

WeChat Messaging

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How to message using WeChat on MultiLine

ios

Read on to learn about using MultiLine for WeChat Messaging.

Overview

MultiLine's WeChat Messaging Channel allows compliant WeChat messaging directly inside MultiLine.

MultiLine users can send WeChat messages to contacts, and they can read and reply to WeChat messages on the MultiLine messages screen alongside SMS and Voicemail messages.

- WeChat users receive messages from the MultiLine user as coming from an official WeChat business account.

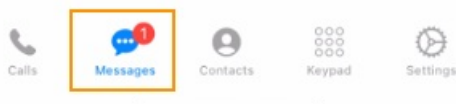
Before you start

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

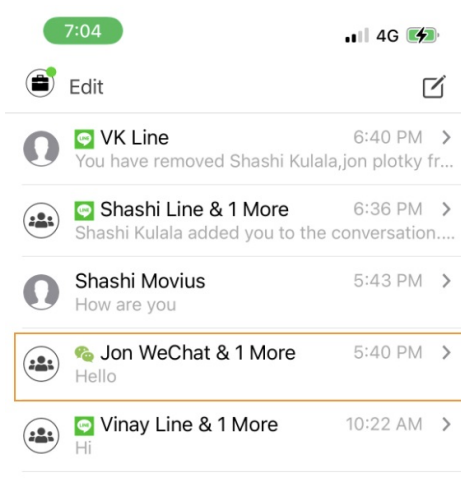
Replying to WeChat messages

You can reply to WeChat messages the same way you do SMS and other social messaging, by finding the thread in your Message History.

1. Go to **Messages**.



2. Select a message indicated by the WeChat icon.



3. Type your message in the field and select send to message.



Teams

Read on to learn about WeChat Messaging from the MultiLine Messaging app for Microsoft

Teams.

Overview

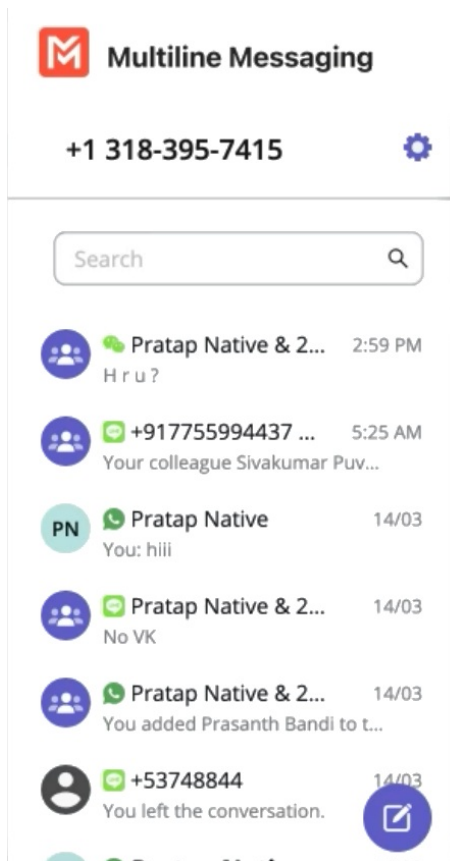
With the WeChat add-on, MultiLine users can message with WeChat users.

Before you start

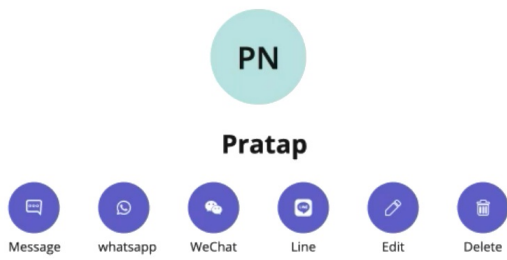
- Using WeChat from MultiLine Messaging Microsoft Teams app requires it to be enabled by your MultiLine administrator.
- WeChat users must initiate the conversation.

How it works

In your message threads, the WeChat icon  indicates the conversation is happening on WeChat. Select the message to begin chatting.



You can find your WeChat conversation with a contact by selecting the WeChat icon from the Contact details screen.



You can also begin chatting by selecting the **New Message** notification.

Validated phone number feature

For regulated users, WeChat users may have their phone number validated for verification purposes. You will see this validated phone number below the Contact Name.

