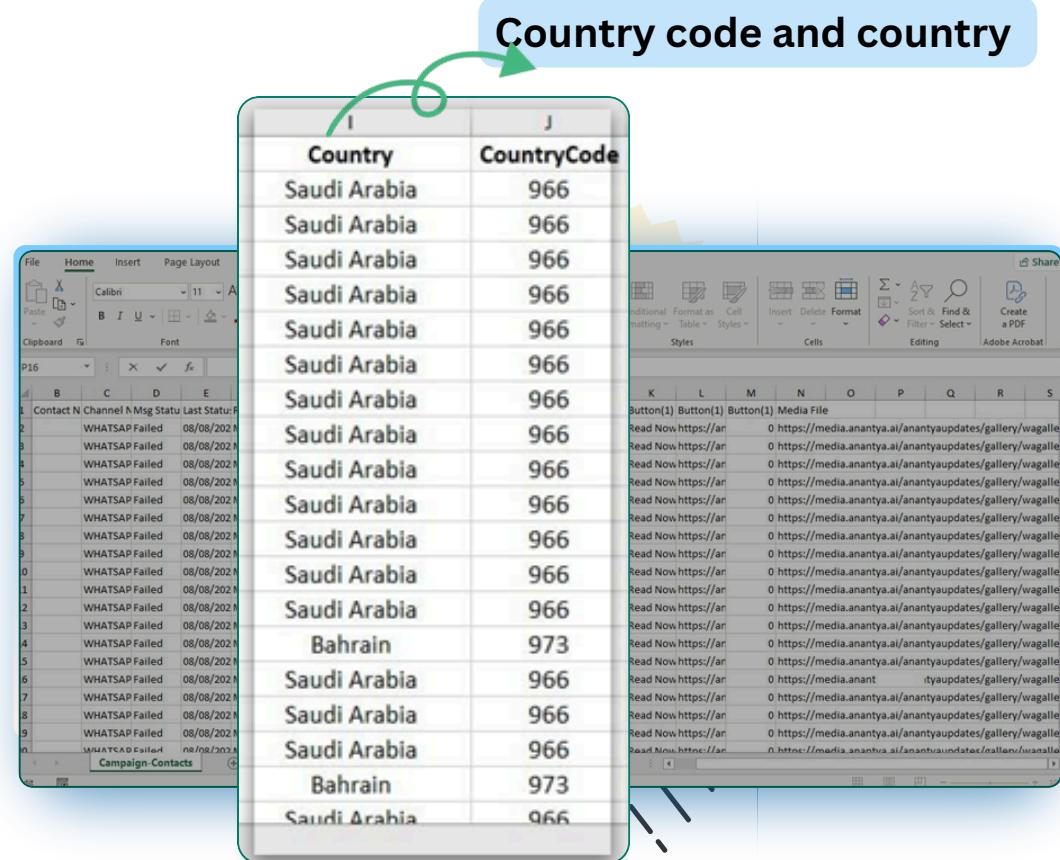
Enhancements:

We're excited to roll out the latest version of our WhatsApp Business Solution — packed with powerful enhancements to make your communication smoother, smarter, and more engaging. ➔

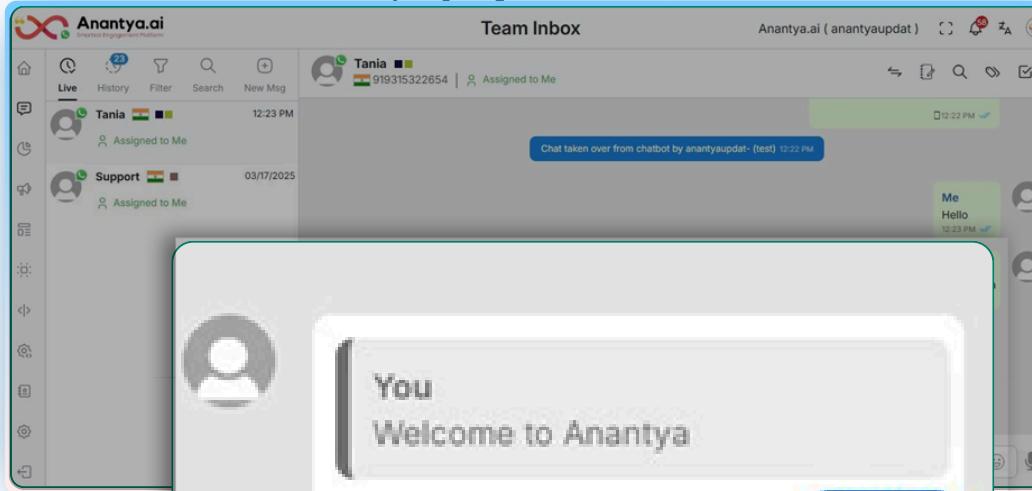
Smarter Campaign Tracking

Country Name + Country Code in Reports

Now see exactly where your messages are landing! Track campaign reach and audience distribution with greater accuracy.



Country	CountryCode
Saudi Arabia	966
Bahrain	973
Saudi Arabia	966
Saudi Arabia	966
Bahrain	973
Saudi Arabia	966



Emoji Reaction

Expressive Conversations

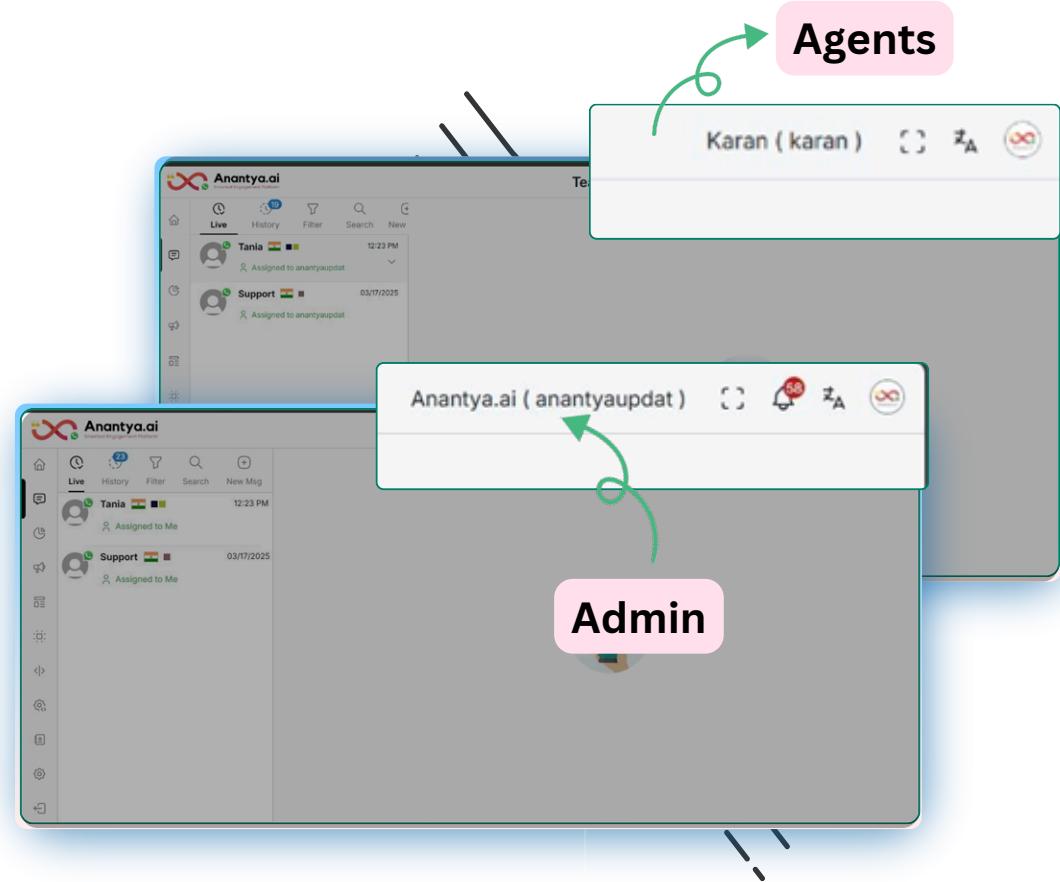
Emoji Reactions in Chat Inbox

Customers can now react to your messages with emojis. Quick acknowledgments, instant sentiment capture, and a touch of fun—all visible right in your inbox!

Better Team Collaboration

Shared Chat Visibility between Agents & Admin

If one agent is unavailable, others can instantly take over the chat. Never let a conversation slip through the cracks again.



Option to reopen



The screenshot shows a customer service software interface. At the top, there's a blue header bar with the text "Click the icon to seamlessly take over the conversation." Below this is a toolbar with icons for Live, History, Filter, Search, New Msg, and a user profile. The main area displays a list of contacts. One contact, "Tania", is highlighted with a green checkmark and labeled "Closed". A message from "Tania" says "You Welcome to Ananya". Below the message, a blue button says "Contact Closed by anantyaupdat at 12:50 PM". Another message from "Me" asks for feedback: "We value your opinion! 😊 How was your experience with our service today? Please choose one of the following options: Your feedback helps us improve. Thank you!!" At the bottom of the screen, another blue header bar repeats the instruction "Click the icon to seamlessly take over the conversation." and includes a small icon.

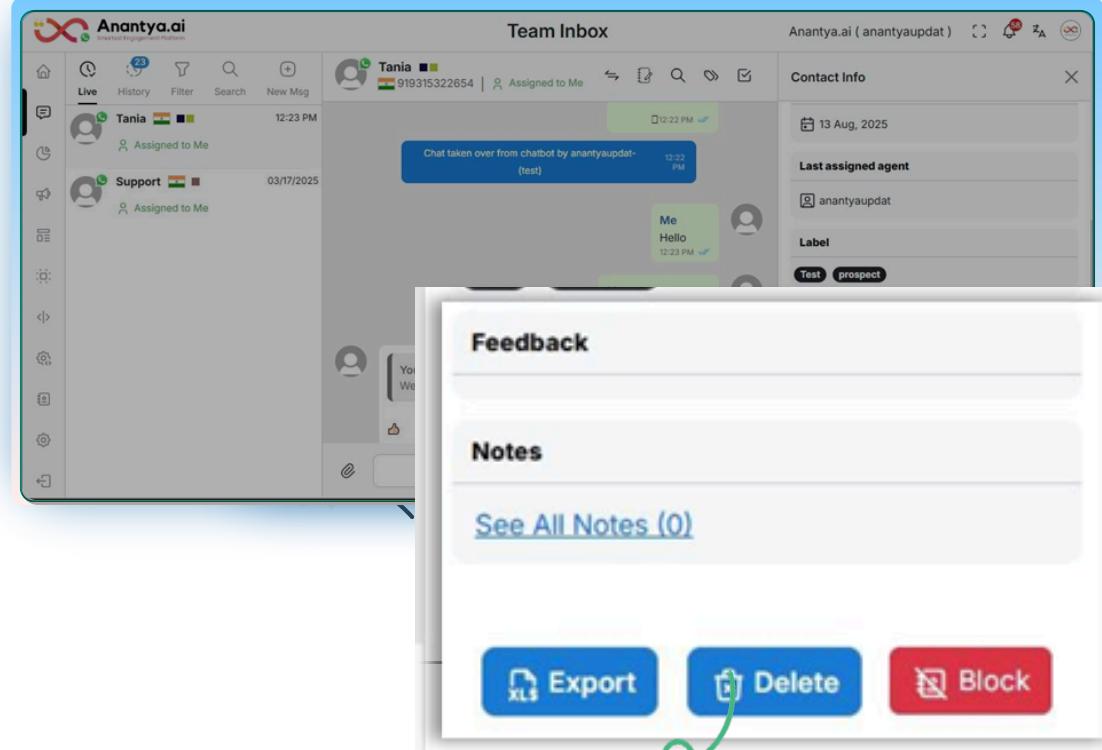
Seamless Continuity Reopen Closed Chats within 24 Hours

Accidentally closed a conversation?
No worries! Reopen it within 24
hours and continue right where you
left off.

A Cleaner Workspace

Delete Unwanted Chats

Keep your inbox tidy and organized by permanently removing irrelevant or outdated chats.



Delete chat