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

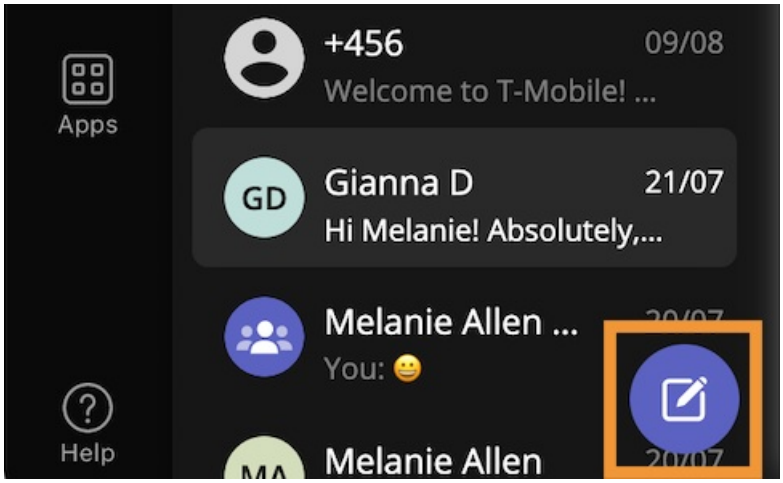
- Your organization has to enable WhatsApp Messaging Connector for it to be available in MultiLine. If not, you won't see the green WhatsApp messaging icon.
- You must add users to your contacts before you can send them a message.
- Due to WhatsApp Business policies to prevent spam:
  - To start messaging a user you haven't messaged before, you'll need to request consent, and the user must reply with consent to receive your messages. Learn more. (https://www.whatsapp.com/legal/business-policy/?lang=en)
  - 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. Learn more. (https://www.whatsapp.com/legal/business-policy/?lang=en)

Send a WhatsApp Message

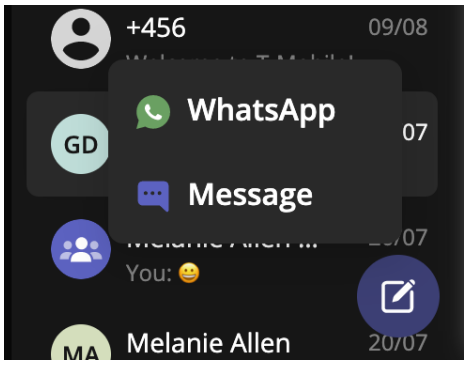
You can send a WhatsApp Message from the new message icon or from contacts details.

Send from New Message

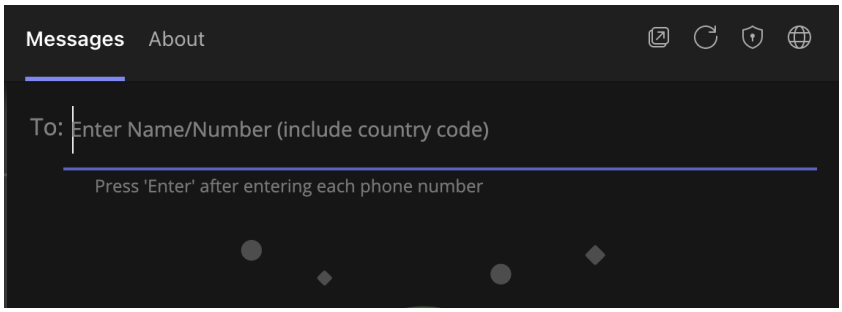
1. Select the **New Message** icon at the bottom of your message threads.



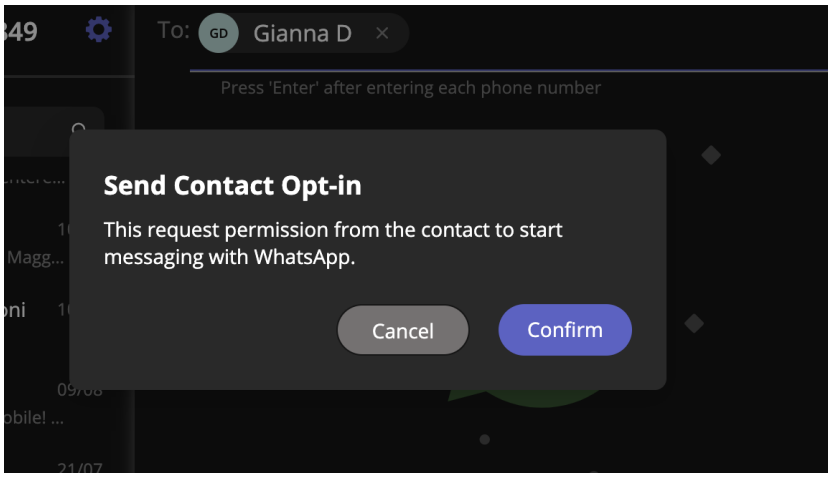
2. Select **WhatsApp**.



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



4. 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.



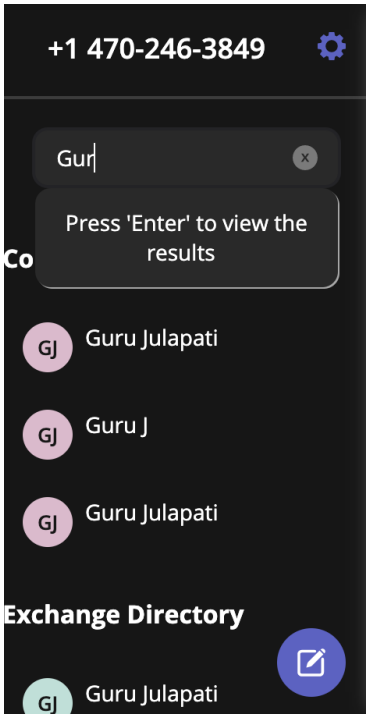
5. Once the user replies you can send a message.

   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.



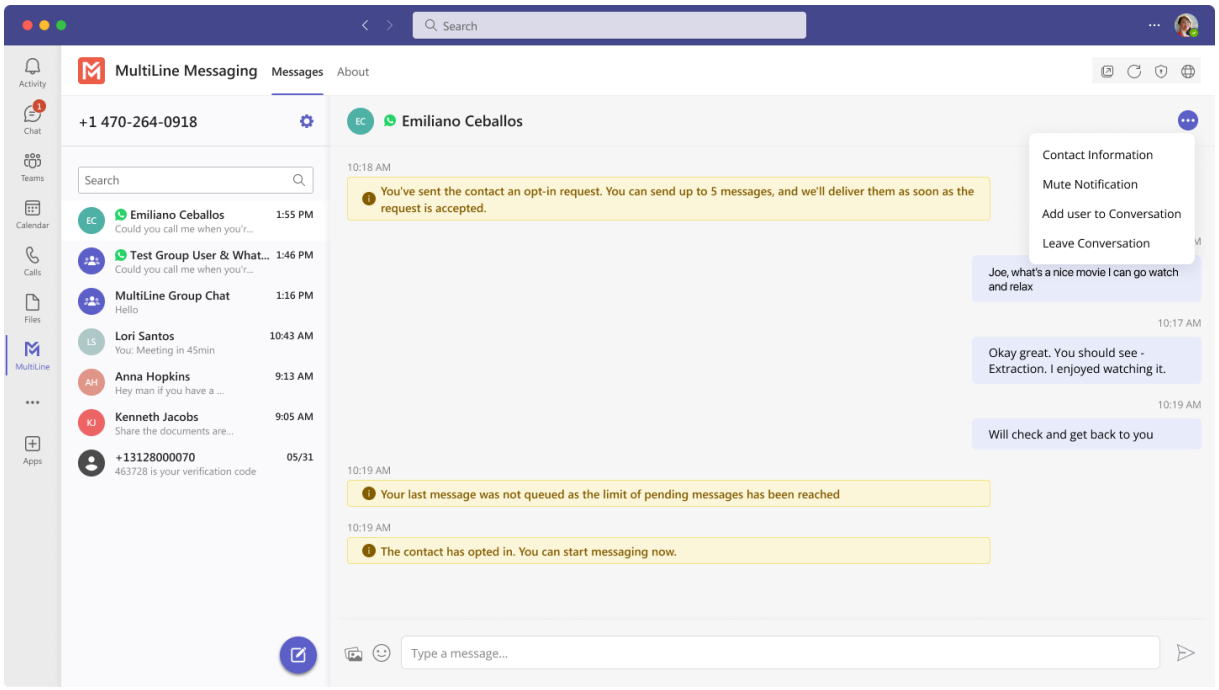
2. Select the user, and then select the WhatsApp icon.

Leave a Conversation

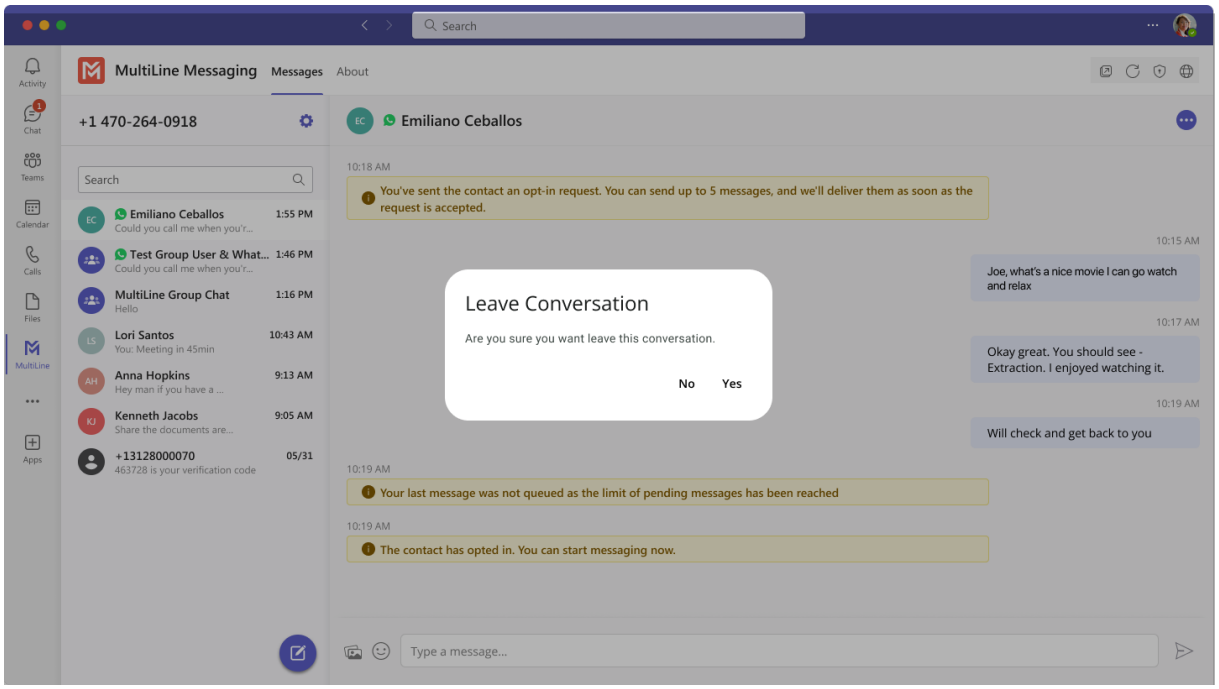
WhatsApp limits the number of business users who can speak with WhatsApp users. To allow other people in your business to message with a WhatsApp user, you can leave the conversation when

you're done with your interaction.

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



3. Confirm you want to leave the conversation.



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

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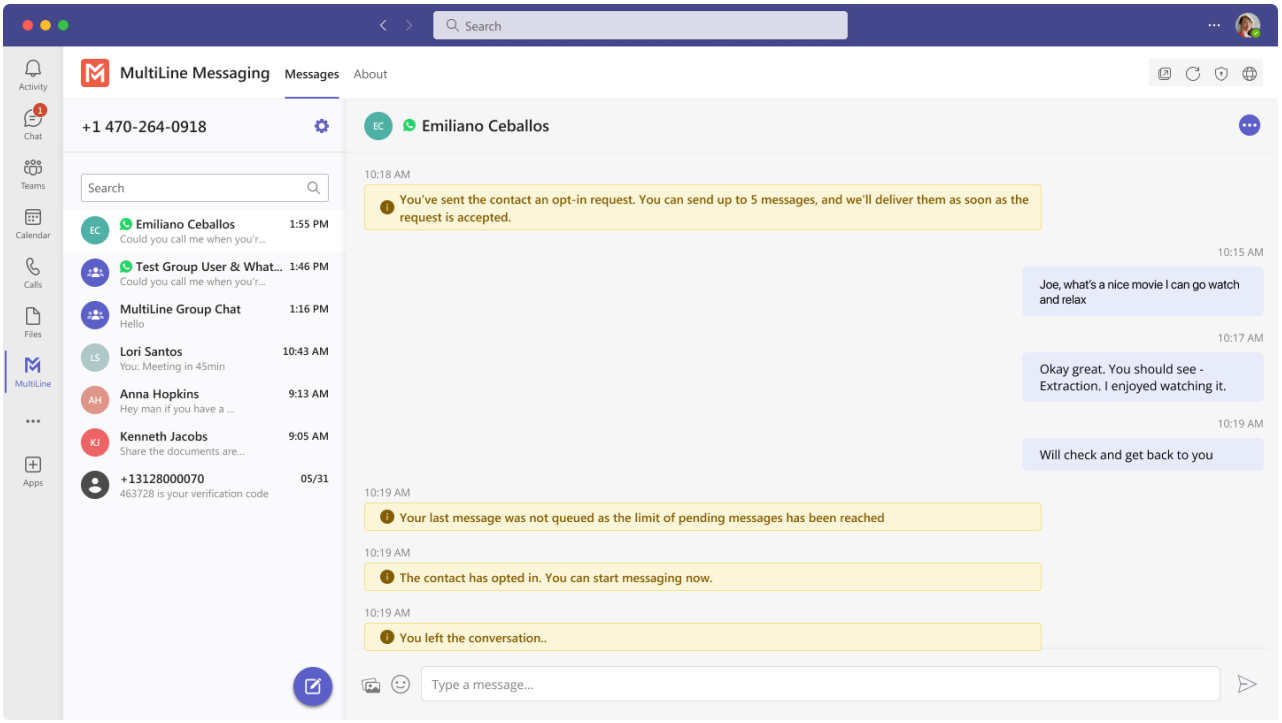
Search
Activity
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Apps
MultiLine Messaging
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About
+1 470-264-0918
Search
Emiliano Ceballos 1:55 PM
Could you call me when you'r...
Test Group User & What... 1:46 PM
Could you call me when you'r...
MultiLine Group Chat 1:16 PM
Hello
Lori Santos 10:43 AM
You: Meeting in 45min
Anna Hopkins 9:13 AM
Hey man if you have a ...
Kenneth Jacobs 9:05 AM
Share the documents are...
+13128000070 05/31
463728 is your verification code
Emiliano Ceballos
10:18 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.
10:15 AM
Joe, what's a nice movie I can go watch and relax
10:17 AM
Okay great. You should see - Extraction. I enjoyed watching it.
10:19 AM
Will check and get back to you
10:19 AM
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...