

About WeChat Messaging Channel

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Read on to learn about the MultiLine WeChat Messaging Channel.

Overview

The MultiLine WeChat Messaging channel allows compliant WeChat messaging directly inside MultiLine.

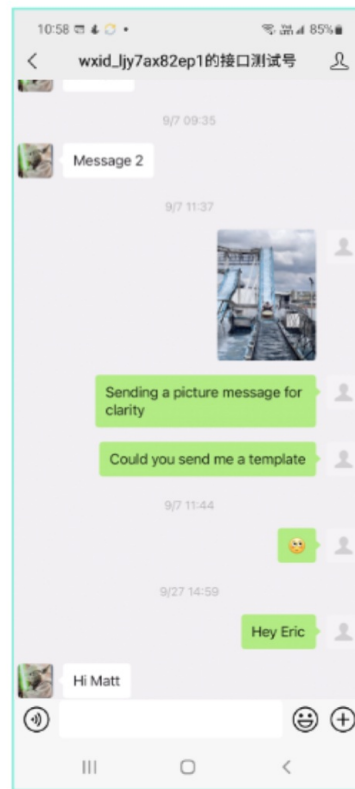
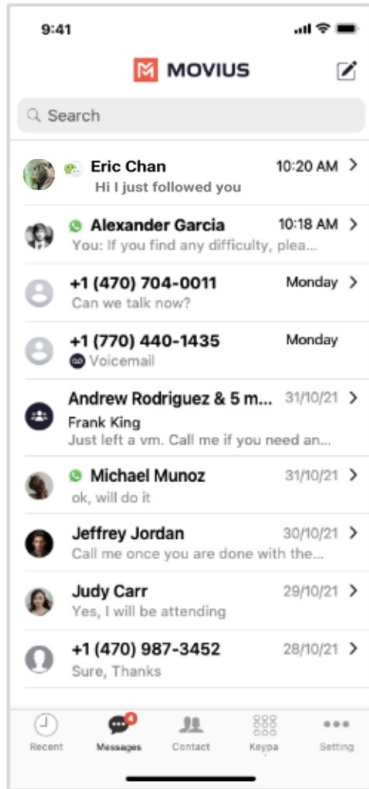
- MultiLine users can receive WeChat messages from followers and they can read and reply to WeChat messages on the MultiLine messages screen alongside SMS, social messages, and voicemail messages.
- WeChat users are able to follow and send messages to an Official WeChat account.
- MultiLine WeChat channel supports 1:1 messaging and group messaging.

Benefits

- Engage with clients on their preferred consumer messaging channel
- Help unify and bring together mobile voice and multiple messaging channels in a single, convenient user experience
- Ability to record and archive all conversations over voice, SMS, and social messaging within MultiLine for surveillance and compliance
- All conversations are captured and can be automatically be sent to existing compliance archive and logged inside CRM

Features

- Call, SMS and social messaging – all within MultiLine app
- Shared messages inbox containing SMS and social messaging threads
- Supports one-to-one messaging between MultiLine App and external WeChat users
- Supports group messaging for members of the same sub-organization.
- Supports data loss prevention feature with ability to redact or block WeChat messages as per business defined policy
- Optional recording of all WeChat messages (with recording add-on)
- Support for iOS and Android
- Support for MultiLine Messaging App for Microsoft Teams



How it works

1. A WeChat user searches for the Official Account.
2. The Official Account sends a QR code to the user, which they can use to follow the account.
3. When a user follows an account, they are able to message it.
 1. The WeChat user goes to their Contacts > Official Accounts.

 2. The WeChat user selects the business name to send and view messages.

4. The MultiLine user sees any WeChat messages with their other messages.
 1. WeChat messages are designated by the WeChat icon.

 2. The Message thread will look similar to other message types.
