

# WhatsApp Opt-In Flow

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Information on the Opt-In flow when communicating to WhatsApp users for the first time

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## Mobile

Refer to this topic to learn what to expect when you initiate a new WhatsApp conversation.

## Overview

WhatsApp Business Accounts are required to gain consent from WhatsApp users prior to messaging them. These opt-in messages are captured by the Movius platform for attestation purposes.

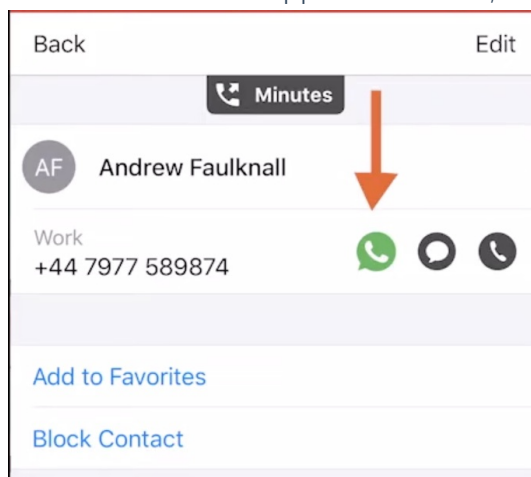
## Before you start

- Your organization must enable WhatsApp messaging for this feature to be available.
- You can only send WhatsApp messages to users in your contacts. If you need help setting up your contacts, see [Get started with Contacts](https://help.moviuscorp.com/help/get-started-with-contacts) (<https://help.moviuscorp.com/help/get-started-with-contacts>).

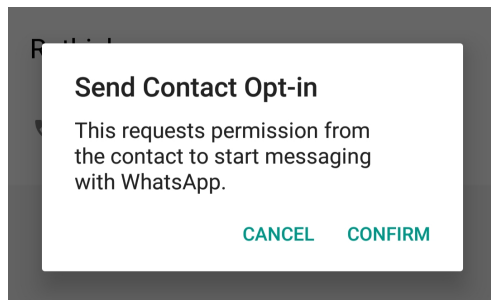
## WhatsApp Opt-In Flow

When you try to send a message to a client with WhatsApp for the first time, you're required to get consent using an Opt In process.

1. To start a new WhatsApp conversation, find your contact and click the WhatsApp icon.



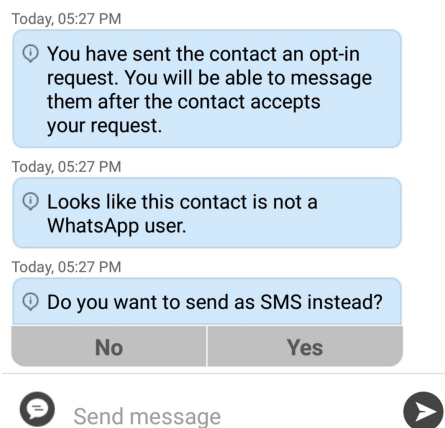
1. A prompt will appear asking you if you'd like to send the contact an Opt In message.



2. Click **Confirm** to send the Opt-In. There are four possible outcomes:

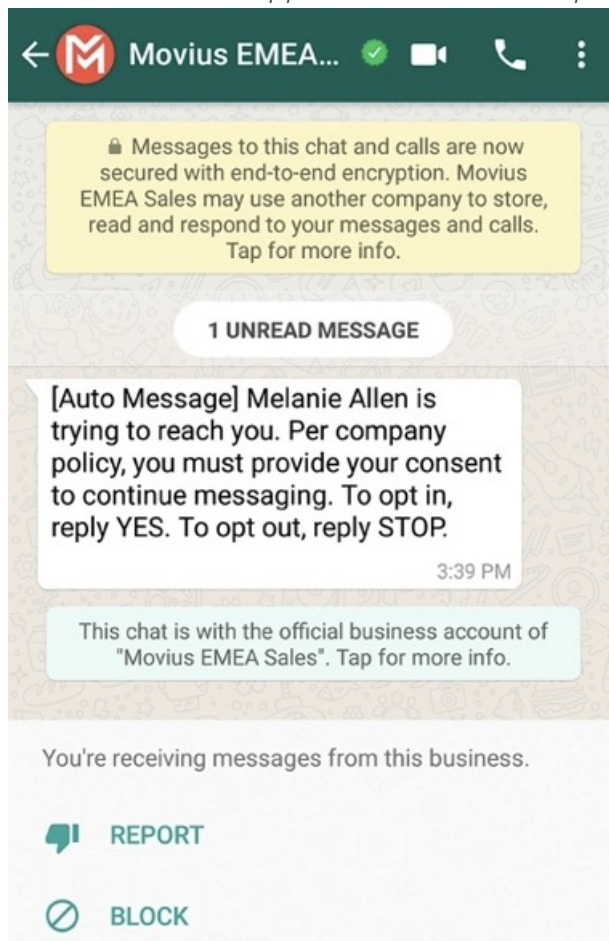
1. *Contact doesn't have WhatsApp*

1. You'll see a message letting you know your contact isn't a WhatsApp user, and ask if you'd like to send an SMS instead.



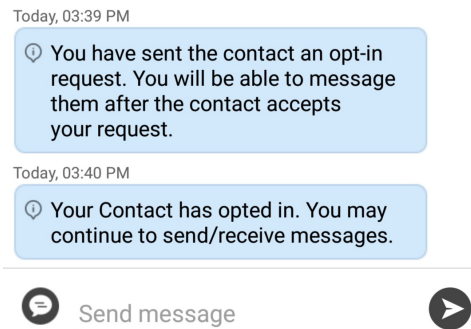
2. Select **Yes** to go to the SMS message screen. Select **No** to return to contacts.

2. *Contact has WhatsApp- customer receives opt-in request*



### 1. Contact accepts Opt-In request

1. You'll see a confirmation message letting you know the contact has chosen to opt-in.

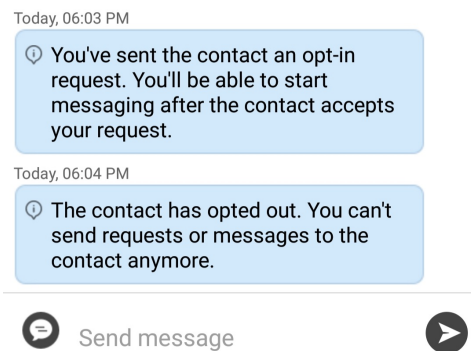


2. Your contact will see a message letting them know they've opted-in.

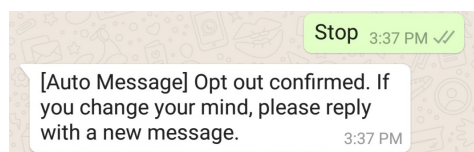


### 2. Contact rejects Opt-In request

1. If your contact rejects the Opt-In, you'll see a message letting you know. The message templates and send message field will be disabled for the contact.

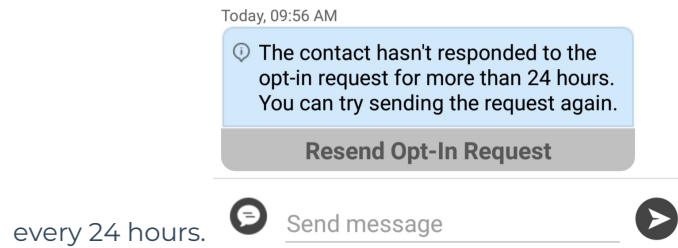


2. The customer will be informed of their Opt-Out status, and that it is possible to Opt-In at any time by replying "yes".



### 3. Contact doesn't respond to Opt-In request

1. If your contact doesn't respond to the Opt-In, you'll be able to send a new one



## Teams/Desktop

Refer to this topic to learn what to expect when you initiate a new WhatsApp conversation.

## Overview

WhatsApp Business Accounts are required to gain consent from WhatsApp users prior to messaging them. These opt-in messages are captured by the Movius platform for attestation purposes.

## Before you start

- Your organization has to enable the WhatsApp Messaging channel for it to be available in MultiLine. If not, you won't see the green WhatsApp messaging icon.

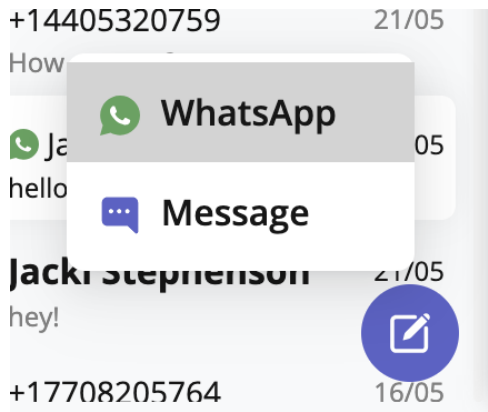
## WhatsApp Opt-In Flow

When you try to send a message to a client with WhatsApp for the first time, you're required to get consent using an Opt In process.

1. To start a new WhatsApp conversation:
  1. Select the **WhatsApp** icon for a contact.

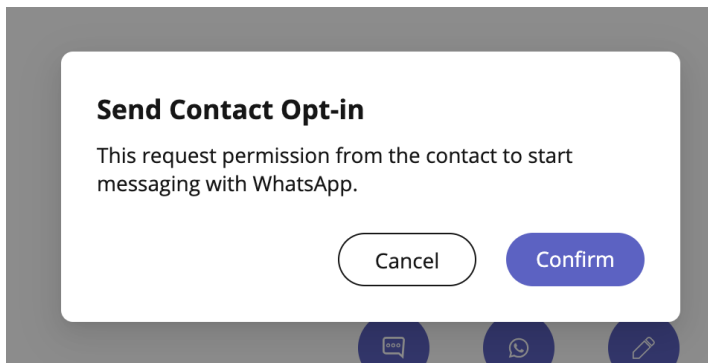


2. Select New Message, select WhatsApp, and enter the name or number of your contact.

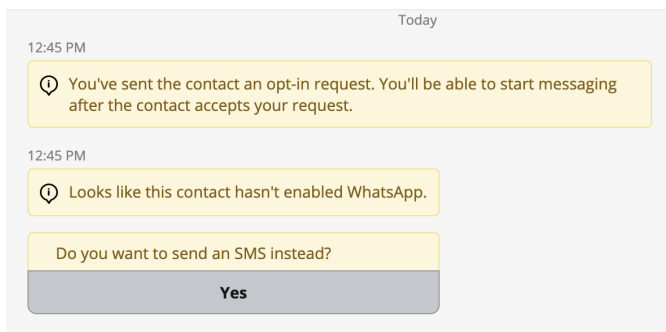


A prompt will appear asking you if you'd like to send the contact an Opt In message

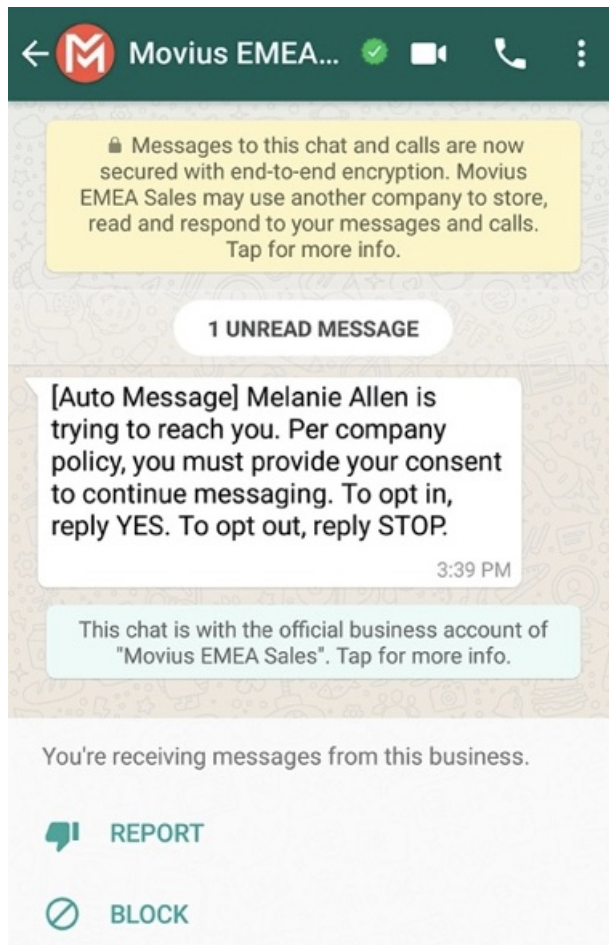
2. Select **Confirm** to send the Opt-In.



3. After opting in, you can send messages that will be paused and only sent after the user accepts the opt-in.
4. There are four possible outcomes:
  1. *Contact doesn't have WhatsApp* You'll see a message letting you know your contact isn't a WhatsApp user, and ask if you'd like to send an SMS instead. Select **Yes** to go to the SMS message screen.

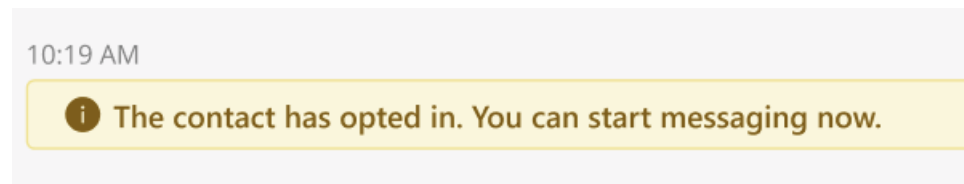


2. *Contact has WhatsApp- customer receives opt-in*



1. Contact accepts Opt-In request

1. You'll see a confirmation message letting you know the contact has chosen to opt-in.



2. Your contact will see a message letting them know they've opted-in.

- Contact rejects Opt-In request
  1. If your contact rejects the Opt-In, you'll see a message letting you know. The send message field will be disabled for the contact.
  2. The customer will be informed of their Opt-Out status, and that it is possible to Opt-In at any time by replying "yes".
- Contact doesn't respond to Opt-In request
  1. If your contact doesn't respond to the Opt-In, you'll be able to send a new one every 24 hours by selecting **Resend Opt-In Request**.

