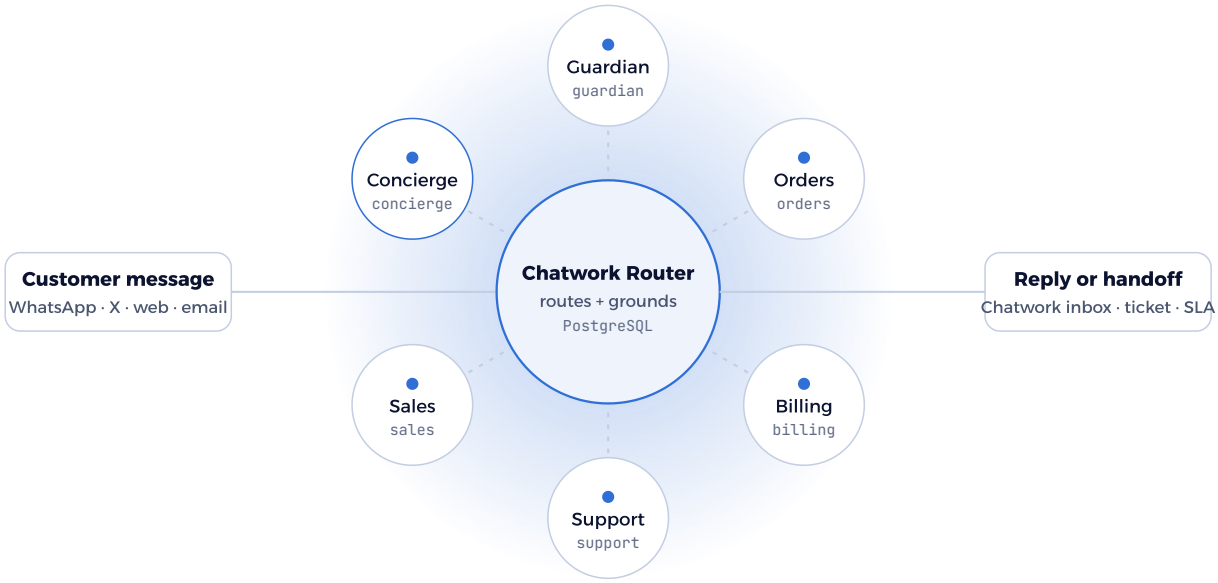
Chatwork 3.4 · one platform

Customer service that ends with a smile.

Chatwork brings your customer conversations into one place, answers the repeat questions automatically, and hands the rest to your team at the right moment.



Three parts, one platform

Inbox

The Chatwork inbox is the single conversation store: conversations, contacts, assignment, labels. Engine: Chatwork, pinned v4.19.1.

Agents

Six Dot specialists answer within their role and hand off to your team with a ticket and an SLA clock.

Chatwork Router

PostgreSQL decides which agent answers and grounds the reply in your built-in cited knowledge.

Three moving parts. One version.

1. **Connect the inbox.** The Chatwork inbox is the one conversation store. Every channel lands in it as a native inbox, and the bridge attaches one agent bot per workspace.
2. **Add built-in knowledge.** Paste text or index public pages directly inside the app with no external coupling. Chunks live in PostgreSQL per workspace and collection; agents cite them as [n].
3. **Let the agents work.** Every message is routed to one specialist with an explainable score. Complaints, legal and privacy requests go to a human at once, with a ticket and an SLA clock.

What works today

X (DMs + mentions)	Live	Polled into the Chatwork inbox, answered by Dot, human replies relayed back with rate-limit protection.
Web widget	Live	One script tag, signed visitor sessions, every visitor lands in the Chatwork inbox.
MCP server	Live	Six tools over streamable HTTP; workspace keys read, admin keys write.
WhatsApp Cloud · Telegram · Email	Code-ready	Native inboxes provisioned by API; needs the workspace's provider credentials.
Instagram · Facebook	Code-ready	Connected in the inbox console, registered by the bridge; needs Meta app review.
Salla · Zid orders	Test-only	OAuth, webhooks and the lookup_order tool are built against mocked providers.

Live = exercised with real credentials. Code-ready = built and tested, waiting on a provider credential. Test-only = proven against mocked providers.

The boring parts are the product.

Human handoff that leaves a trail

Keyword, model tag or agent policy: a handoff opens one ticket per conversation, stamps first response and resolution times, and a late AI reply can never overwrite a human.

At-least-once delivery, by design

Every webhook is stored before it is processed; every outbound X message goes through a durable outbox with backoff and an admin retry.

Workspace isolation you can audit

Routing matches an exact (account, inbox) pair; anything ambiguous is quarantined. Keys are hashed, credentials Fernet-encrypted, every change audited.

Roles, MFA and locked owners

Owner, manager, agent and billing roles with default-deny RBAC, TOTP and recovery codes, and an atomic last-owner guard.

Honest billing

Integer halalas, VAT at 15 %, invoices stay draft until a verified payment exists. The price on the page is the amount on the invoice.

A dashboard in your language

Overview, inbox, tickets, agents and knowledge, team and billing, in Arabic and English, on a desktop or a phone.

Who it is for

Stores on Salla or Zid, service businesses and agencies that want AI on their support channels without handing conversations to a third-party SaaS. Multi-tenant from day one, Arabic and English.

Start in a minute

- Create your workspace at app.chatwork.io/en/signup
- 14-day trial on any plan, no card
- Embed one script tag and receive your first conversation
- Index your policies so the agents cite them