

KATA OMNICHANNEL

Still on progress of building and part of handover to team.



Dashboard

Live operations

Current workload across every connected channel

Open conversations

Switch to dark mode

0

Current active workload

Needs assignment

0

0% of the open queue

Assignment coverage

100%

0 conversations owned

Lead to customer

0%

0 contacts converted

Lifecycle



NEW

New Lead

5

contacts

100% of new leads

100%

HOT

Hot Lead

0

contacts

0% of new leads

0%

\$

Payment

0

contacts

0% of new leads

0%

WIN

Customer

0

contacts

0% of new leads

0%

ICE

Lost

0

contacts

0% of new leads

0%

BAN

Blocked

0

contacts

Blocked from messaging

Conversation workload ⓘ

[View inbox](#)

Open conversations Active customer conversations	0
Assigned Owned by a teammate	0

Team workload ⓘ

All Statuses ▾





CONTACT CENTER OPERATIONS

Supervisor

Queue ownership, staffing, and SLA risk from the live interaction ledger.

● Live

Updated 10:32 PM

Live operations Voice floor Escalation queue Routing policies Agent capacity SLA policies

🕒 Waiting

4

Oldest 443h 42m

⚠️

SLA breached

0

0 at risk

👤

Agents online

0

0 configured

🔗

Assignments

4

Latest trace window

Queue

Priority, aging, and ownership across active conversations.

🔍 Search customer or queue

All statuses ▾

CUSTOMER	QUEUE	AGE	PRIORITY	OWNER	STATUS	ACTIONS
Shamir Husein No skill requirement	Default	443h 42m	0	Unassigned	Waiting	Open 👤 Supervise Transfer ▾ 🔄
Rani Sibarani No skill requirement	Default	412h 34m	0	Unassigned	Waiting	Open 👤 Supervise Transfer ▾ 🔄
Shamir Husein No skill requirement	Default	410h 19m	0	Unassigned	Waiting	Open 👤 Supervise Transfer ▾ 🔄
marcell						Open 👤 Supervise



Quality reviews

0 AI evaluated 0 awaiting review

Score every interaction against one consistent operating standard.

Evaluations
0
Current scope

Average score
0.0%
0 reviewed

Critical errors
0
Needs immediate coaching

Pending
0
0 appealed

Search customer, summary, or conversation

All statuses

All sources

All risk

Review queue

0 interactions



No matching evaluations

Adjust the filters to inspect another review queue.



Select an evaluation

Open a queued interaction to review its scorecard and evidence.





Contacts

All

Lifecycle

Lifecycle Stages

NEW New Lead

HOT Hot Lead

\$ Payment

WIN Customer

Lost Stages

ICE Lost

Segments

Blocked Contacts

Search Contacts

5 contacts

Showing 1 - 5 of 5

Page 1 of 1



M

marcell

+6281233947344

New Lead · Provider · Indonesia



SH

Shamir Husein

1844099924

New Lead · Provider · Indonesia



RS

Rani Sibarani

+6281265109454

New Lead · Provider · Indonesia



+

+6281234567890

+6281234567890

New Lead · Provider · Indonesia



SH

Shamir Husein

+6285814047999

New Lead · Provider · Indonesia



marcell

+6281233947344

Edit

Name

marcell

Tags

No tags

Country

Indonesia

Status

● **Active**

Lifecycle

New Lead

Source

Provider

Language

English

Created

Aug 24, 2026

Identities

PHONE +6281233947344

Actions

Edit

Block

Merge

Delete

Activity

- Contact created from Provider.
- Lifecycle is New Lead.



Agents

Learning

Agents



BARA AI

twilio-whatsapp

Active

Status:

Active

Connection

Edit

Runtime

External webhook

Webhook URL

<https://n8n.shamirhusein.my.id/webhook/bara-ai-prod>

Channels

twilio-whatsapp

Handoff team

team-support

Last run

http_200 · 2026-09-01T11:51:51Z

Contacts

Browser voice test

Configure

Language

id-ID

Playback

1x · Browser default

Interruption

Barge-in enabled

Recording

Not recorded

Uses this browser's microphone and speaker. The answer still comes from the connected AI runtime.

AI playground

BARA AI

Text

Voice

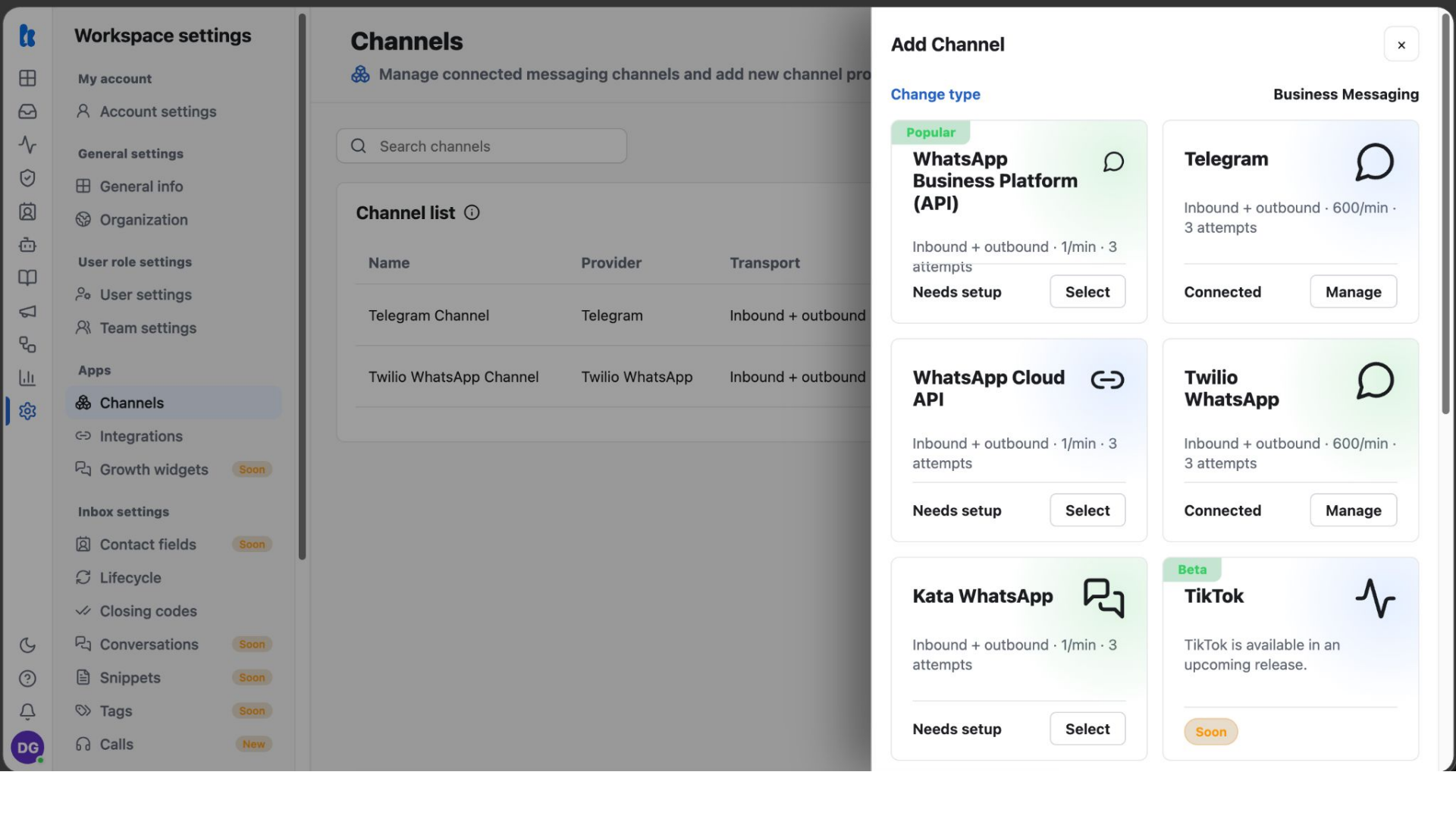


Start a test conversation

Responses come from the connected AI runtime and selected knowledge.

Ask a customer question...





Workspace settings



My account



Account settings



General settings



General info



Organization



User role settings



User settings



Team settings



Apps



Channels



Integrations



Growth widgets

Soon



Inbox settings



Contact fields

Soon



Lifecycle



Closing codes



Conversations

Soon



Snippets

Soon



Tags

Soon



Calls

New



Channels



Manage connected messaging channels and add new channel pro



Search channels

Channel list

Name	Provider	Transport
Telegram Channel	Telegram	Inbound + outbound
Twilio WhatsApp Channel	Twilio WhatsApp	Inbound + outbound

Add Channel



Change type

Business Messaging

Popular

WhatsApp Business Platform (API)



Inbound + outbound · 1/min · 3 attempts

Needs setup

Select

Telegram



Inbound + outbound · 600/min · 3 attempts

Connected

Manage

WhatsApp Cloud API



Inbound + outbound · 1/min · 3 attempts

Needs setup

Select

Twilio WhatsApp



Inbound + outbound · 600/min · 3 attempts

Connected

Manage

Kata WhatsApp



Inbound + outbound · 1/min · 3 attempts

Needs setup

Select

Beta

TikTok



TikTok is available in an upcoming release.

Soon

Reports

Lifecycle

Calls

Conversations

Responses

Resolutions

Messages

Contacts

Assignments

Leaderboard

Users

Broadcasts

Operations

Lifecycle

Last updated just now
Time Zone - Asia/Jakarta (GMT+07:00)

Track your Contacts' journey with insights on conversions, drop-offs, and time spent in each stage. Data is filtered based on when Contacts enter the Lifecycle journey.

Backend rows: 0 · Cache hit: no · Range: Aug 26, 2026 - Sep 1, 2026

[Learn more](#)

Last 7 days

[+ Add filter](#)

[Clear all](#)

Contacts created

0

Stage changes

0

Conversion rate

0%

Drop-off rate

0%

Lifecycle Journey Funnel ⓘ

Group By Lifecycle stage ⌵



User settings

Team settings

Apps

Channels

Integrations

Growth widgets Soon

Inbox settings

Contact fields Soon

Lifecycle

Closing codes

Conversations Soon

Snippets Soon

Tags Soon

Calls New

AI settings

AI Assist Beta

AI Prompts Beta

Knowledge sources Beta

Data settings

Files Soon

Contacts import Soon

Data export Soon

AI Assist

 Control AI assistance for reply drafting and writing tools.

Generate instant replies for this workspace using its knowledge sources.

Test AI Assist

Manage Knowledge Sources

AI Assist settings ⓘ

☐ Reply Outside of Added Knowledge Sources

☐ Use Snippets as a Knowledge Source

Grounding knowledge sources

No knowledge sources yet — publish a Knowledge page or add one via Manage Knowledge Sources.

Grounded replies cite only this workspace's knowledge sources. Published handbook pages are shared.

AI Assist Persona

Describe how this workspace's assistant should answer.

Reset

Save AI Assist



Workspace settings

My account

Account settings

General settings

General info

Organization

User role settings

User settings

Team settings

Apps

Channels

Integrations

Growth widgets

Soon

Inbox settings

Contact fields

Soon

Lifecycle

Closing codes

Conversations

Soon

Snippets

Soon

Tags

Soon

Calls

New

Organization

Manage your organization, plan, and its workspaces.

Organization ⓘ

Name

DXP Global Inovasi

Plan

Scale — up to 1000 workspaces

Your role

Owner

Workspaces (1 of 1000) ⓘ

Name

Workspace ID

General

ws-59a8a9eab2eb5cae389402994304dd7e

Open

New workspace name

e.g. Sales Indonesia

Create workspace