

WhatsApp Team Inbox: A Complete Guide for Modern Businesses



Pune, Maharashtra Feb 13, 2026 ([IssueWire.com](https://www.issuewire.com)) - India's leading and rapidly emerging AR, VR, and Metaverse development company, Augment Works, has introduced WappBiz — a powerful WhatsApp CRM and automation platform designed to streamline marketing and customer engagement through intelligent WhatsApp bots.

WappBiz caters to industries including education, real estate, healthcare, fitness, e-commerce, and marketing. The platform offers an all-in-one CRM, unlimited bulk messaging, WhatsApp-compliant safeguards, automated chatbots, advanced campaign management tools, multi-user access, rich media support, and a comprehensive analytics dashboard.

Built on the [WhatsApp Business API](#), WappBiz enables businesses to efficiently manage customer interactions, automate responses, assign leads in real-time, and track message performance from delivery to read receipts. These capabilities allow organizations to improve response time, increase engagement, and drive measurable growth.

One of the key masterminds behind the product and Founder of Augment Works, Ghanshyam Sharma, said: "Driven by a mission to enhance communication management and customer experience, our team

has carefully developed WappBiz to help businesses engage smarter and scale faster. By leveraging advanced automation technologies, we aim to simplify digital communication while delivering meaningful customer interactions.”

The platform also enables businesses to send personalized messages to targeted users, monitor campaign performance, and gain actionable insights to refine future strategies. With seamless lead allocation and automation workflows, companies can ensure faster follow-ups and improved customer satisfaction.

WhatsApp remains the preferred messaging platform in over 180 countries, with more than 3 billion global users. Over 50 million businesses actively use WhatsApp for customer engagement. Recognizing this growing demand, WappBiz delivers a scalable and user-friendly CRM solution that supports multi-user collaboration, rich media communication, and advanced analytics while maintaining compliance standards to reduce the risk of account restrictions.

To date, more than 4 million messages have been sent through WappBiz, serving clients across 10+ industries with a presence in over 30 countries.

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