

# MultiLine WhatsApp Messaging - Teams

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Read on to learn about how to send WhatsApp messages from MultiLine Messaging app in Microsoft Teams.

# **Overview**

The MultiLine Messaging app from Microsoft Teams allows you to send WhatsApp messages and group messages.

The WhatsApp Messaging Connector allows compliant WhatsApp messaging directly inside MultiLine.

- MultiLine users can send WhatsApp messages to contacts, and they can read and reply to WhatsApp messages on the MultiLine messages screen alongside SMS and Voicemail messages.
- WhatsApp users receive messages from the MultiLine user as coming from an official WhatsApp business account.
- Picture messaging allows MultiLine users and WhatsApp users to share picture messages.
- 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 participant, or restart a conversation with that user.

# **Before you start**

- Your organization has to enable WhatsApp Messaging Connector for it to be available in MultiLine. If not, you won't see the green WhatsApp messaging icon.
- You must add users to your contacts before you can send them a message.
- Due to WhatsApp Business policies to prevent spam:
  - To start messaging a user you haven't messaged before, you'll need to request consent, and the user must reply with consent to receive your messages. <u>Learn more.</u>
     <u>(https://www.whatsapp.com/legal/business-policy/?lang=en)</u>
  - If no messages are received from the WhatsApp user within 24 hours, messages from the MultiLine user will be paused until the WhatsApp user resumes the conversation. <u>Learn</u> <u>more.</u> (<u>https://www.whatsapp.com/legal/business-policy/?lang=en</u>)

# Send a WhatsApp Message

You can send a WhatsApp Message from the new message icon or from contacts details.

### Send from New Message

1. Select the **New Message** icon at the bottom of your message threads.







3. Start typing the name (if the person is in your Contacts) or number of the person you want to send a WhatsApp message.



If you're messaging with the user for the first time select **Confirm** to send the Opt-In message.
 This requests permission to message the contact. The user has 24-hours to respond before you can send a reminder message.





5. Once the user replies you can send a message.

You can freely message until there has been a 24 hours since the last message. After which, your messages will be paused and held in a queue until the WhatsApp user resumes the conversation.

6. Draft your message and then select the send icon.



### Message from an existing message thread

1. Use the search bar to search for user you want to send a message to.



2. Select the user, and then select the WhatsApp icon.



# WhatsApp Message Queuing

WhatsApp Message Queueing is a feature that helps you stay productive while complying with Meta's policies for WhatsApp Business Accounts. It occurs during two scenarios:



- When you message a WhatsApp user for the first time, they must provide their consent for you to continue messaging them.
- After the WhatsApp user hasn't responded for over 24-hours the conversation session expires and they must re-initiate the conversation for you to continue messaging them.

MultiLine will let you queue a number of messages that will be in the "pending status" until the WhatsApp user provides consent or re-initates the conversation.

🙁 🔉 Jackie Rodriguez & 2 More	
10:18 AM	
<sup>1</sup> You've sent the contact an opt-in request. You can send up to 5 messages, and we'll deliver them as soon as the request is accepted.	
	10:15 AM
	I'm reaching out to you about your inquiry regarding our services.
	ODelivery pending
	10:17 AM
	My name is Allison Chamberlain and I'll be assisting you.
	©Delivery pending
	10:19 AM
	Is now a good time?
	©Delivery pending
10:19 AM	
• Your last message was not queued as the limit of pending messages has been reached	
Type a message	

### **Opt-in**

When messaging begins with a WhatsApp user, the user is asked to opt-in with the following notice:



MultiLine users will see the following notice, but will be able to compose and send their messages so that they deliver after the WhatsApp user opts in.

Once the WhatsApp user opts in, if the MultiLine user had not sent any messages during the pause, they'll be alerted they can start the conversation with the following notice:



### **Reinitiating after 24-Hours Flow**



When a MultiLine user sends a message after has been more than 24-hours since the last message received from the WhatsApp user, MultiLine users see the following notice:



The WhatsApp user will see the template message and can select "Resume conversation" to allow the conversation to continue.

[Chethan Visweswar] I have a new message for you. F	Please tap below to resume the
conversation.	7:03 AM
Resume conversation	

When the WhatsApp user selects "Resume conversation", if there are no messages queued, the MultiLine user will see the following notice:



### Leave a Conversation

WhatsApp limits the number of business users who can speak with WhatsApp users. To allow other people in your business to message with a WhatsApp user, you can leave the conversation when you're done with your interaction.

- 1. Go to the **Message** menu.
- 2. Select Leave Conversation.



3. Confirm you want to leave the conversation.



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Calendar Calis	Could you call me when you'r	. 1:46 PM		10:15 AM Joe, what's a nice movie I can go watch
Files	MultiLine Group Chat Hello	1:16 PM	Leave Conversation	and relax
MultiLine	Lori Santos You: Meeting in 45min	10:43 AM 9:13 AM	Are you sure you want leave this conversation.	Okay great. You should see - Extraction. I enjoyed watching it.
	Hey man if you have a Kenneth Jacobs Share the documents are	9:05 AM	No Yes	10:19 AM
+ Apps	+13128000070 463728 is your verification code	05/31	10:19 AM         IV:19 AM         IV:19 AM         IV:19 AM	
		Ø	Type a message	

When complete, both users will see an automessage letting them know you left the conversation.

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Files	Lori Santos	10:43 AM		10:17 AM
MultiLine	You: Meeting in 45min			Okay great. You should see - Extraction Lenioved watching it
·	AH Anna Hopkins Hey man if you have a	9:13 AM		Exalication religioyed Materining in
	Kenneth Jacobs	9:05 AM		Will check and get back to you
+ Apps	+13128000070	05/31		will check and get back to you
	463728 is your verification code		Your last message was not queued as the limit of pending messages has been reached	
			10:19 AM	
			The contact has opted in. You can start messaging now.	
			10:19 AM	
			You left the conversation	
			Type a message	$\triangleright$

# WhatsApp Delivery Receipts

The delivery status for messages sent to WhatsApp will be visible on MultiLine Messaging application. The delivery and read status will be visible on:

- Standard one on one messages
- System generated messages will display deliver receipts indicating that the counterpart message was read or delivered.
- Group messages will display delivery receipts on messages from WhatsApp user. The delivery



receipts will not be displayed for messages sent by a MultiLine User.

Delivery And Read Receipts can help you

- Identify when your message read to identify responsiveness
- Know exactly when your message was delivered to recipients' phone
- Spot delivery failures to take corrective actions.

Each message you send displays one of the following statuses:

Send – Single tick on messages and threads indicate that message was sent from Movius platform to WhatsApp.

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Files	MultiLine Group Chat Hello	1:16 PM			
M	Use Lori Santos Vou: Meeting in 45min	10:43 AM			
	Anna Hopkins Hey man if you have a	9:13 AM			
+	Kenneth Jacobs Share the documents are	9:05 AM		Today	
Apps	+13128000070 463728 is your verification code	05/31			Good morning $_{\rm 10:15\;AM}$ $\checkmark$
					Please provide me your account information 10:16 AM $\checkmark$
					We'll proceed as soon as i verified everything $$10:16~{\rm AM}~{\rm v}$$
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Delivered – Double tick on messages indicate that message has reached the recipient device.



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D	-	MultiLine Group Chat Hello	1:16 PM				
M	u	Lori Santos Viou: Meeting in 45min	10:43 AM	10:18 AM	Apr 12, 2024		
MultiLine	AH	Anna Hopkins Hey man if you have a	9:13 AM	You've     reques	sent the contact an opt-in request. You can send up to 5 messages, and we'll deliver them as soon as the t is accepted.	Delivered	
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8:14					?∎
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		Please p	orovide me ye	our account	
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Read – Double blue tick on a message indicates that message was read by the recipient.



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teams	Search	٩			
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& <sub>Calls</sub>	Test Group User & What You: Could you call me when.	1:46 PM			
	MultiLine Group Chat Helio	1:16 PM			
M	Lori Santos V You: Meeting in 45min	10:43 AM			
MultiLine	Anna Hopkins Hey man if you have a	9:13 AM			
	Kenneth Jacobs Share the documents are	9:05 AM		Today	
Apps	+13128000070 463728 is your verification code	05/31			Good morning 10:15 AM 🛩
					Please provide me your account information 10:16 AM 🛩
					We'll proceed as soon as i verified everything 10:16 AM 🛩
		Ø	Type a m	essage	





Failed – Message was sent from Movius platform, but WhatsApp did not delivered message to user.





Each status update is accompanied by Timestamp so you can:

- Understand daily communication patterns
- Track when customer received message
- Follow up as and when required

Timestamp for every message delivery can be accessed from 'Info' option on the messages.



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In addition to standard messages, app shows read and delivery receipts on **system-generated messages** such as:

- Customer opt-in confirmation
- Resume Conversation
- Add or remove participants from a chat

These messages are tagged clearly and include a timestamp for when the event occurred.



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MultiLine	Anna Hopkins Hey man if you have a	9:13 AM	• You've sent the contact an opt-in request. You can send up to 5 messages, and we'll deliver them as soon as the request is accepted.	<b>v</b>
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			Type a message	© >

#### Notes

- Messages in 'Delivery Pending' status will not show Read and Delivery Receipts
- Read receipts only appear if the customer has them enabled in their WhatsApp settings.
- WhatsApp users are unable to see the read or delivery receipts for MultiLine users.
- CDRs don't show read or delivery timestamps.

Massaga	What business will	What WhatsApp user will
Status	<b>see</b> (message sent by	<b>see</b> (message sent by WhatsApp
Status	Business to WhatsApp User)	User to Business)
Sent	<ul> <li>Image: A start of the start of</li></ul>	1
Delivered	✓ ✓	✓ ✓
Read	J J	Х

# WhatsApp Error Handling

Occasionally, Meta experiences errors when sending messages and templates to WhatsApp users. MultiLine provides clear notifications if message delivery fails, showing different error messages depending on the type of failure. This helps users and administrators figure out what to do next.

**Opt-In Failures:** These can occur if the contact is not a WhatsApp user or if Meta has blocked the WhatsApp business number from sending messages.

# *Error Message: "We were unable to deliver your opt-in message. We'll attempt to resend it and keep you updated."*

There will be an attempt to retry after 24 hours. If it fails again, the thread will be closed.



Yesterday
10:56 PM
You've sent the contact an opt-in request. You'll be able to start messaging after the contact accepts your request.
10:56 PM
• We were unable to deliver your opt-in message. We'll attempt to resend it and keep you updated.
10:57 PM
• You've sent the contact an opt-in request. You'll be able to start messaging after the contact accepts your request.
10:57 PM
Despite our retry, the opt-in message could not be delivered due to a WhatsApp system error.
10:57 PM
• You left the conversation.

### **Error Handling: Group Messages**

When a participant is added to or removed from a conversation, the app informs the WhatsApp user about the change in participants. However, sometimes these notifications are not delivered because of delivery failures by Meta, and MultiLine users may not be aware of this issue. To address this, MultiLine users will be notified if WhatsApp user notifications fail to deliver, enabling them to inform the WhatsApp user accordingly.

Note to MultiLine user when a group participant leaves the chat and notification was not delivered to the WhatsApp user:

### • "We were unable to notify the contact that a participant has left the conversation."

Note to MultiLine user when a participant was added to the chat and notification was not delivered to the WhatsApp user:

### • "We were unable to notify the contact that a participant was added to the conversation."

Note to MultiLine user when a participant was removed from the chat and notification was not delivered to the WhatsApp user:

• "We were unable to notify the contact that a participant was removed from the conversation."

	us saman	
	12:10 AM	
	You added Subhransu Das to the conversation. 12:10 AM 🖋	
	12:13 AM	
	You have removed Subhransu Das from the conversation. 12:13 AM 🛩	
	12:14 AM	
	You added Subhransu Das to the conversation.     12:14 AM 🛷	
	12:14 AM	
	We were unable to notify the contact that a participant was added to the conversation.     12:14 AM	
	12:15 AM	
	You have removed Subhransu Das from the conversation.     12:15 AM 🛩	
	12:16 AM	
	We were unable to notify the contact that a participant was removed from the conversation.     12:16 AM	
	12:20 AM	

### **Error Handling: Resume Conversation**



When a conversation is paused and a MultiLine user sends a message to resume it, the system displays a notification to the MultiLine user if the resume request fails.

### • Failed to deliver resume request.

Note: Errors will be available in all languages supported by Movius.