

# WhatsApp Messaging in MultiLine Desktop

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Read on to learn about sending WhatsApp messages in MultiLine Desktop.

## Overview

You can send WhatsApp messages from MultiLine Desktop. These message threads will sync between Desktop and your MultiLine mobile app.

## 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) [🔗](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) [🔗](https://www.whatsapp.com/legal/business-policy/?lang=en)

## How to send a WhatsApp message

You can send a WhatsApp message from **Contact Details**.

1. Select a contact to pull up their **Contact Details**.



AG

## Anna Goldberg



Message



Call



Edit



Delete



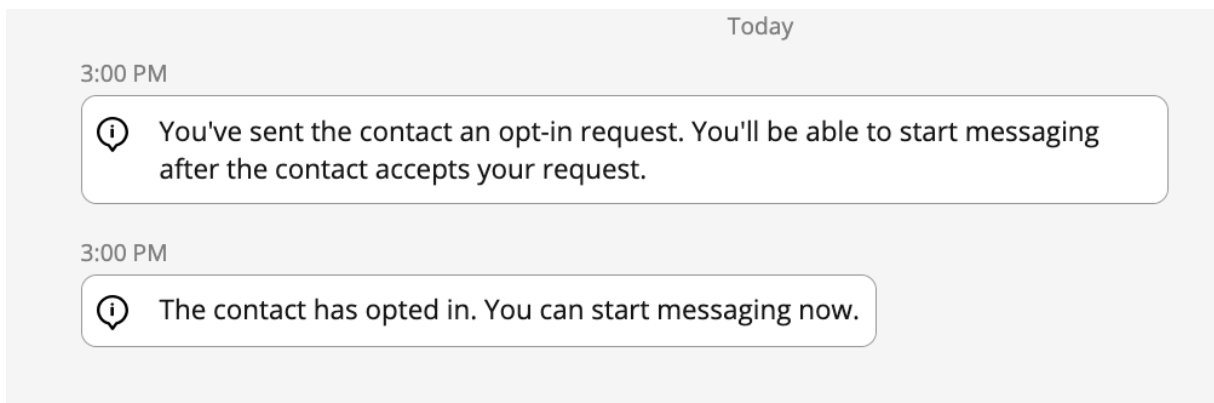
WhatsApp


### Details

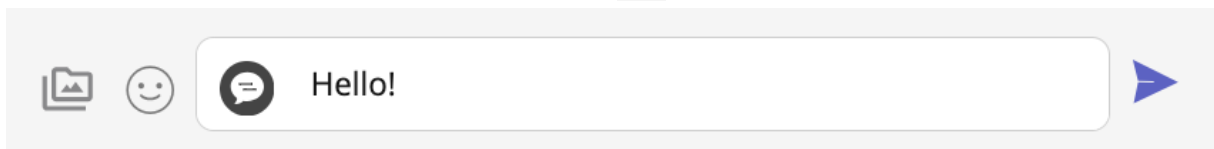
**Business Phone**

+12252777974

2. Select WhatsApp.
3. If its the first time messaging with the contact, confirm the message prompt to send the opt-in message.
4. Once the user confirms, you'll see a message letting you know you can begin messaging with the contact.



5. Type your message and select the send button  .



*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.*