

WeChat Group Messages - MultiLine

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ios

Read on to learn about group messaging in WeChat.

Overview

MultiLine's WeChat Messaging Channel allows compliant WeChat messaging directly inside MultiLine. WeChat users receive messages from the MultiLine user as coming from an official WeChat business account.

Group messaging allows up to 10 MultiLine users to contact a single WeChat 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.

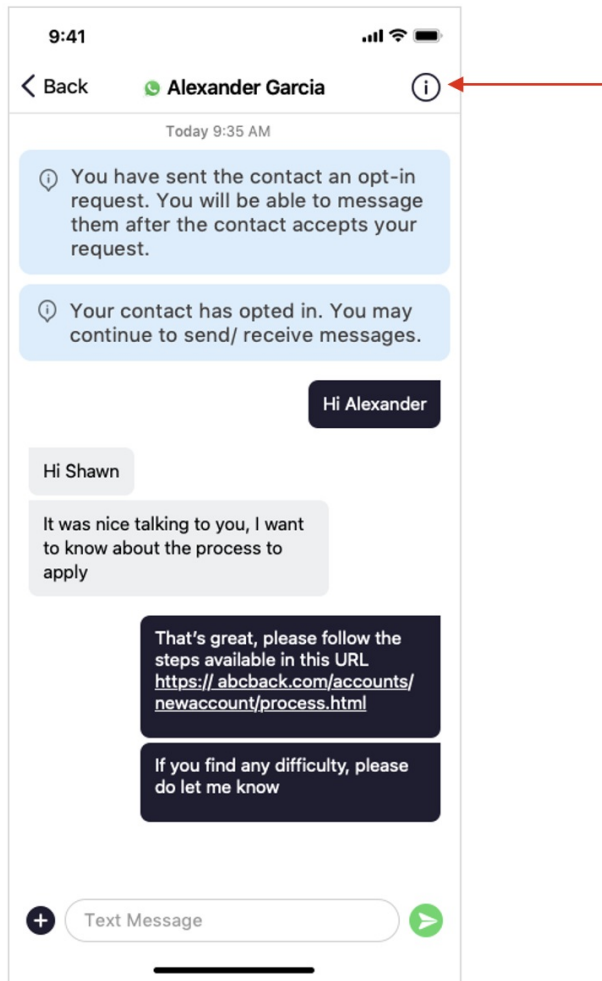
Before you start

- Your organization has to enable the WeChat Messaging Channel for it to be available in MultiLine.

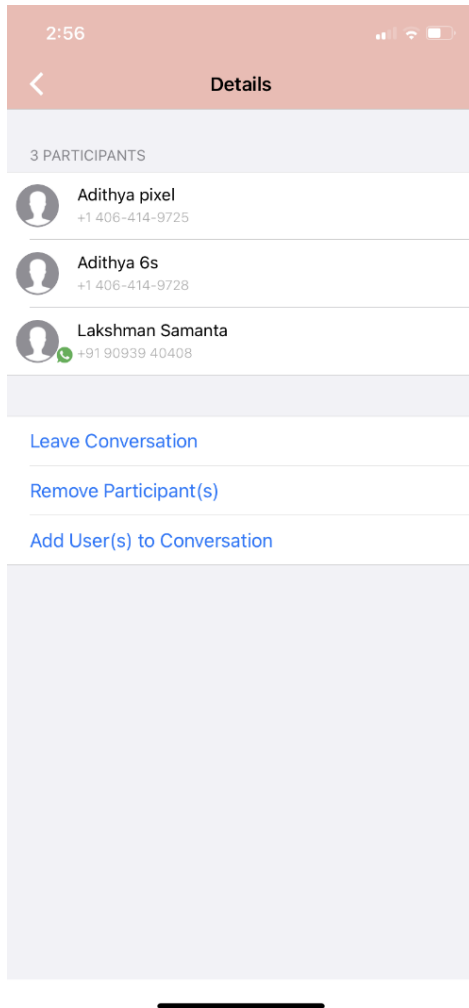
Sending Group Messages

To send a group message, go to your existing conversation with the user.

1. The **Details** menu is in the upper righthand of the screen. Select the Information icon.

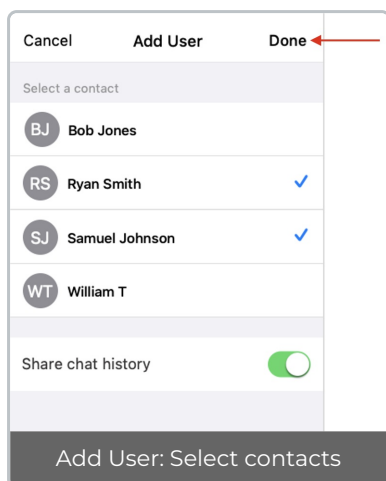


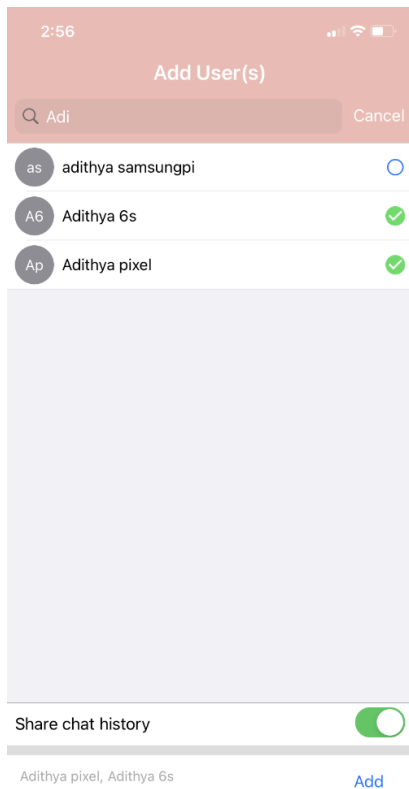
2. Select **Add User to Conversation**.



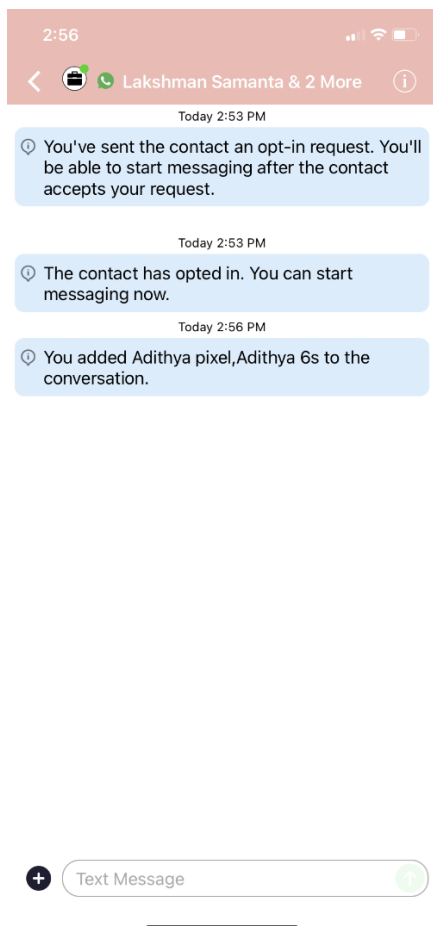
3. Select participants.

Note: Only MultiLine users in your sub-organization that are enabled with the WhatsApp Business Messaging Connector will display.





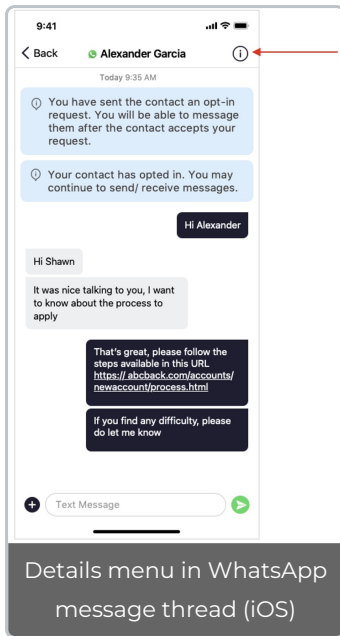
4. The participants will be added to the group chat.



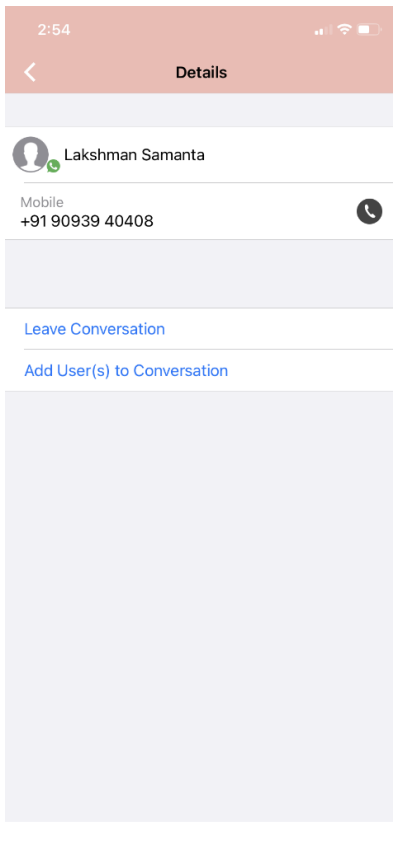
Leaving a Conversation

To leave a conversation, open the existing WhatsApp conversation.

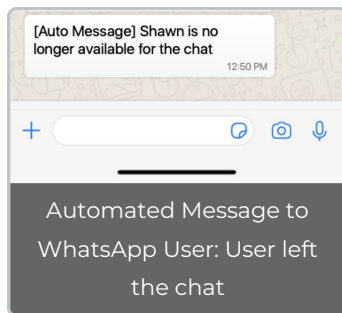
1. The **Details** menu is in the upper righthand menu. Select the Information icon.



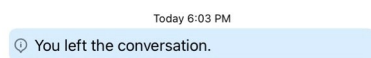
2. Select **Leave Conversation**.



3. The WeChat user will see the automated message that you're no longer available to chat.

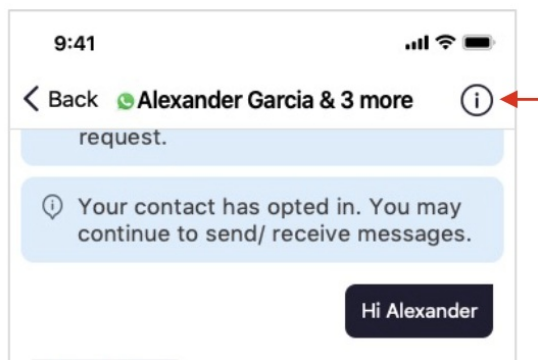


4. You will see an automated message that you've left the chat.

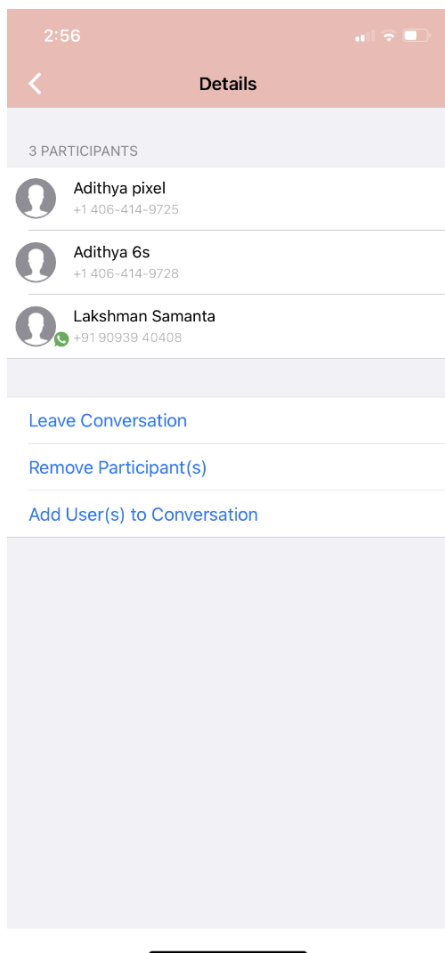


Remove a Participant

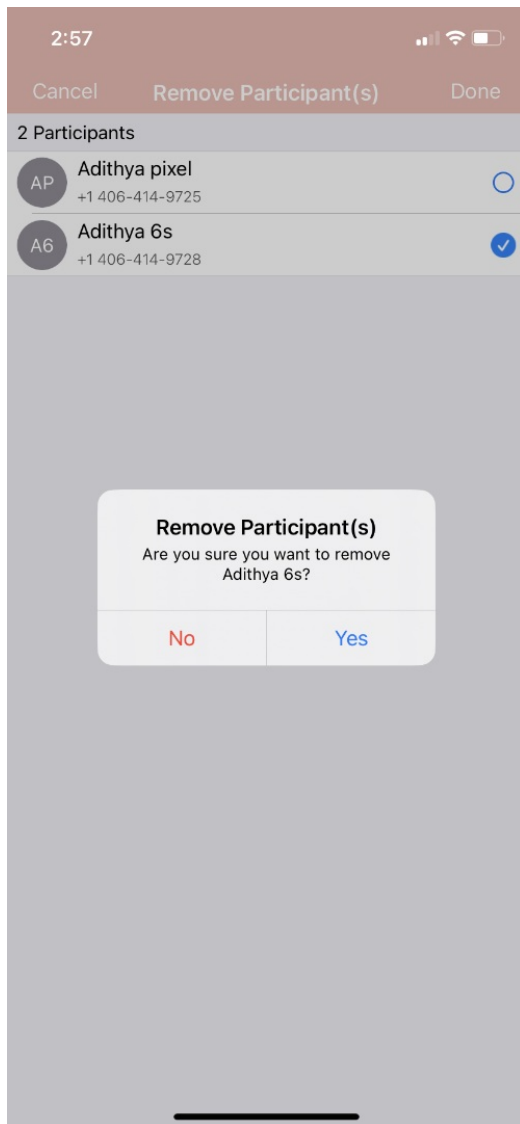
1. Tap the **Details** menu for the Conversation.



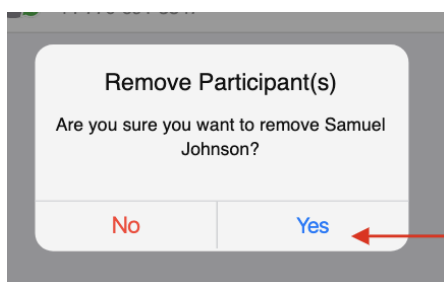
2. Tap the **Remove Participant** option.



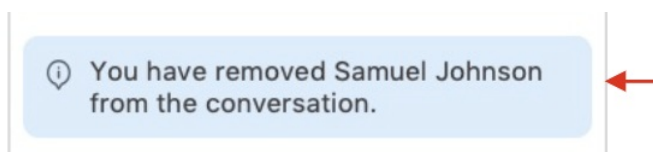
3. Select the participant you want to remove and then tap **Done**.



4. Confirm with **Yes**.



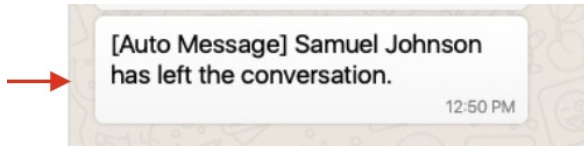
You will see:



Other MultiLine users in the group chat will see:

🔔 Your colleague Shawn Michaels has removed Samuel Johnson from the conversation.

The WeChat user will see:



The MultiLine user you removed will see:

🔔 Your colleague Shawn Michaels has removed you from the conversation.

Restarting a Conversation

If you would like to restart a conversation that you left, you can send a new opt-in message. Send a new message by tapping the WeChat message icon in the Contact's details.
