

12 Month Roadmap.

Q4 2024	Q1 2025	Q2 2025	Q3 2025
<ul style="list-style-type: none">- Chatbots LIVE Introducing AI Chatbots with knowledge acquired from knowledge base.- WhatsApp Integration LIVE Send and receive messages from WhatsApp, all from within Charla Inbox	<ul style="list-style-type: none">- Multilingual Chatbots Support 30+ languages in the Chatbot LIVE- Auto Translations Translation for incoming and outgoing messages based on agent preference.- Smart Views LIVE Organize your inbox by custom views	<ul style="list-style-type: none">- AI Automation Summarization and contextual help for agents powered by AI- Additional Channels Integration Integrations with Instagram and additional messaging apps- MacOS Desktop App A dedicated MacOS App	<ul style="list-style-type: none">- Queue Support Queues and departments routing support- Mobile SDK Provide SDKs for mobile developers on iOS and Android- Calls and Meetings Booking Visitors can request calls and book meetings from within the chat widget

