

WhatsApp Group Messages - MultiLine

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

iOS

Read on to learn about group messaging with WhatsApp Messaging Connector in the MultiLine iOS app.

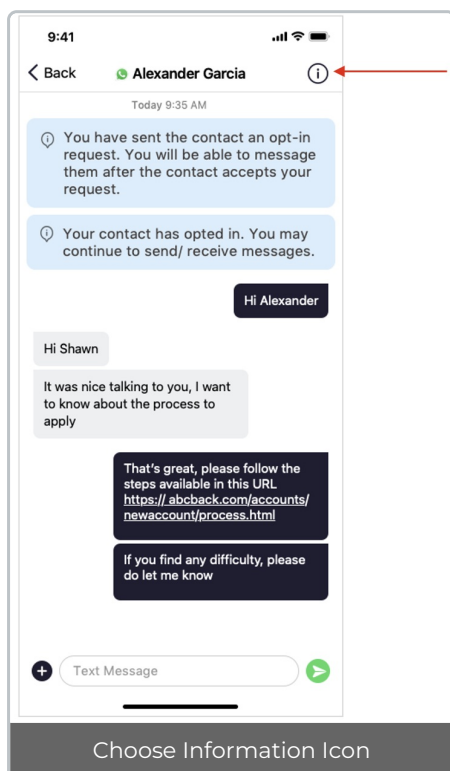
Overview

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.

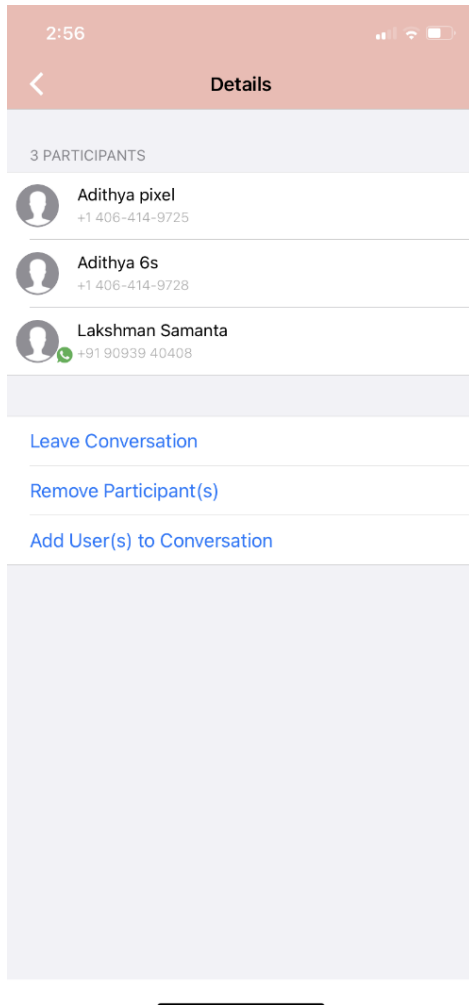
Create a Group Message

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, select the Information icon. For Android, select the Settings menu icon.

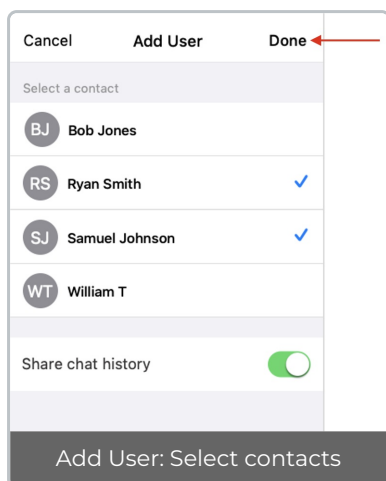


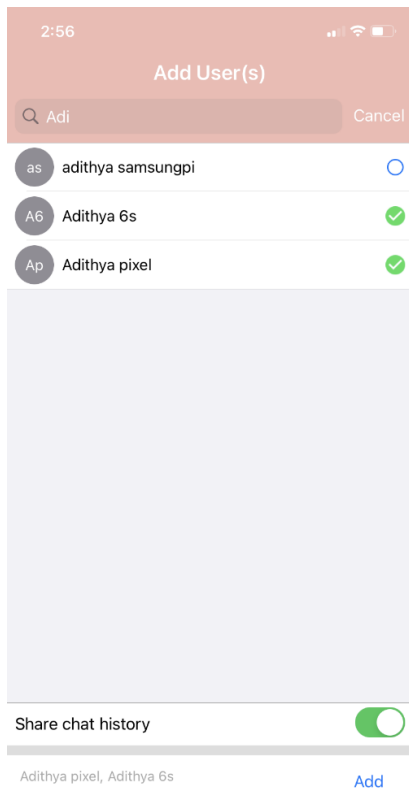
2. Select **Add User to Conversation**.



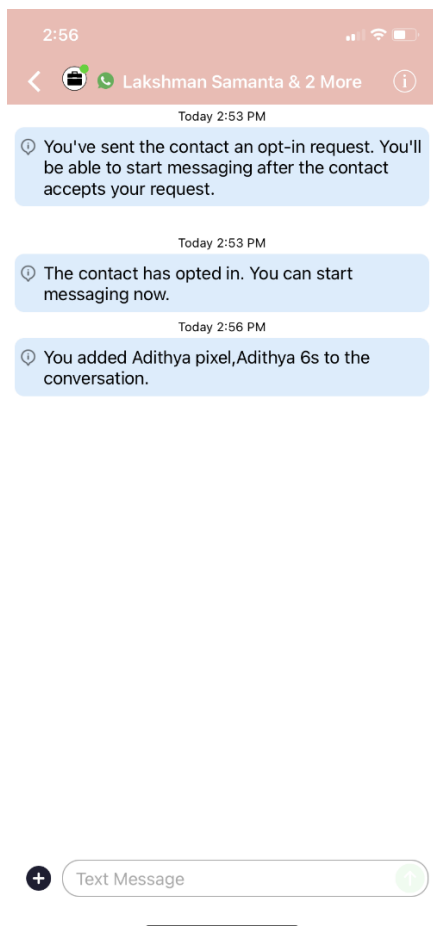
3. Select participants.

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





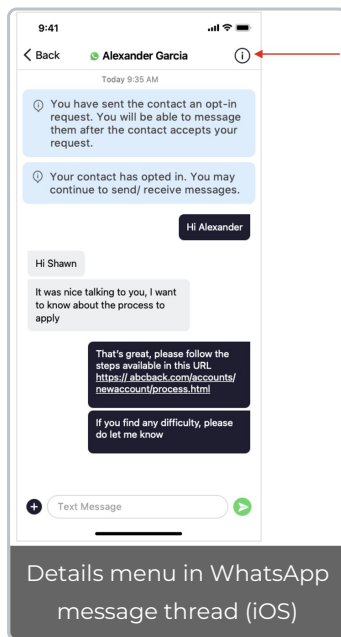
4. The participants will be added to the group chat.



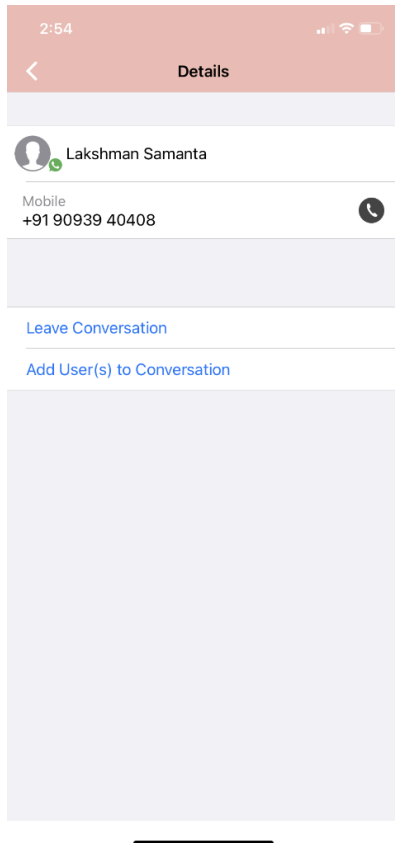
Leave a group chat

To leave a conversation, open the existing WhatsApp conversation.

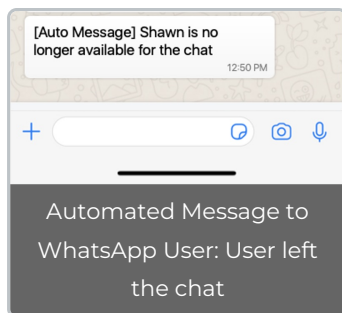
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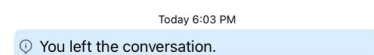
2. Select **Leave Conversation**.



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

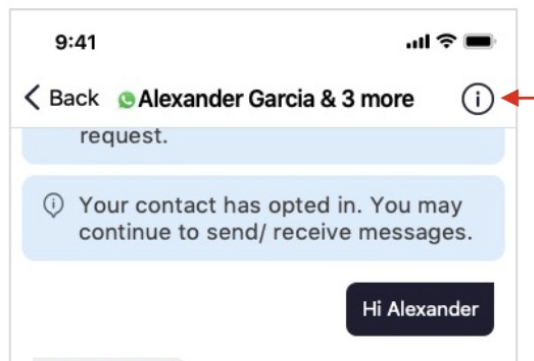


4. You will see an automated message that you've left the chat.

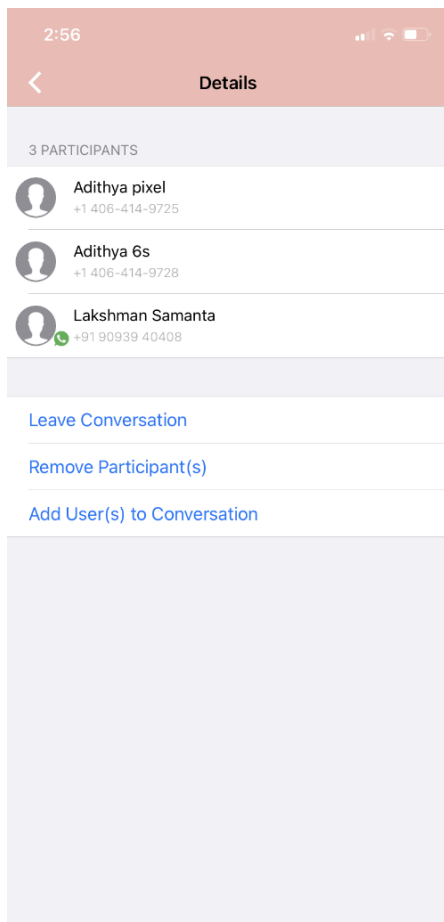


Remove a participant

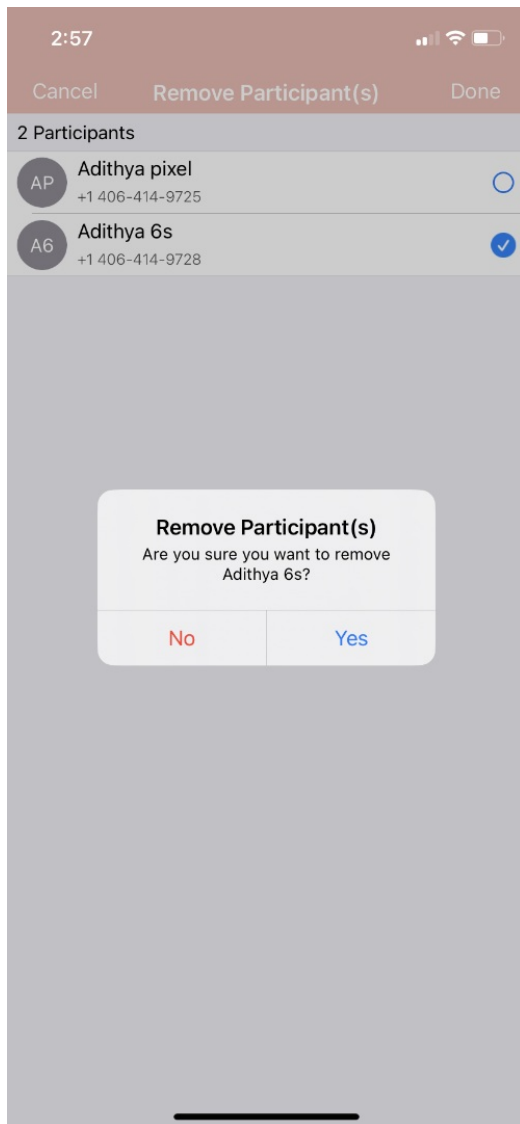
1. Tap the **Details** menu for the Conversation.



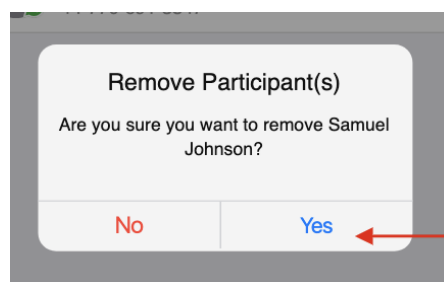
2. Tap the **Remove Participant** option.



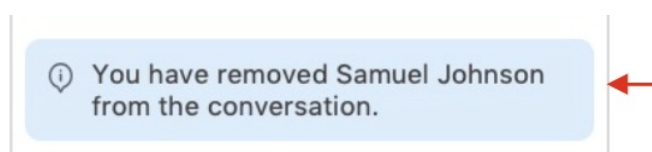
3. Select the participant you want to remove and then tap **Done**.




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:

 [Auto Message] Samuel Johnson has left the conversation. 12:50 PM

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.

Android

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

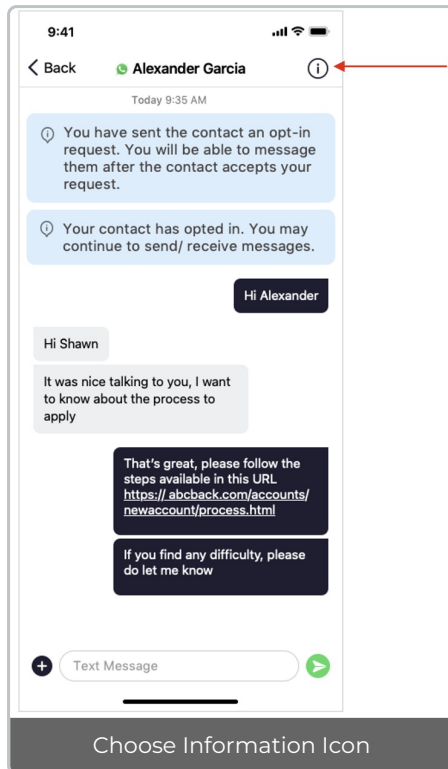
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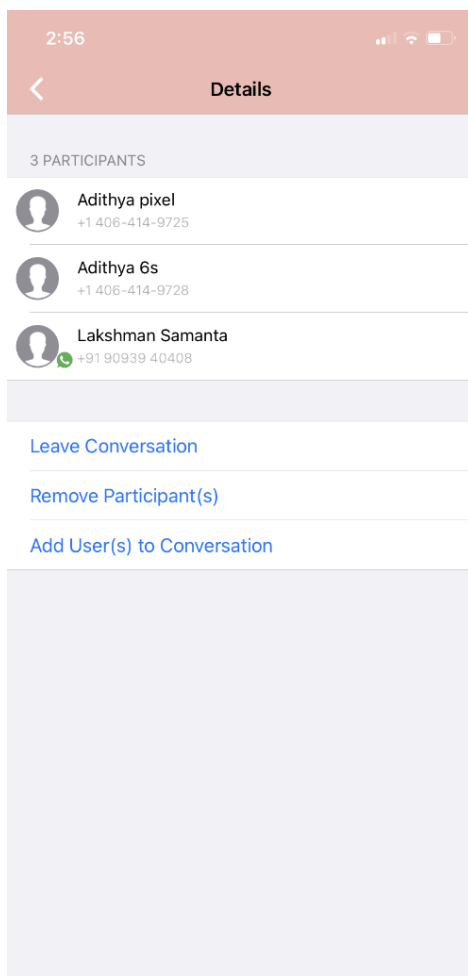
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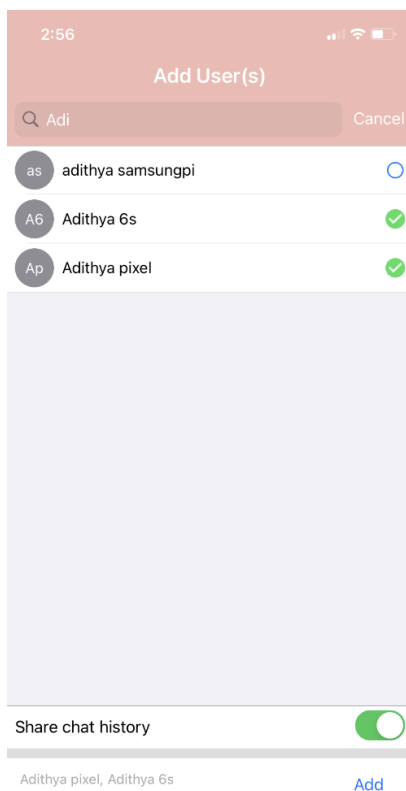
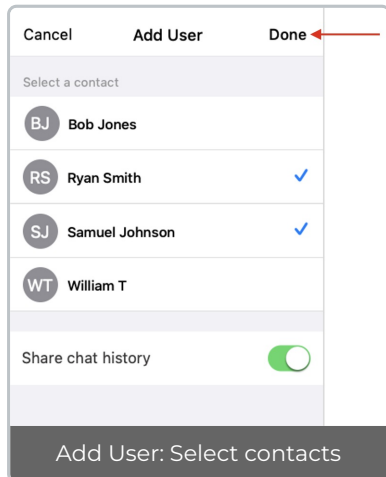


2. Tap **Add User to Conversation**.

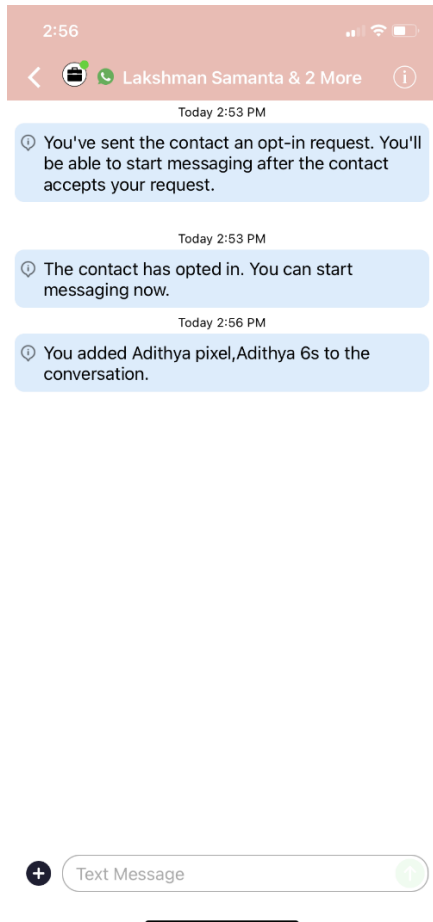


3. Select participants.

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



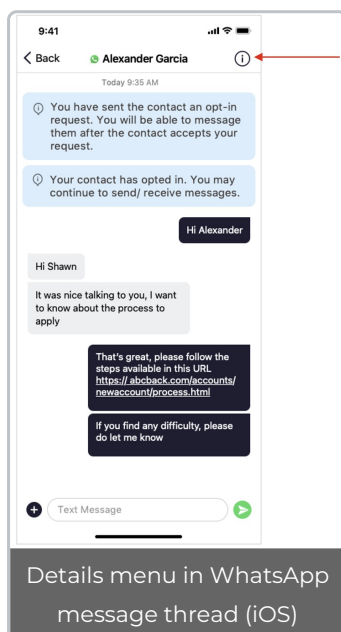
4. Selected users will be added to the group chat.



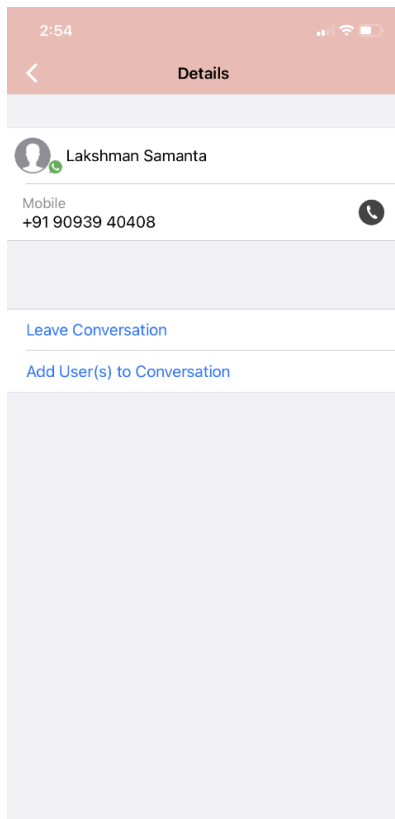
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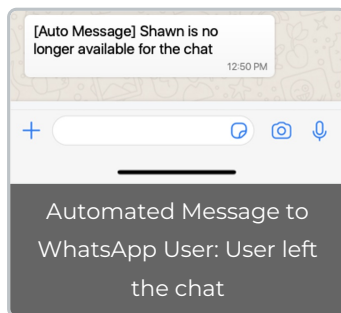
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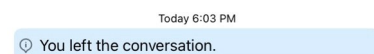
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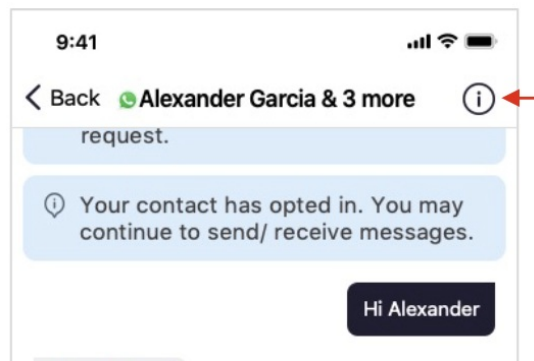


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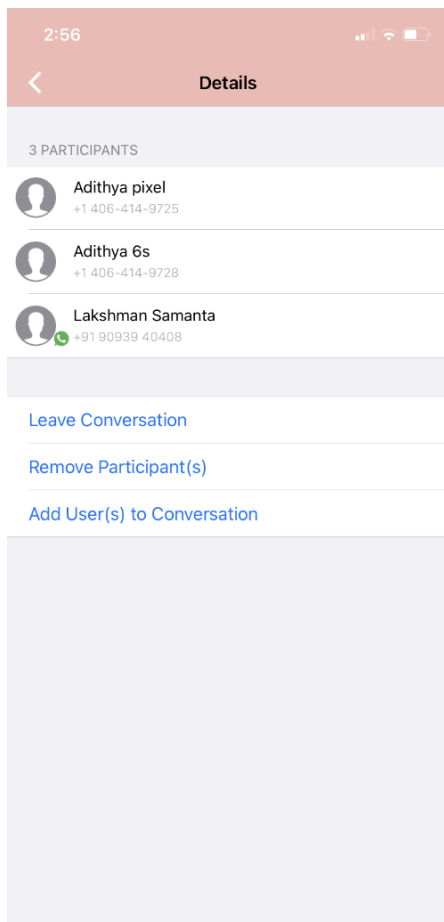


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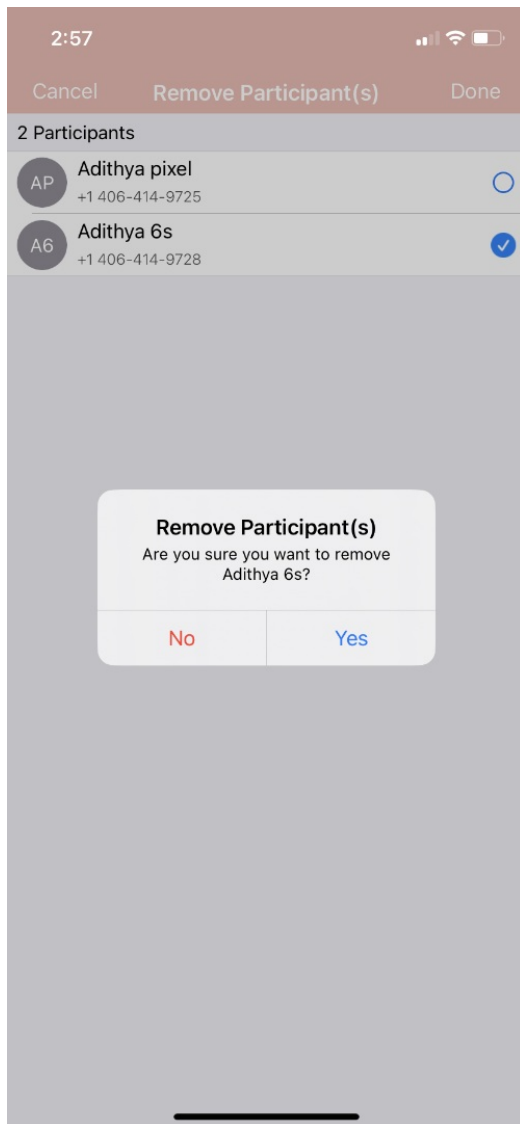
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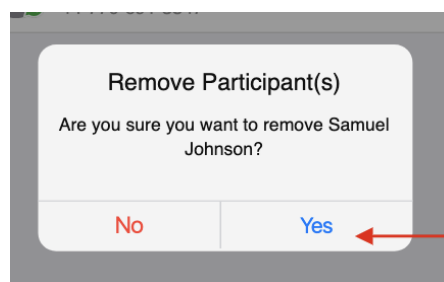
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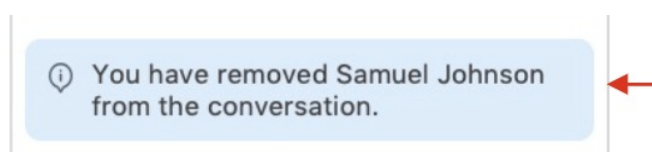
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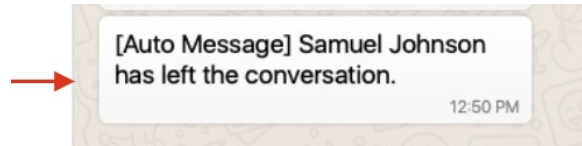
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