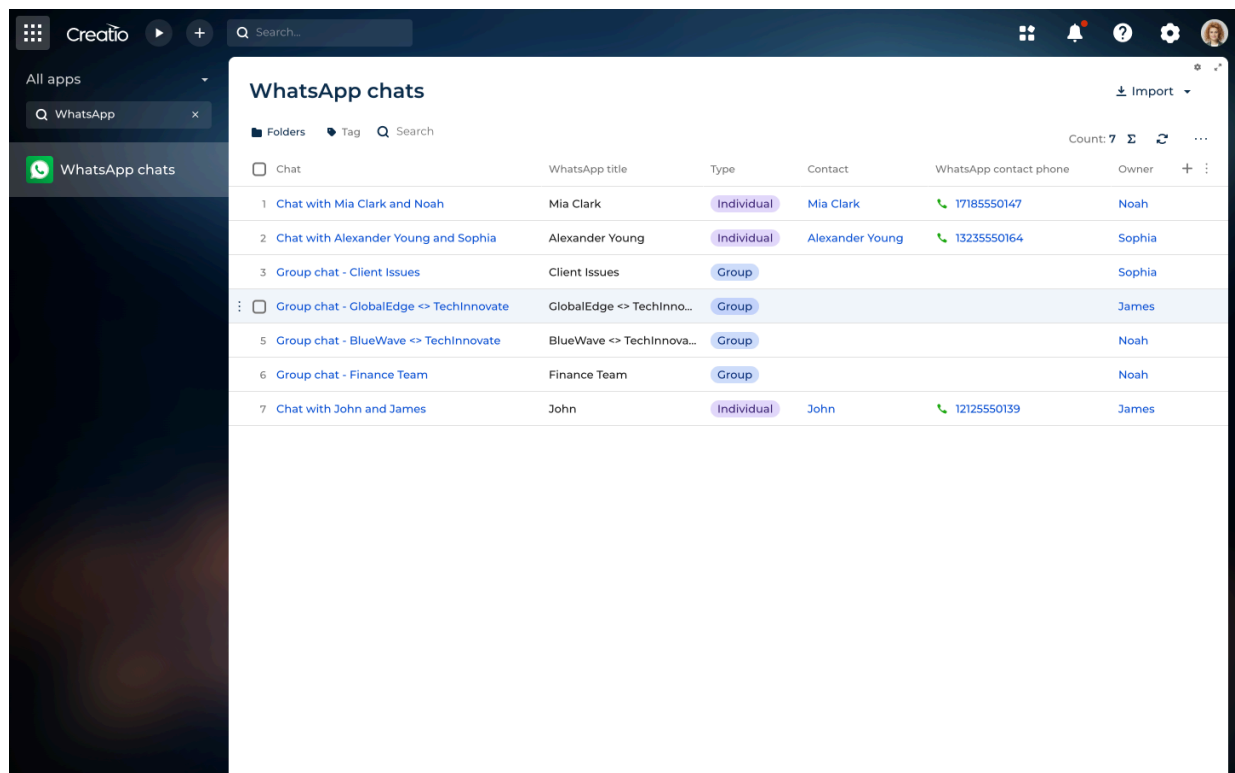# New features: Group chats and Attachments

We are glad to announce our latest updates, now with the possibility to access group chats and download attachments directly from Creatio.
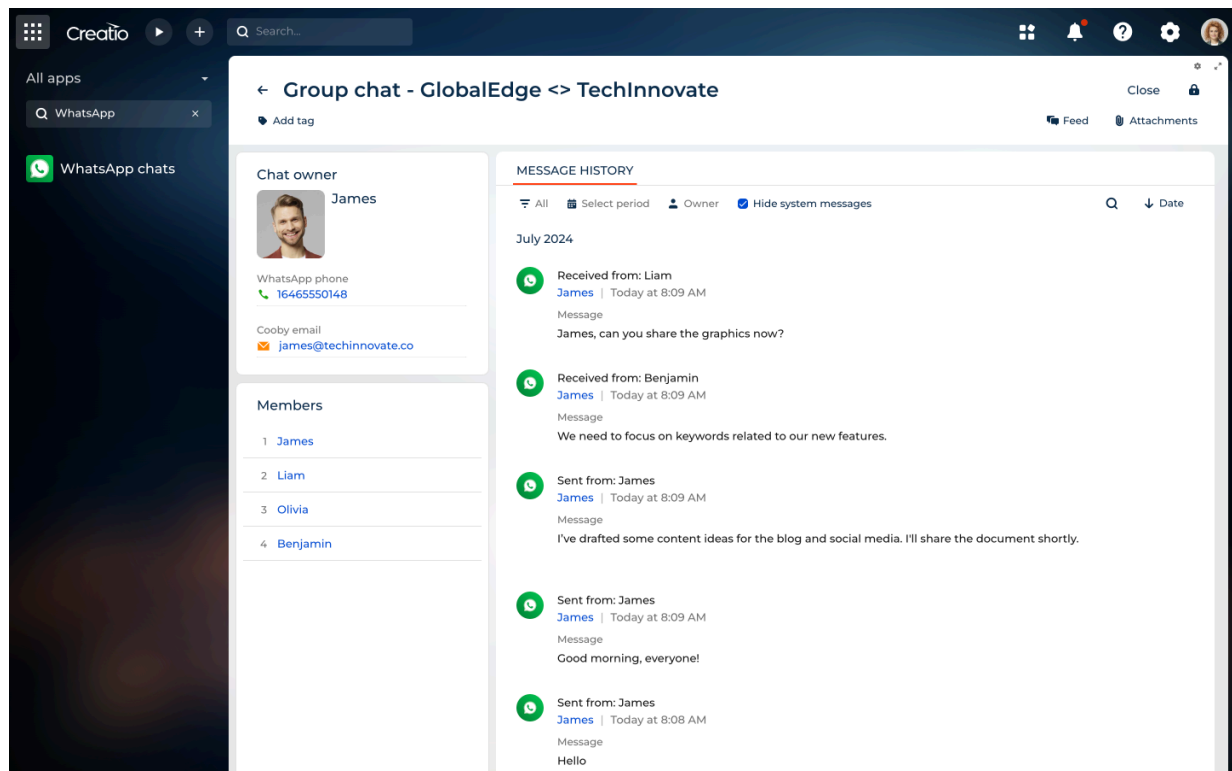
Group chats:

With this new update, you can view "Group" or "Individual" chat types.

- Individual chats show as follows: "Chat with <Chat Contact> and <Chat owner>"
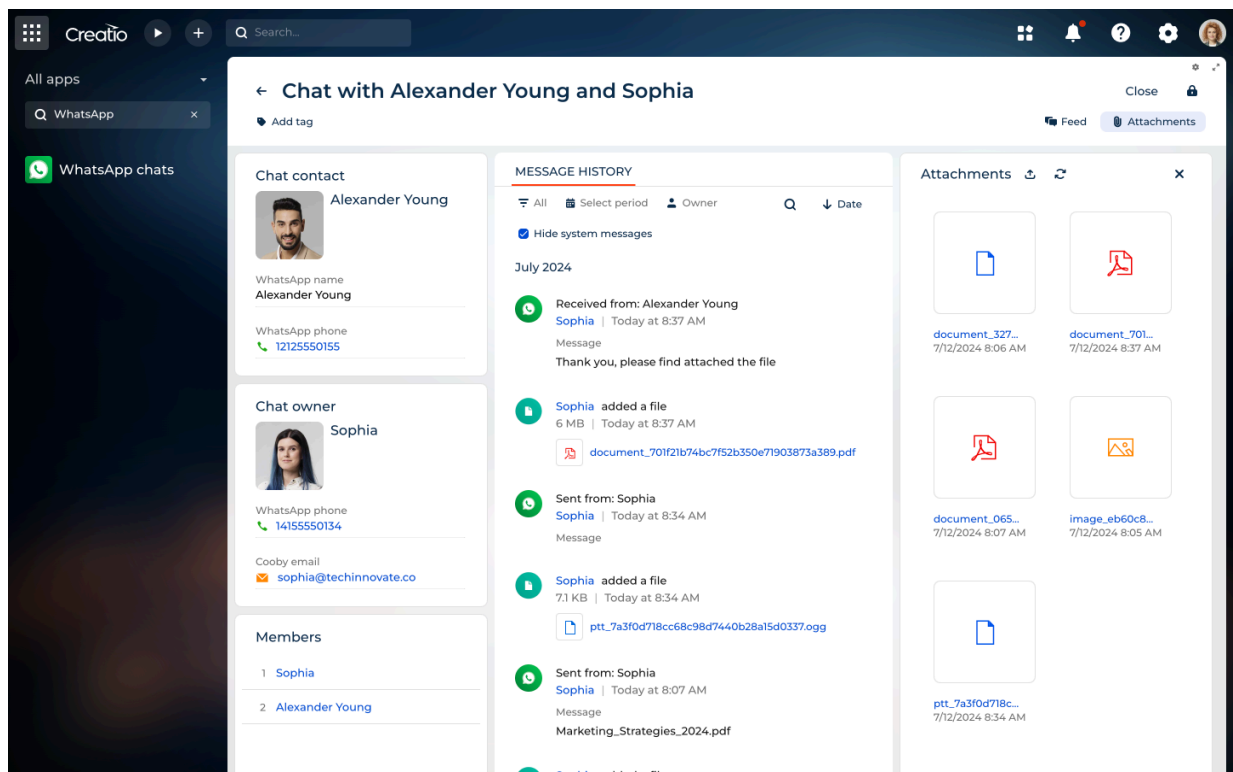- Group chats show as follows: "Group Chat <Chat title from WhatsApp>

- Group chats and individual chats now also show participating members. You can change the association for contact or owner directly within the group chat page.

Attachments:

With this new update, it is possible to download files and attachments exchanged in WhatsApp chats directly from Creatio.

- Download files such as pdf, photos, audio files, and a lot more.
- To know more about the files permitted by Creatio's System Settings <u>please check here</u>
- Maximum file size is 15 MB

To enjoy this new update please make sure to update your app, <u>follow this guide</u> to assist you.