

12 Month Roadmap.

Q3 2024	Q4 2024	Q1 2025	Q2 2025
<ul style="list-style-type: none">- Triggers LIVE Create triggers upon specific visitors' actions, such as visiting specific pages.- Client-side SDK Improvements LIVE Introduced visitor attributes enrichments along with 3 other endpoints	<ul style="list-style-type: none">- Chatbots LIVE Introducing AI Chatbots with knowledge acquired from knowledge base.- WhatsApp Integration Send and receive messages from WhatsApp, all from within Charla Inbox- MacOS Desktop App A dedicated MacOS App	<ul style="list-style-type: none">- AI Automation Summarization, translation and contextual help for agents powered by AI- Additional Channels Integration Integrations with Line and additional messaging apps- Auto Translations Translation for incoming and outgoing messages based on agent preference.	<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



The above is intended to outline our general product direction. It is intended for information purposes only. The functionality and timing might change according to the overall strategy