

MultiLine WhatsApp Template Message - Microsoft Teams Connector

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Read on to learn about sending a WhatsApp Template Message in Microsoft Teams Connector.

Overview

After a contact hasn't replied to a conversation with a WhatsApp Business account user for more than 24-hours, [Meta requires Business users to use pre-set templates](https://developers.facebook.com/docs/whatsapp/message-templates/guidelines/) [to message users](https://developers.facebook.com/docs/whatsapp/message-templates/guidelines/). These templates are pre-vetted to not contain spam, promotional materials, or other content in violation of Meta Business policies.

When it has been more than 24-hours since the last message from the user, you will see a notification message letting you know.

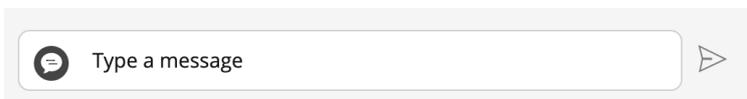


You will only be able to send template messages and other messages will be disabled.

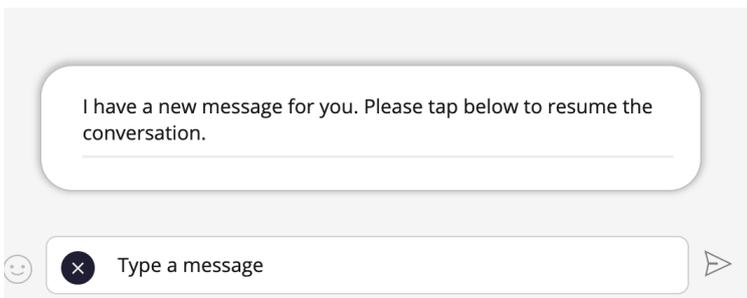
Send a Template Message

You can send the the template message from the template icon within the message field.

1. Select the **Template Message** icon in the left of the message field.



2. A list of one or more template messages will appear. Select the one you want from the list.



3. The message content will appear in the field. Select the **Send** icon.



I have a new message for you. Please tap below to resume the conversation.



4. The WhatsApp user must reply for you to continue the conversation.
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