

Enable WhatsApp Messaging for users

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Read on to learn how an Admin can enable WhatsApp Messaging for users.

Overview

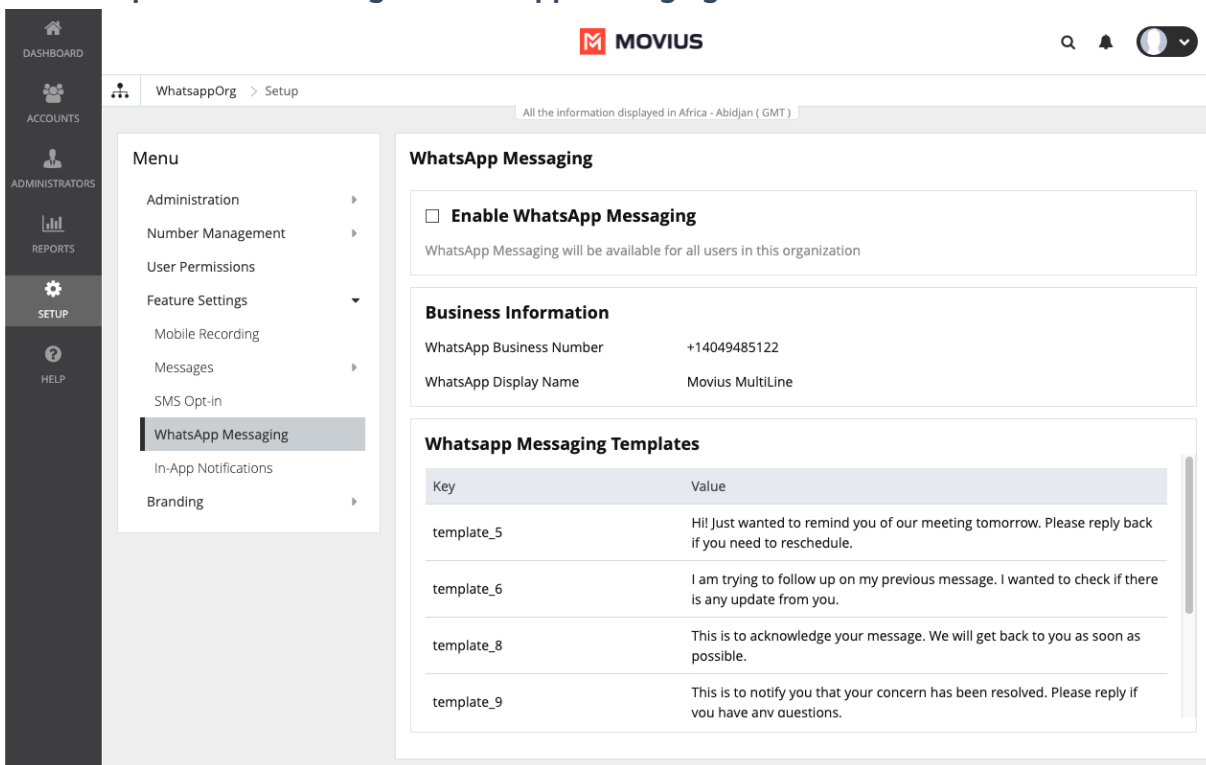
You can enable WhatsApp Messaging by Organization or by User Account.

Before you start

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>)

Enable WhatsApp messaging for an Organization

1. Log into the MMP.
2. Navigate to the WhatsApp sub-organization.
3. Go to **Setup > Feature Settings > WhatsApp Messaging**.



The screenshot shows the Movius Management Portal interface. The left sidebar contains navigation options: DASHBOARD, ACCOUNTS, ADMINISTRATORS, REPORTS, SETUP, and HELP. The main content area is titled 'WhatsAppOrg > Setup' and displays the 'WhatsApp Messaging' settings. The 'Enable WhatsApp Messaging' checkbox is unchecked. Below it, the 'Business Information' section shows the WhatsApp Business Number as +14049485122 and the WhatsApp Display Name as Movius MultiLine. The 'WhatsApp Messaging Templates' section contains a table with the following data:

Key	Value
template_5	Hi! Just wanted to remind you of our meeting tomorrow. Please reply back if you need to reschedule.
template_6	I am trying to follow up on my previous message. I wanted to check if there is any update from you.
template_8	This is to acknowledge your message. We will get back to you as soon as possible.
template_9	This is to notify you that your concern has been resolved. Please reply if you have any questions.

4. Review the details and then check the box to **Enable WhatsApp Messaging**.

WhatsApp Messaging

Enable WhatsApp Messaging

WhatsApp Messaging will be available for all users in this organization

Inherited Flag

If you see a yellow Inherited label, that means you are in a sub-organization of an organization which has WhatsApp Messaging enabled, and therefore WhatsApp Messaging was enabled its sub-organizations.

You can uncheck Enable WhatsApp Messaging to disable it for the sub-organization. This will disable its sub-organizations as well. Admins of those sub-organizations will then be able to enable it if needed.

WhatsApp Messaging

Enable WhatsApp Messaging INHERITED

WhatsApp Messaging will be available for all users in this organization

Business Information INHERITED

WhatsApp Business Number +14049485122

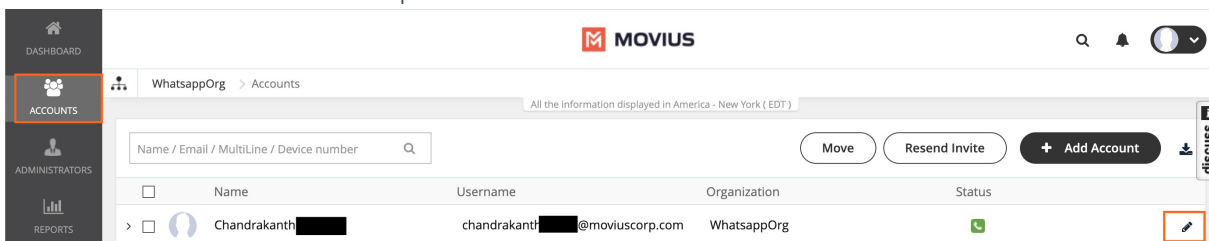
WhatsApp Display Name Movius MultiLine

Onboarding users in the enabled organization will automatically have the WhatsApp messaging feature when they complete their onboarding.

Existing users will see a pop-up in-app letting them know the WhatsApp messaging feature is available for use.

Enable or disable WhatsApp messaging for individual user

1. Log into the Management Portal.
2. Go to **Accounts**.
3. Find the user and click the **Edit** pencil.



Name	Username	Organization	Status
Chandrakanth	chandrakant@moviuscorp.com	WhatsappOrg	✔

4. There are two settings to configure for social messaging users controlled by a toggle that shows a green checkmark when enabled and a grey x mark when disabled.

1. When **WhatsApp Messaging** or **Social Messaging** is enabled, the user can send social messages. When disabled this option will not be available.
2. When **Restrict Incoming Social Messages** is enabled, it will not be possible for WhatsApp users to send the first message to the MultiLine user, it will be required for the MultiLine user to start conversations with new contacts. If disabled, WhatsApp users may contact the user without the MultiLine user starting the conversation first.

Features

Call Recording	<input checked="" type="checkbox"/>
Message Logging	<input checked="" type="checkbox"/>
MS Teams Calling	<input checked="" type="checkbox"/>
Incoming Call Notifications On Multiline App	<input checked="" type="checkbox"/>
Social Messaging	<input checked="" type="checkbox"/>
Restrict Incoming Social Messages	<input type="checkbox"/>

5. Click **Save**.
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