

# WhatsApp Group Messages - Android

Last Modified on 11/29/2023 5:21 pm ES1

Read on to learn about group messaging with WhatsApp Messaging Connector in the Multiline Android app.

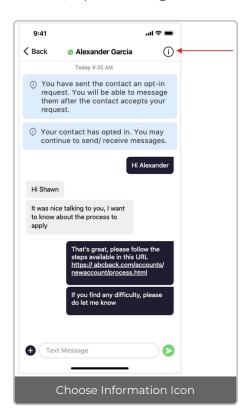
#### **Overview**

Group messaging allows multiple MultiLine users to contact a single WhatsApp user. You can transfer the user to another MultiLine user, leave a conversation with that user, remove the participant, or restart a conversation with that user.

#### **Create a Group Message**

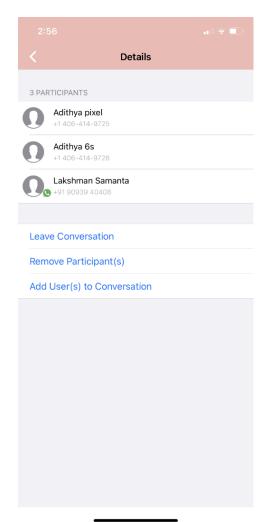
To send a group message, go to your existing conversation with the user.

1. The **Details** menu is in the upper righthand of the screen. For iOS, tap the Information icon. For Android, tap the Settings menu icon.



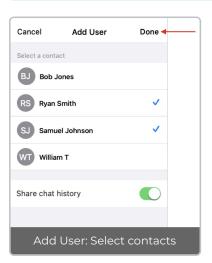
2. Tap Add User to Conversation.





3. Select participants.

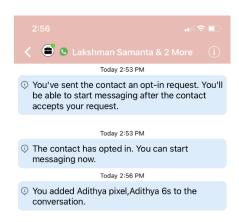
Note: Only MultiLine users in your sub-organization that are enabled with the WhatsApp Business Messaging Connector will display.







4. Selected users will be added to the group chat.

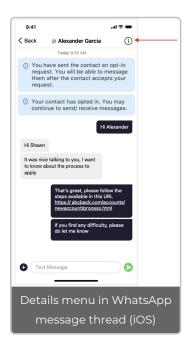




### Leave a group chat

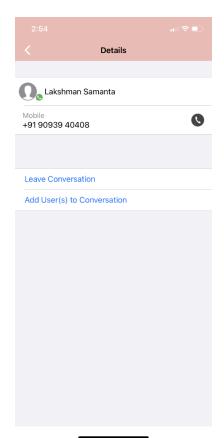
To leave a conversation, open the existing WhatsApp conversation.

1. The **Details** menu is in the upper righthand menu. For iOS, tap the Information icon. For Android, tap the Settings menu icon.



2. Tap Leave Conversation.





3. The WhatsApp user will see the automated message that you're no longer available to chat.



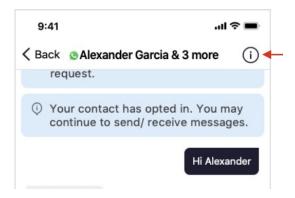
4. You will see an automated message that you've left the chat.



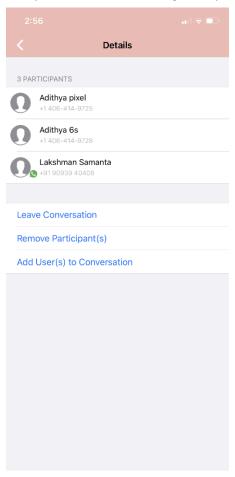
### Remove a participant

1. Tap the **Details** menu for the Conversation.





2. Tap the **Remove Participant** option.



3. Select the participant you want to remove and then tap **Done**.





#### 4. Confirm with Yes.



You will see:



Other MultiLine users in the group chat will see:



Your colleague Shawn Michaels has removed Samuel Johnson from the conversation.

The WhatsApp user will see:



The MultiLine user you removed will see:

Your colleague Shawn Michaels has removed you from the conversation.

## **Restarting a Conversation**

If you would like to restart a conversation that you left, you can send a new opt-in message. Send a new message by tapping the WhatsApp message icon in the Contact's details.