

WhatsApp Group Messaging

Last Modified on 06/27/2024 3:08 pm EDT

Participating in group messages with WhatsApp users on MultiLine

iOS

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

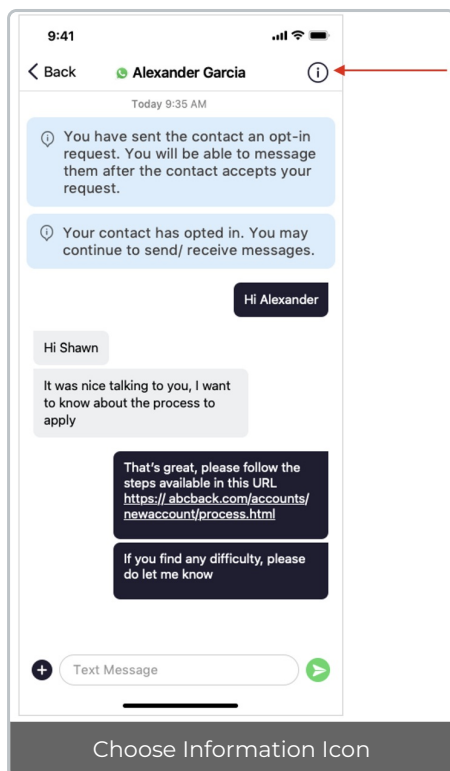
Overview

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.

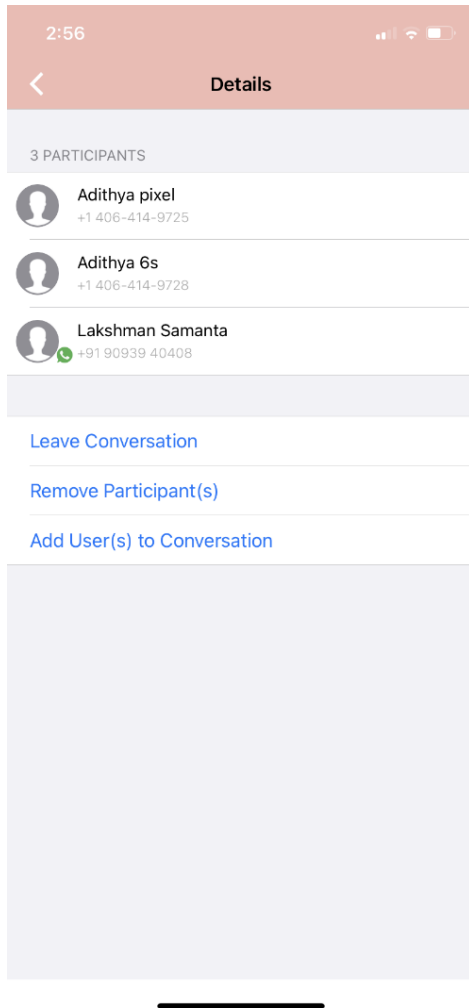
Create a Group Message

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.

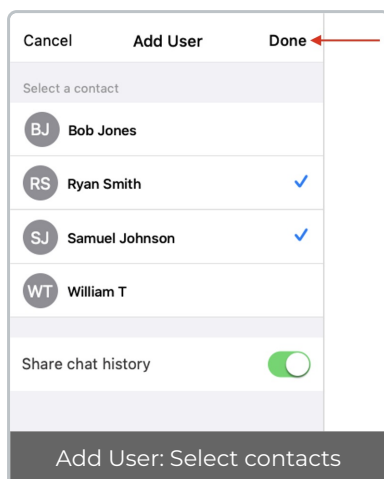


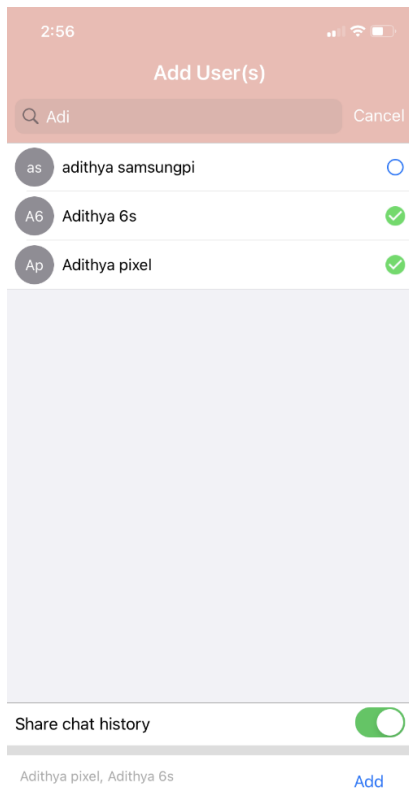
2. Select **Add User to Conversation**.



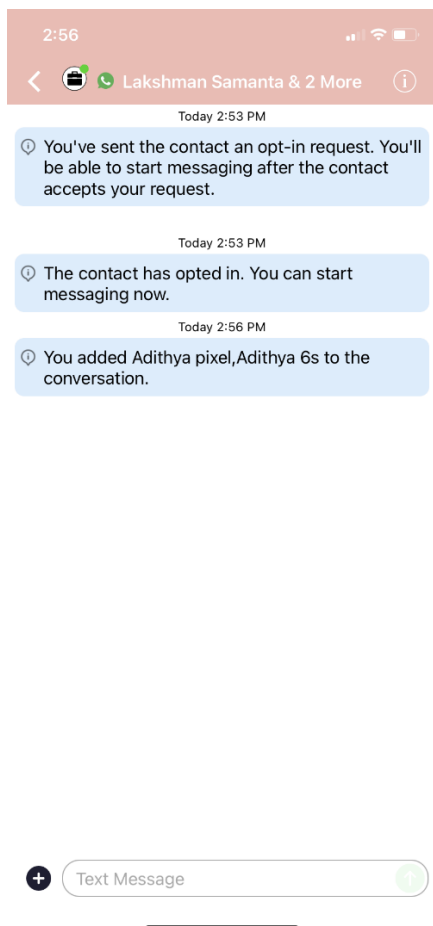
3. Select participants.

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





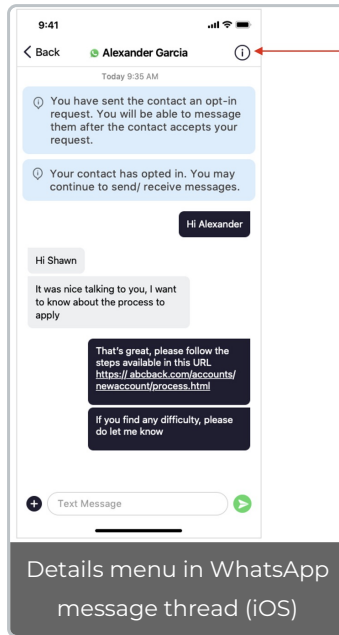
4. The participants will be added to the group chat.



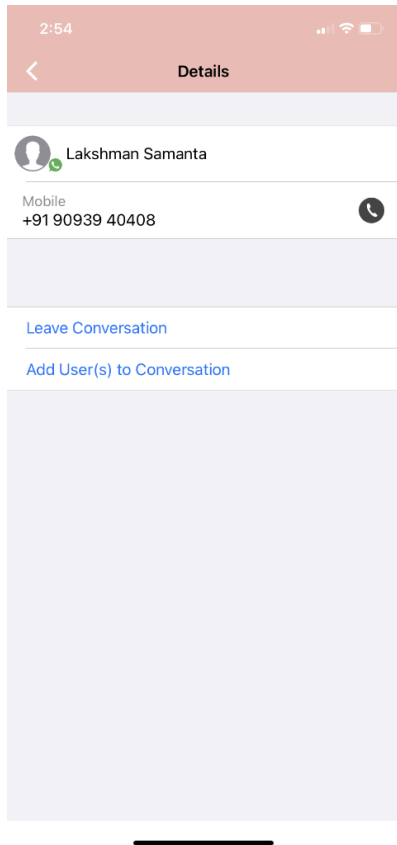
Leave a group chat

To leave a conversation, open the existing WhatsApp conversation.

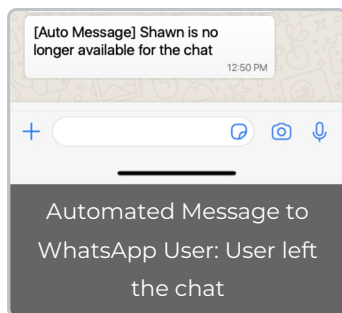
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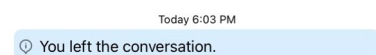
2. Select **Leave Conversation**.



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

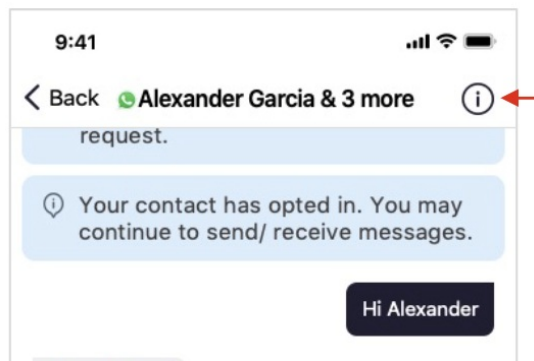


4. You will see an automated message that you've left the chat.

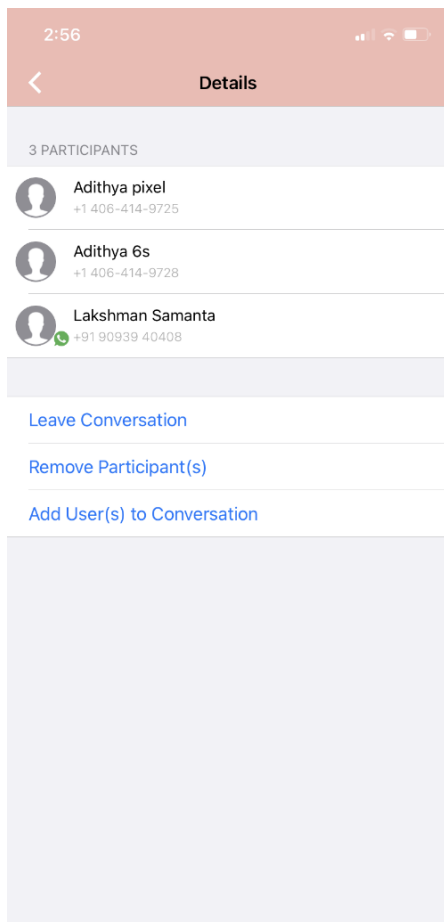


Remove a participant

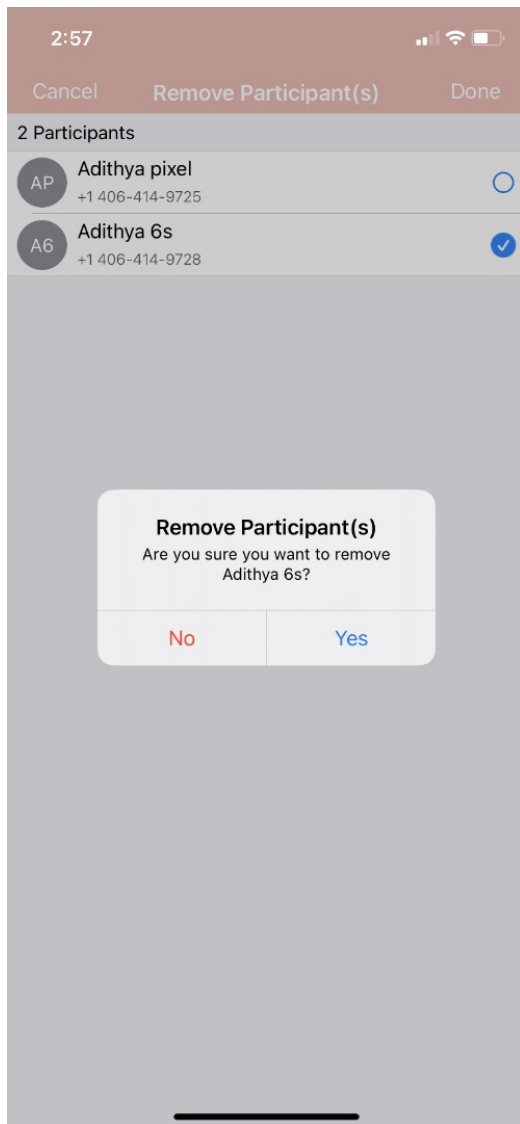
1. Tap the **Details** menu for the Conversation.



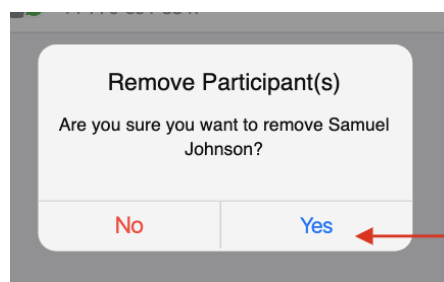
2. Tap the **Remove Participant** option.



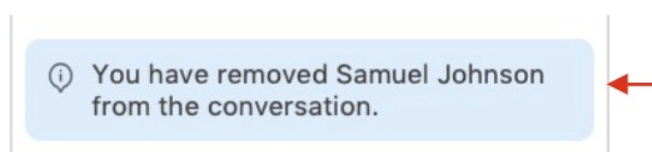
3. Select the participant you want to remove and then tap **Done**.




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.

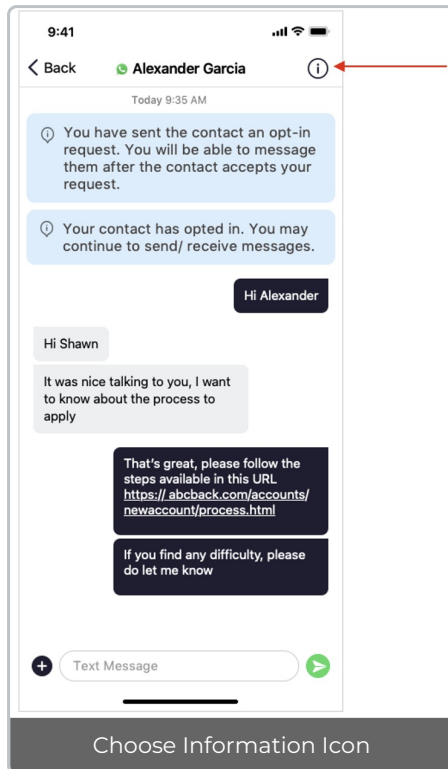
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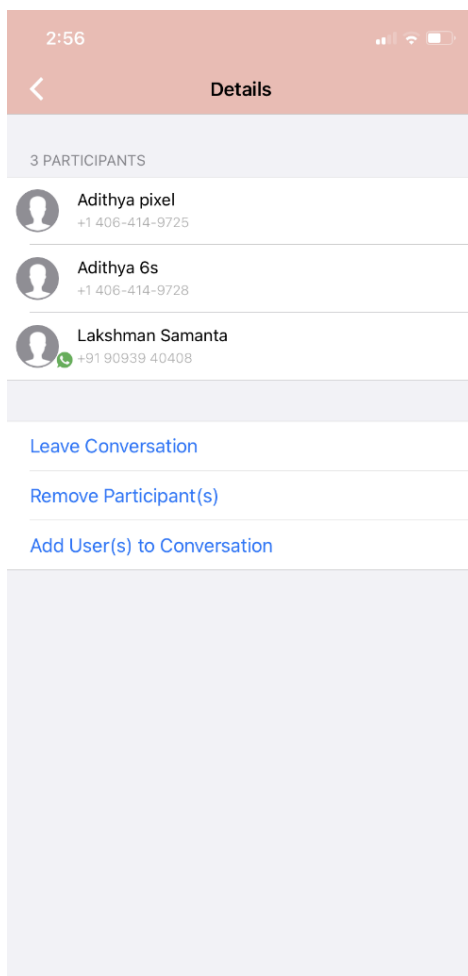
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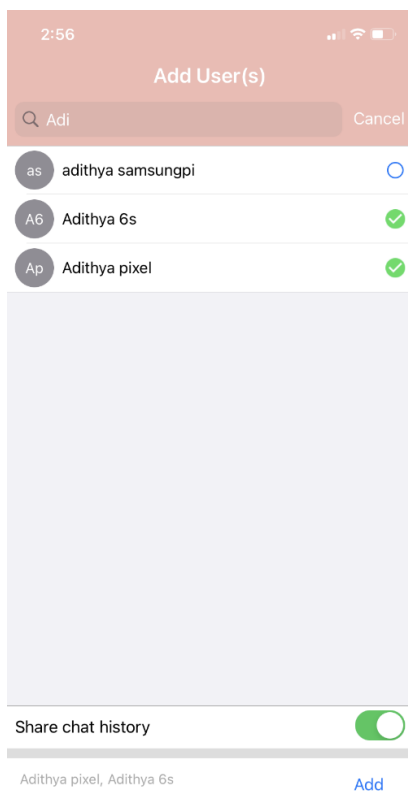
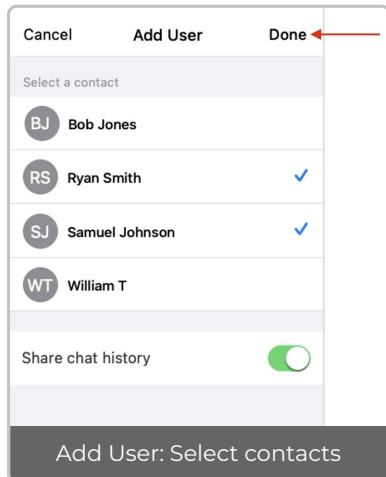


2. Tap **Add User to Conversation**.

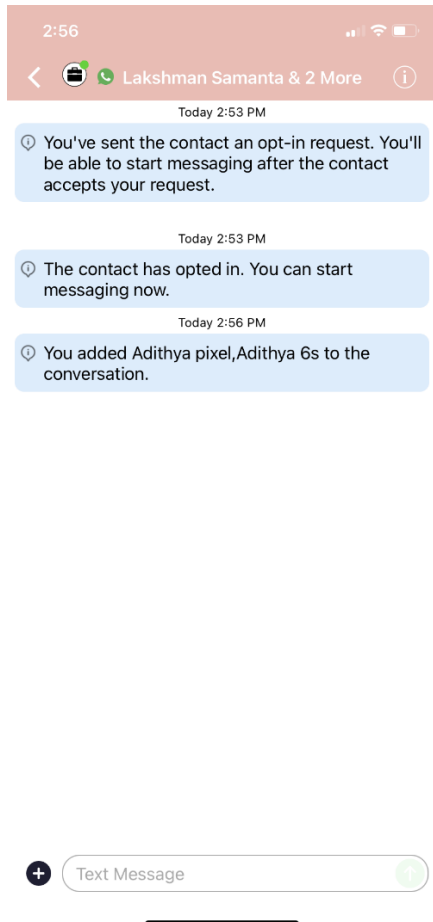


3. Select participants.

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



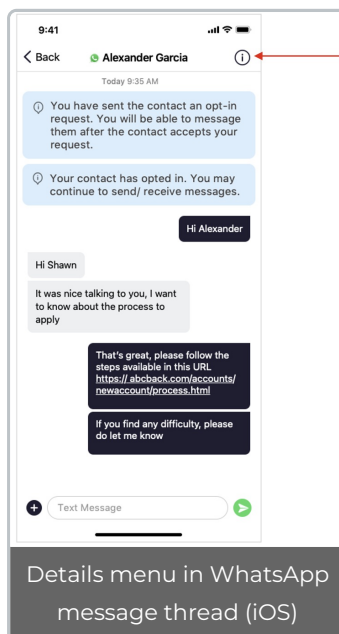
4. Selected users will be added to the group chat.



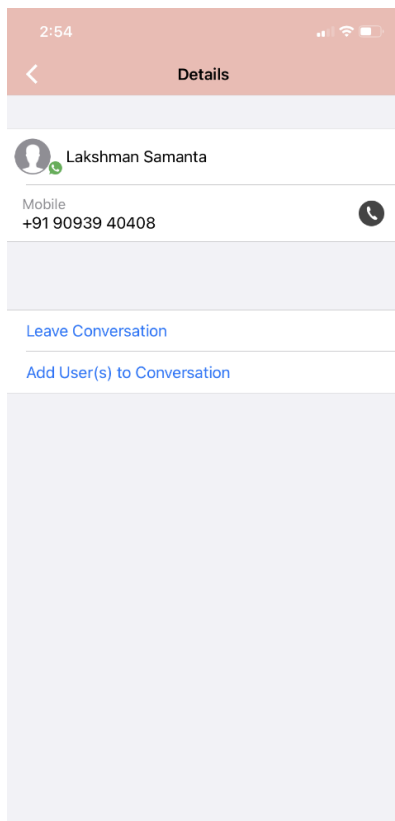
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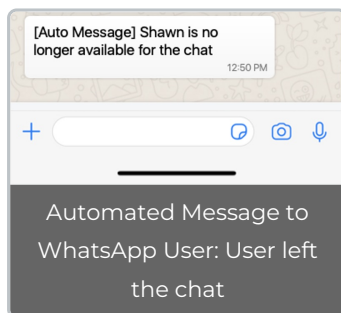
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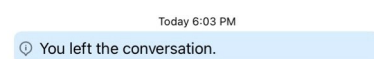
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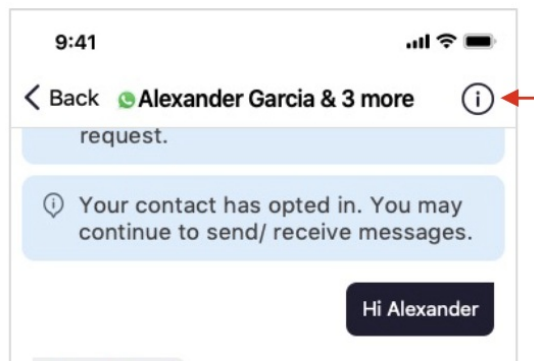


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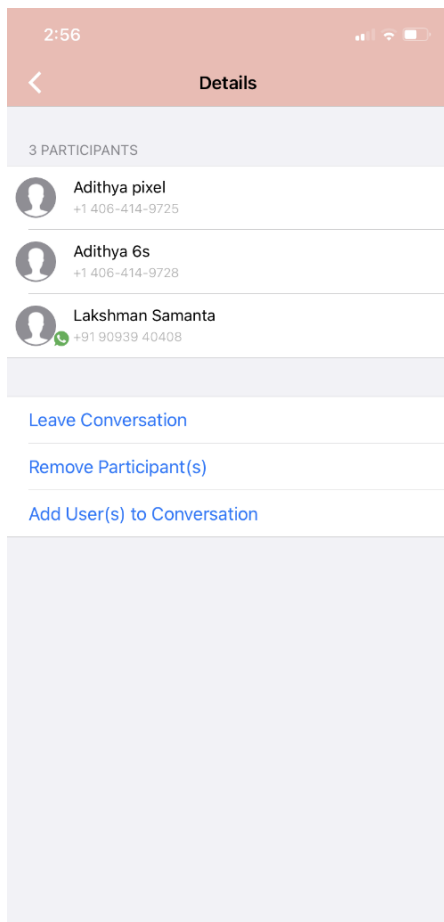


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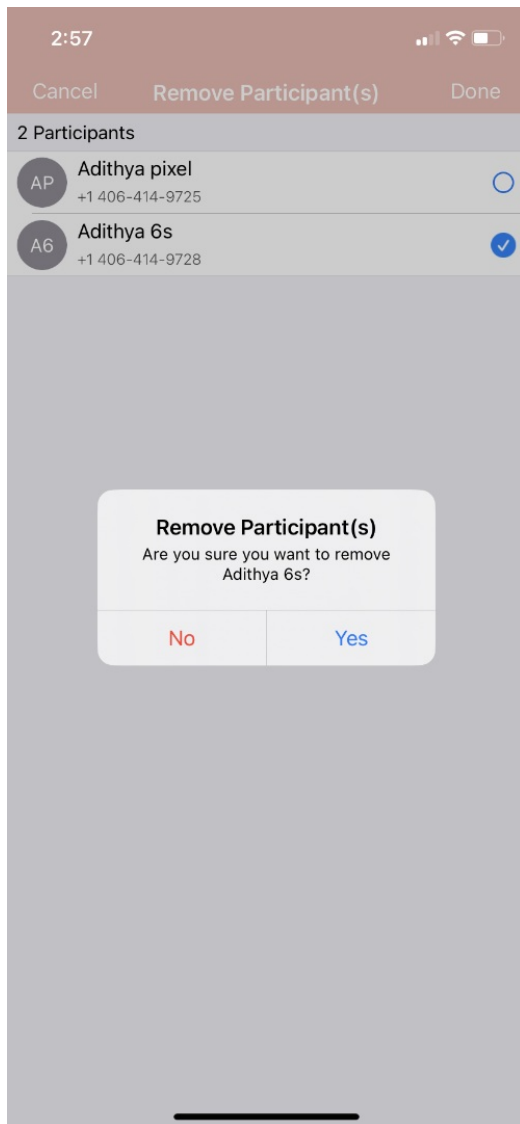
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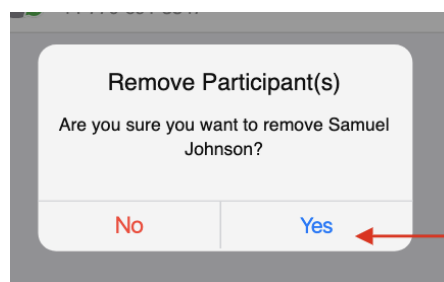
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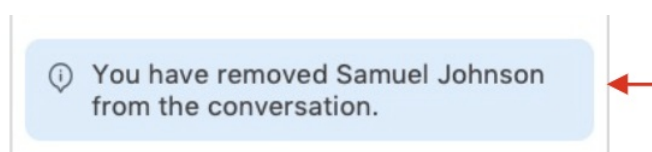
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Teams

Read on to learn about WhatsApp Group Messaging from the MultiLine Messaging app for Microsoft Teams.

Overview

You can send WhatsApp Group Messages from the MultiLine Messaging App for Microsoft Teams. This feature allows multiple MultiLine users to be in a group chat with one WhatsApp user. MultiLine users can have multiple chats and group chats with the same WhatsApp user.

WhatsApp Group messaging supports up to 10 MultiLine users in a conversation. Users can add other users to the conversation, remove other users from the conversation (coming soon!), and choose to share or not share group chat history. Users can also leave the conversation and request to rejoin a conversation.

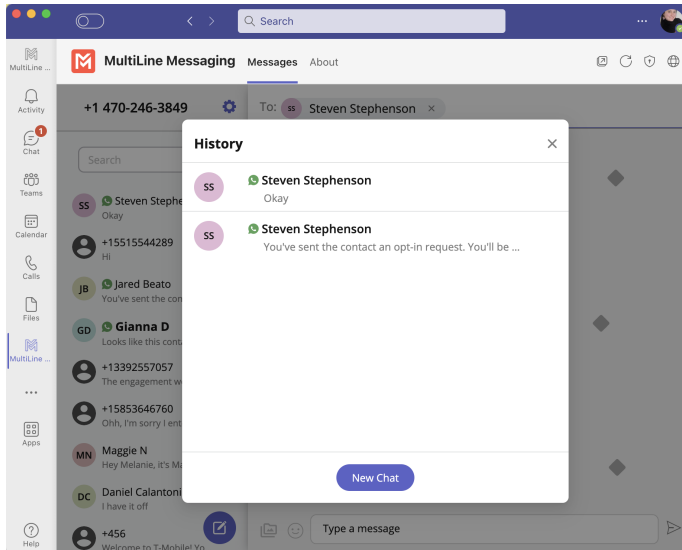
Before you start

- Users can only add MultiLine users within their region to a group conversation.

Create a new group chat

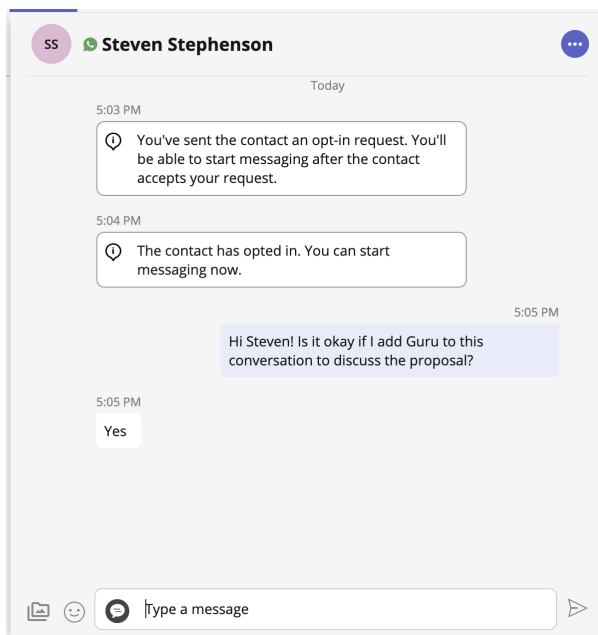
1. Select the **New Message** icon, then **WhatsApp**, or select the **WhatsApp** icon from a contact's information screen to begin.
2. If you've had a conversation with the user before, previous chats or group chats with the user

will appear. Select **New chat**.

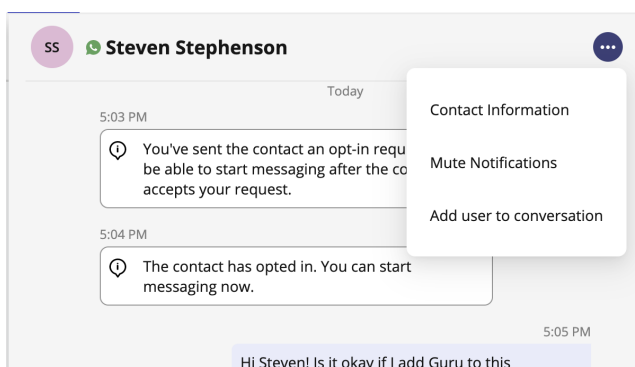


Add a participant to a 1:1 conversation

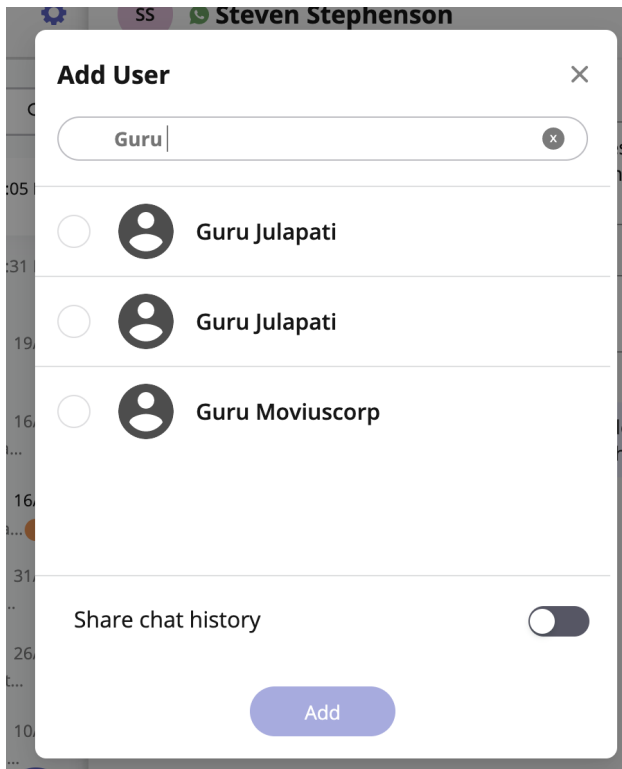
1. Select **Confirm** to send the Opt-In message. The user will be presented with the option to "Start Conversation". If selected, you'll see a message confirming the contact has opted in.



2. Select the message menu icon then select **Add user to conversation**.

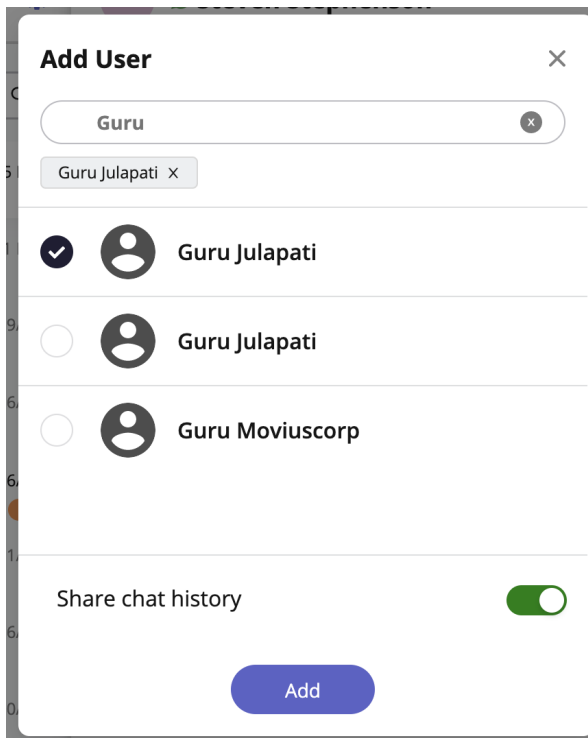


3. Use the **Search** bar to pull up a list of matching users you can add to the conversation.

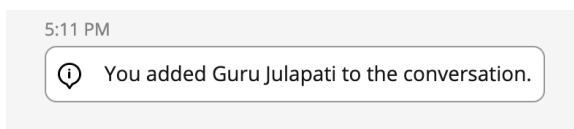


4. Add the user.

1. Select the radio button for the desired user.
2. By default, the **Share chat history** toggle is off, to share the chat history, switch the toggle to on.
3. Select **Add**.

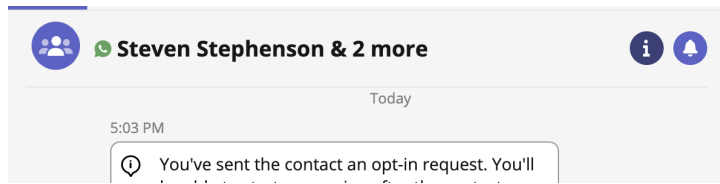


5. You'll see a confirmation message that you've added the user to the conversation.

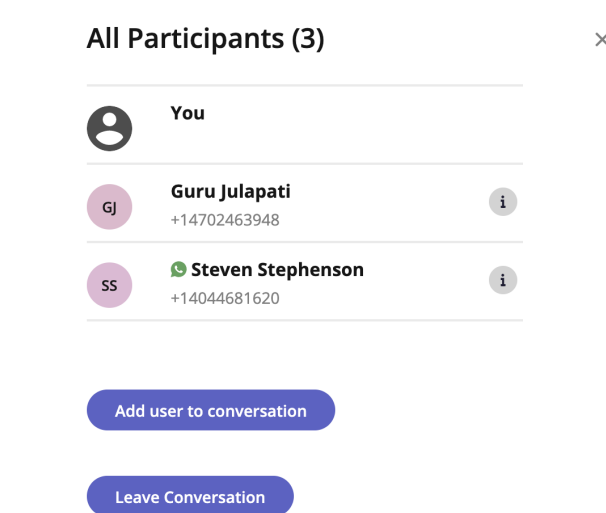


Add a participant to a group chat

1. Select the **info** icon.

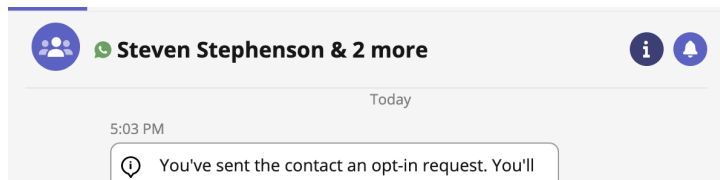


2. Select **Add user to conversation**.



Leave a conversation

1. Select the **info** icon.



2. Select **Leave conversation**.

