

Tawked Systems Company

Every customer journey starts with a connection.

Business messaging, customer verification and service, connected through one Saudi platform.

VERIFY / MESSAGE / SUPPORT



SMS · WhatsApp · AI · Email



TAWKED SYSTEMS COMPANY

Built in Saudi Arabia. Built around your customers.

Tawked Systems Company is a Saudi technology company providing customer verification, business messaging and customer service solutions. The Tawked platform connects the messages your systems send with the conversations your customers start.

2022

Year established

Riyadh

Head office

Jeddah

Office

1**A connected experience**

Verify a customer, send an update and continue the conversation from one business account.

2**Your business identity**

Communicate through your own WhatsApp number and verified email domain, with an experience in Arabic and English.

3**Practical integration**

Connect through documented APIs, platform integrations and a console that makes delivery and usage visible.

Connected through Meta's official platform

Tawked is a Meta Business Partner and Meta Tech Provider. Businesses connect their own number to the WhatsApp Business Platform while retaining ownership of their number and account.



CONNECTED CUSTOMER JOURNEYS

One platform. Every essential interaction.

Choose the services your business needs, and connect them around the customer journey.



Tawked Verify

SMS verification codes for registration, sign-in and transaction confirmation.



WhatsApp Business API

Order updates, reminders and approved messages from your business number.



Tawked Chat

A shared WhatsApp inbox that brings customer replies and your team together.



Radeef

An optional AI assistant that uses your business information and hands over when needed.



Tawked Email

Order confirmations, invoices and sign-in links from your domain. Early Access.

For online stores, digital platforms and service businesses that need verification, timely messages and coordinated customer support.



TAWKED VERIFY

Confidence at the point of sign-in.

Verify Saudi mobile numbers with one-time codes sent by SMS. Two API calls let your system request a code and check the customer's response.



A clear verification journey

From your application to a verified customer.

1 2 3 4 5 6

Request a code

Receive the SMS

Confirm the code

A complete verification flow

Code generation, expiry and verification attempts are managed within the service.

A recognizable message

Your approved application name appears in the message, sent through Tawked's sender ID.

Controls for responsible use

Configure retry limits, destination controls and spending safeguards for your application.

Ready for your application

Use the API directly, or connect through WooCommerce, Supabase Auth and supported developer integrations.

Where it fits

New account registration, passwordless sign-in, phone verification and confirmation before cash-on-delivery orders.

SMS service is dedicated to OTP verification for Saudi mobile numbers.

[Explore this service](#)



WHATSAPP BUSINESS API

Your number. Timely customer messages.

Send customer communications through the official WhatsApp Business Platform. Tawked connects your business number and brings the replies into your service workflow.



From an update to a conversation

Notifications and customer service share the same number.

NOTIFY > REPLY > CONTINUE

Your business number



Approved template



Customer reply

Operational notifications

Send order confirmations, shipping updates, appointment reminders, invoices and documents.

Templates that fit the business

Manage Meta-approved templates, supported by starter templates and a writing assistant.

Consent-based marketing

Send approved offers to customers who opted in, with opt-out handling for marketing messages.

Visibility after sending

Follow delivery and read states through logs and webhooks, and handle customer replies in Tawked Chat.

An identity your customers recognize

Your number and WhatsApp Business Account remain yours. Meta's messaging charges are billed directly to your Meta account.

Template approval and messaging requirements follow Meta's policies.

[Explore this service](#)



TAWKED CHAT

One inbox. A coordinated response.

Bring WhatsApp conversations into a shared workspace. Tawked Chat connects your customer service across the web, iPhone and Android.



Context stays with the conversation

The message, its history and the next action, together.

WEB / iOS / ANDROID

Receive



Assign



Respond

Organized conversations

Assign conversations, use labels and keep the customer's history visible in one place.

Collaboration with context

Use private notes, saved replies and shared shortcuts to keep responses consistent.

The right access

Individual sign-in, role-based permissions and separate inboxes for business applications.

More than text

Handle voice notes, images and files, and open relevant business pages beside the conversation.

Guide the conversation from the start

The auto-attendant offers tappable choices and directs customers to information, Radeef or your support team.

Available on the web, iPhone and Android with Arabic and English interfaces.

[Explore this service](#)



Helpful answers. A clear path to your team.

Radeef answers customer questions on WhatsApp using information from your business website. It works inside Tawked Chat and hands over conversations that need a person.



AI assistance, with people in control

Knowledge from your business, supported by a human handover.

KNOWLEDGE + CONTEXT + CONTROL

Business knowledge

—

Customer question

—

Answer or handover

Grounded in your business

Build responses around your website content, policies and the conversation's context.

A tone that fits

Choose the response style, with support for Arabic and English customer conversations.

Control before automation

Start with suggested replies, then enable automated responses according to your operating hours.

Human handover

Pass the conversation to your team with a private summary and set a monthly spending limit.

Extend service beyond routine questions

Use Radeef for common questions about delivery, returns and business information, while your team handles cases needing judgment.

Direct Salla and Zid order connections are coming with their app listings. Website-based answers are available now.

[Explore this service](#)

TAWKED EMAIL / EARLY ACCESS

Transactional email. Sent in your name.

Send your system's email from your own verified domain. Tawked Email brings transactional messages into the same business account as your verification and messaging services.



Your brand reaches the inbox

Your customer sees your business as the sender.

orders@yourcompany.sa

Verified domain

One API request

Delivery event

Messages customers expect

Send order confirmations, invoices, sign-in links and account notifications.

Your verified domain

Use your own sender name and address, with guided domain verification and email signing.

Delivery you can follow

Track delivery, bounces, complaints and failures through message logs and webhooks.

Safer operational sending

Retry requests without duplicate messages and stop sending to addresses with permanent bounces or complaints.

A focused service for application email

Connect through the API and pay from your prepaid balance. Access is reviewed before sending from your verified domain.

Early Access. Designed for transactional email; marketing newsletters and mailbox hosting are outside this service.

[Explore this service](#)



YOUR PLATFORM, CONNECTED

Connect to the platforms your business runs on.

Bring verification and customer messages closer to the systems that already run your customer journey.

AVAILABLE

WooCommerce

Phone sign-in, OTP verification before cash on delivery, and WhatsApp order updates from your store's number.

AVAILABLE

Supabase Auth

Deliver Supabase's phone sign-in codes by SMS to Saudi numbers, while keeping your existing authentication calls.

COMING SOON

Salla

Order and shipping messages, rating requests and abandoned-cart reminders, operated from your store workflow.

COMING SOON

Zid

Cash-on-delivery confirmation on WhatsApp, order and payment updates, and abandoned-cart reminders with coupons.

Salla and Zid apps are awaiting their marketplace listings. The features above describe their planned store integrations.

Your own website or application

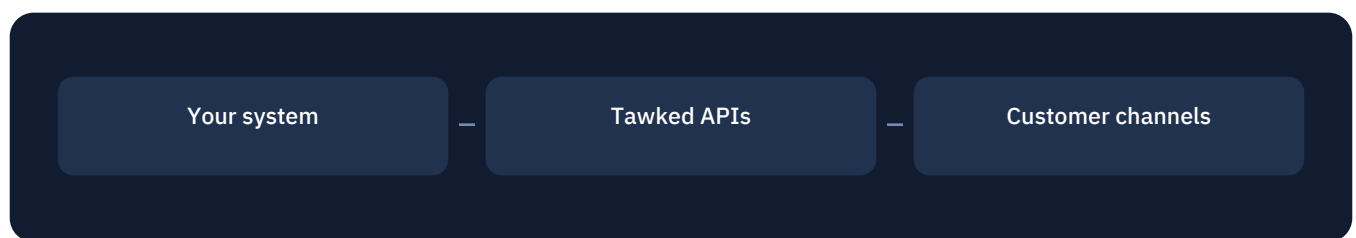
Connect directly through Tawked's APIs for verification, WhatsApp messaging and transactional email. Email access remains subject to Early Access review.



INTEGRATION THAT GROWS WITH YOU

Built for developers. Ready for platform partners.

A documented integration layer connects Tawked to your applications, operational tools and customer-facing platforms.



APIs and webhooks

Integrate verification and messaging, follow status events, and automate supported account operations with scoped access.

Developer tooling

Work with API documentation, test keys for Verify and supported authentication integrations.

Partner capabilities

Provision Verify applications for your platform's clients and monitor their usage through the Partner API and console.

Connected apps and AI assistants

Connect approved applications and MCP-compatible assistants with client authorization and permission controls.

Explore integration guides and API references

docs.tawked.com



VISIBILITY, ACCESS & SUPPORT

Clarity in daily operations. Control where it matters.

Manage customer communications with visibility over sending, account access and service setup.

A unified prepaid balance

Manage Tawked usage charges, balance, invoices and statements in one place. Meta charges and store-app subscriptions follow their own billing arrangements.

Permissions and accountability

Give users and integrations the access they need, with application-level controls and records of supported account changes.

Consent and customer choice

Use approved WhatsApp marketing templates for opted-in recipients. Honor marketing opt-outs while continuing relevant service messages.

Service-specific activation

Verify applications are reviewed before customer sending. WhatsApp uses your connected number and approved templates. Email requires access approval and domain verification.

Support in Arabic and English

Get help with integration, delivery, account activation and billing through Tawked's support channels.



Tawked Systems Company

Let's connect your next customer journey.

Tell us about your business, the systems you use and the customer interactions you want to improve.

01

Choose the service

Verification, messaging, customer support or email.

02

Connect your systems

Use an available integration or Tawked's APIs.

03

Test and launch

Complete the service setup and follow your results.

Email

support@tawked.com

Phone / WhatsApp

[0536379037](tel:0536379037) | [+966 53 637 9037](tel:+966536379037)

Website

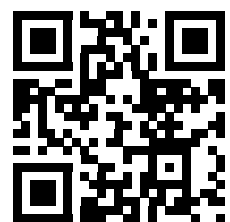
tawked.com

Developer documentation

docs.tawked.com

Saudi Arabia / Riyadh · Jeddah

Service scope and availability reviewed in October 2026. Visit the website for current terms and pricing.



Explore Tawked