

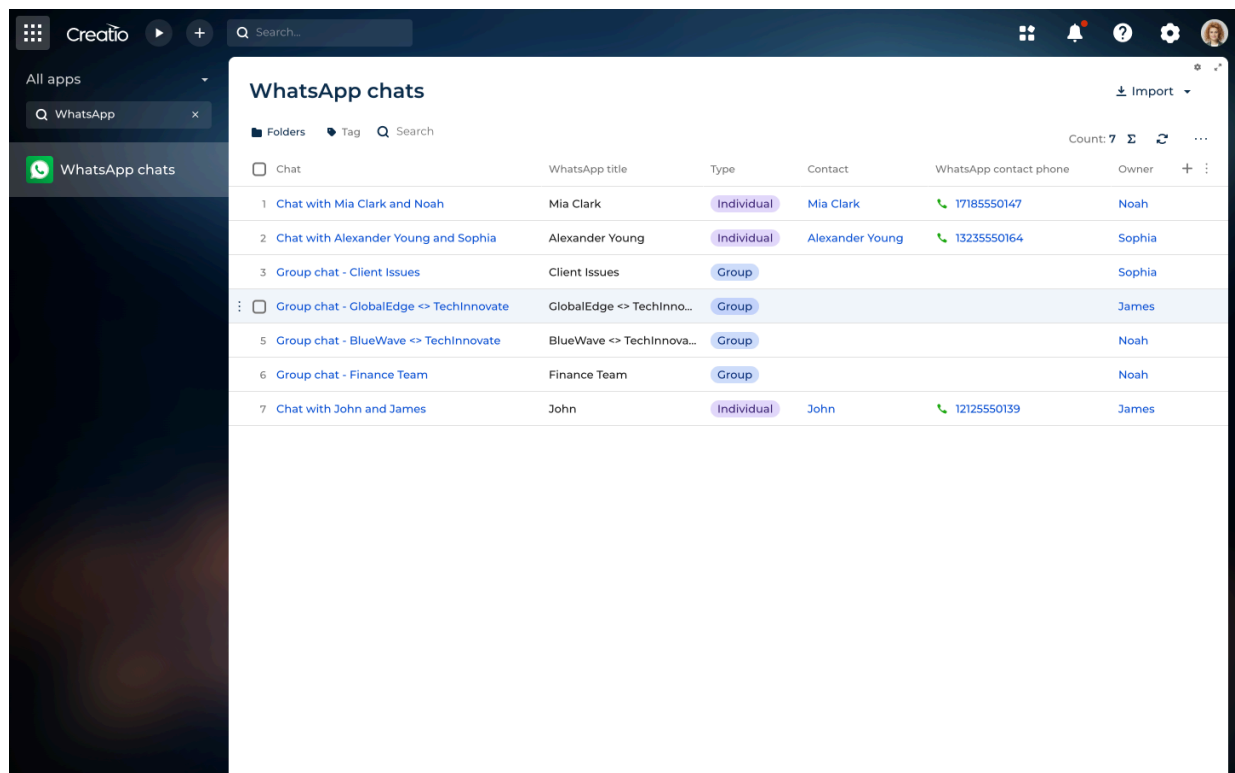
New features: Group chats and Attachments

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

Group chats:

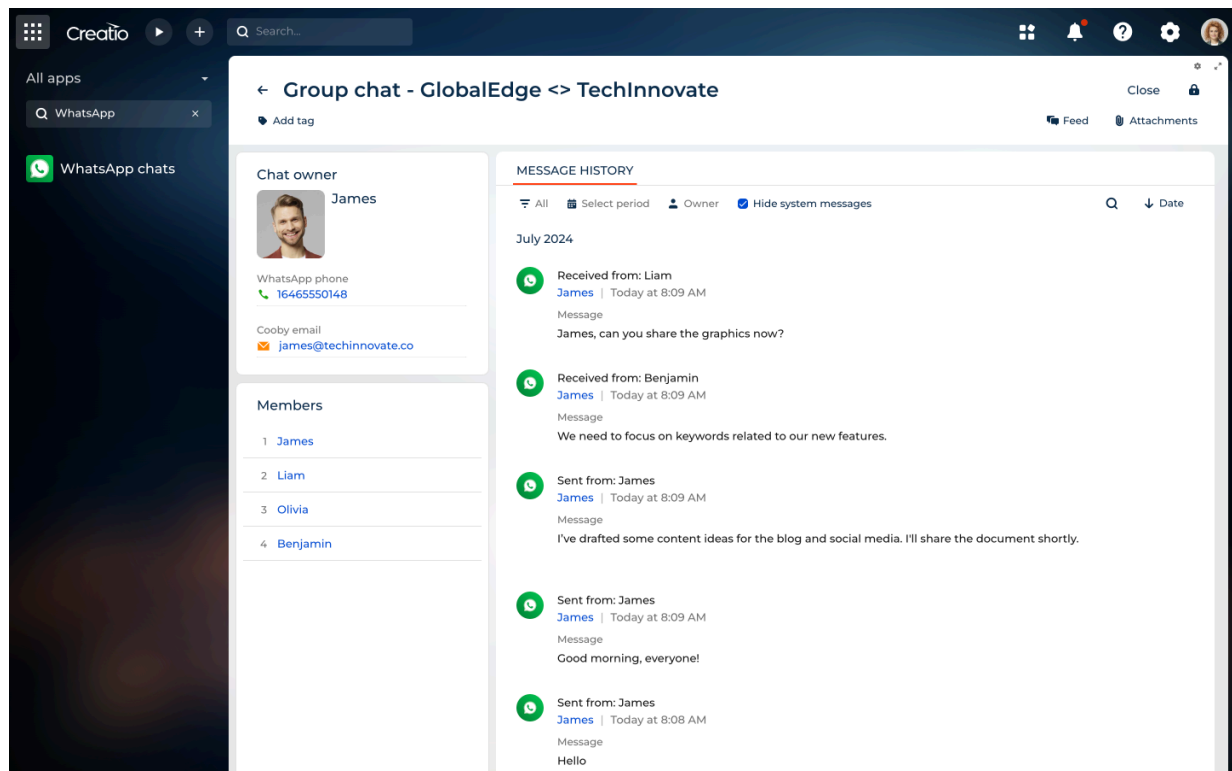
With this new update, you can view “Group” or “Individual” chat types.

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



Chat	WhatsApp title	Type	Contact	WhatsApp contact phone	Owner
1 Chat with Mia Clark and Noah	Mia Clark	Individual	Mia Clark	17185550147	Noah
2 Chat with Alexander Young and Sophia	Alexander Young	Individual	Alexander Young	13235550164	Sophia
3 Group chat - Client Issues	Client Issues	Group			Sophia
4 Group chat - GlobalEdge <> TechInnovate	GlobalEdge <> TechInno...	Group			James
5 Group chat - BlueWave <> TechInnovate	BlueWave <> TechInnova...	Group			Noah
6 Group chat - Finance Team	Finance Team	Group			Noah
7 Chat with John and James	John	Individual	John	12125550139	James

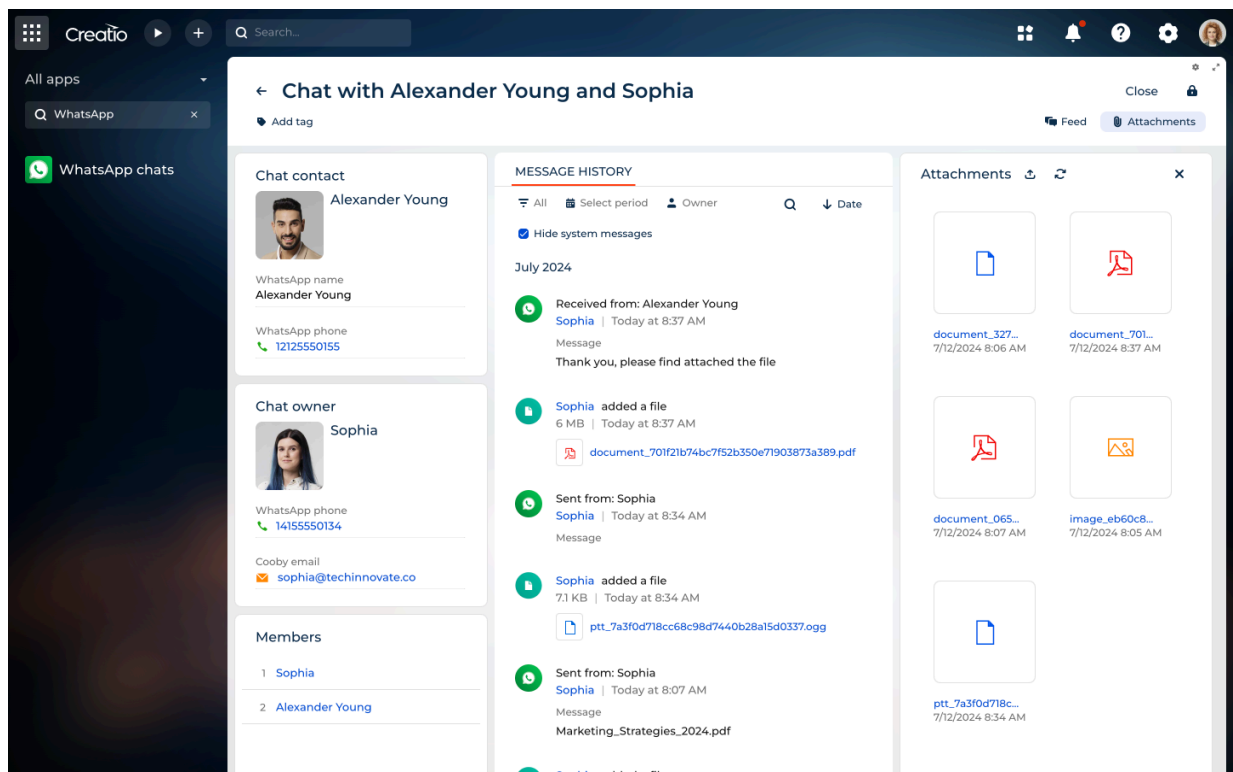
- Group chats and individual chats now also show participating members. You can change the association for contact or owner directly within the group chat page.



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 [please check here](#)
- Maximum file size is 15 MB



To enjoy this new update please make sure to update your app, [follow this guide](#) to assist you.