**App - WhatsApp**

**Step 1: Explore the App and Identify the Functional Flow**

**Functional Flow of WhatsApp**

1. **Installation and Setup:**
   * **Download and Install**
   * **Verify phone number**
   * **Set up profile**
2. **Main Interface:**
   * **Chats Tab**
   * **Status Tab**
   * **Calls Tab**
   * **Settings**
3. **Chat Interface:**
   * Send text messages.
   * Send voice messages.
   * Share multimedia (photos, videos, documents).
   * Make voice or video calls.
   * Create and manage group chats.
   * Reply, forward, and delete messages.
   * Access chat-specific settings (mute notifications, block contact).
4. **Additional Features:**
   * **Media Management**
   * **WhatsApp Web**
   * **Backup and Restore**

**Step 2: People Involved**

1. **End Users**
2. **WhatsApp Development Team**
3. **Customer Support**
4. **Telecom Providers**
5. **Third-party Services:** Cloud storage providers for chat backups (e.g., Google Drive, iCloud).

**Step 3: Benefits**

1. **Convenient Communication**
2. **Multimedia Sharing**
3. **Cost-effective**
4. **Cross-platform Compatibility:** Available on various platforms (iOS, Android, web).
5. **Enhanced Privacy and Security**
6. **Business Integration**

**Step 4: Gaps**

1. **Limited Multi-device Support:** WhatsApp can only be actively used on one device at a time.
2. **Data Privacy Concerns:** Users have concerns over data sharing with parent company Facebook (Meta).
3. **Group Chat Limitations**
4. **Backup Privacy:** Chat backups stored in the cloud are not end-to-end encrypted, posing a potential privacy risk.
5. **Business Features**