

About LINE Messaging Channel

Last Modified on 03/19/2024 4:20 pm EDT

Read on to learn about the MultiLine LINE Messaging Channel.

Overview

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

- MultiLine users can receive LINE messages from followers and they can read and reply to LINE messages on the MultiLine messages screen alongside SMS, social messages, and voicemail messages.
- LINE users are able to follow and send messages to an Official WeChat account.
- MultiLine LINE 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 LINE users
 - Supports group messaging for members of the same sub-organization.
 - Supports data loss prevention feature with ability to redact or block LINE messages as per business defined policy
 - Optional recording of all LINE messages (with recording add-on)
 - Support for iOS and Android
 - Support for MultiLine Messaging App for Microsoft Teams
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