WeChat Messaging

Last Modified on 07/02/2024 12:03 pm EDT

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.
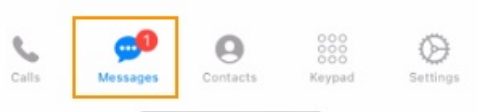
Before you start

-
- Using WeChat from MultiLine Messaging Microsoft Teams app requires it to be enabled by your MultiLine administrator.
- WeChat has policies that must be followed by business accounts:
  - WeChat users must initiate conversations with business accounts
  - WeChat will make a chat inactive when:
    - WeChat users do not reply after 48 hours
    - WeChat users do not reply after approximately 5 messages
  - When chats are inactive, MultiLine users will be able to queue up a certain number of messages according to company policy and the WeChat user will be prompted to reinitate the inactive chat. Learn more in the section about Message Queueing.
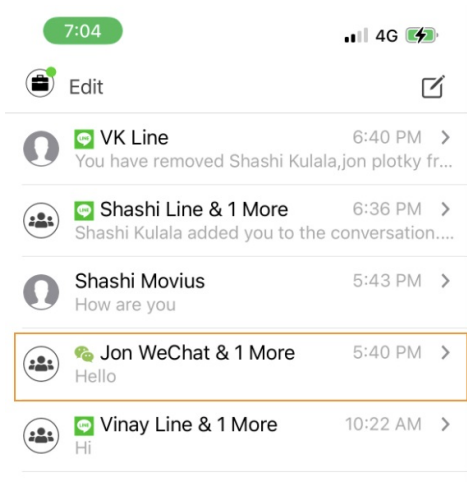
Starting WeChat Messaging

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

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.

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WeChat Messaging - Android

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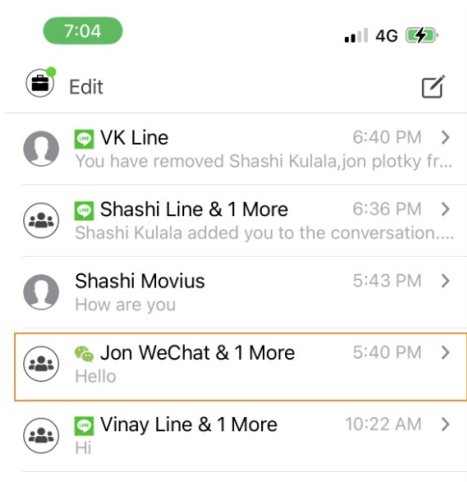
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> We're working on adding Android screens to this article.

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Teams

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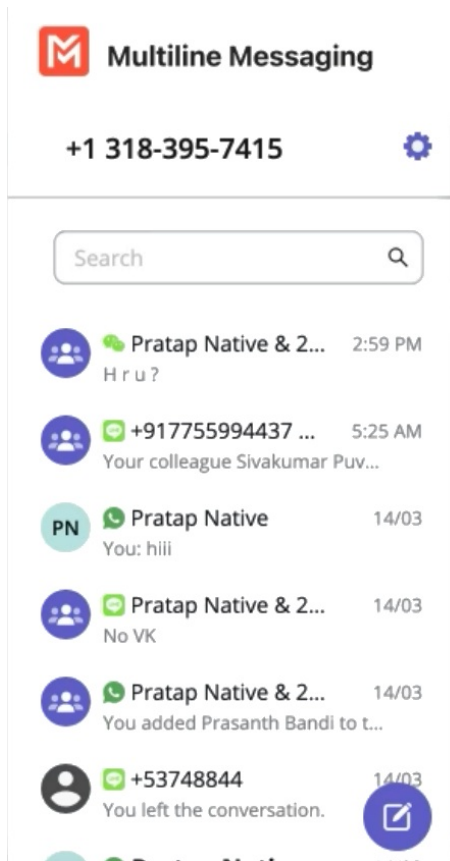
Overview

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

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Starting WeChat Messaging

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At the start of the conversation, MultiLine user and WeChat user are notified of WeChat business policies with the following messages (actual message content may vary based on company policy).

The MultiLine user sees:

A WeChat user (#) is contacting you. For chats to remain active:

- You can send up to 5 messages before the WeChat user must reply.
- WeChat users must reply within 48 hours.

For inactive chats, your messages will be paused until the WeChat user resumes the conversation.

The WeChat user sees:

Thank you! You can now start chatting.

This account can only message you while the chat is active. The chat becomes inactive if you do not reply:

- After receiving 5 messages
- After 48 hours

> You can send a message at any time to resume the conversation.

Validated phone number feature

For regulated users, WeChat users may have their phone number validated for verification purposes. Their phone number is validated by a bot who sent them a one-time-PIN (OTP) to confirm their number before it connects them to you. The MultiLine user sees this validated phone number below the Contact Name.
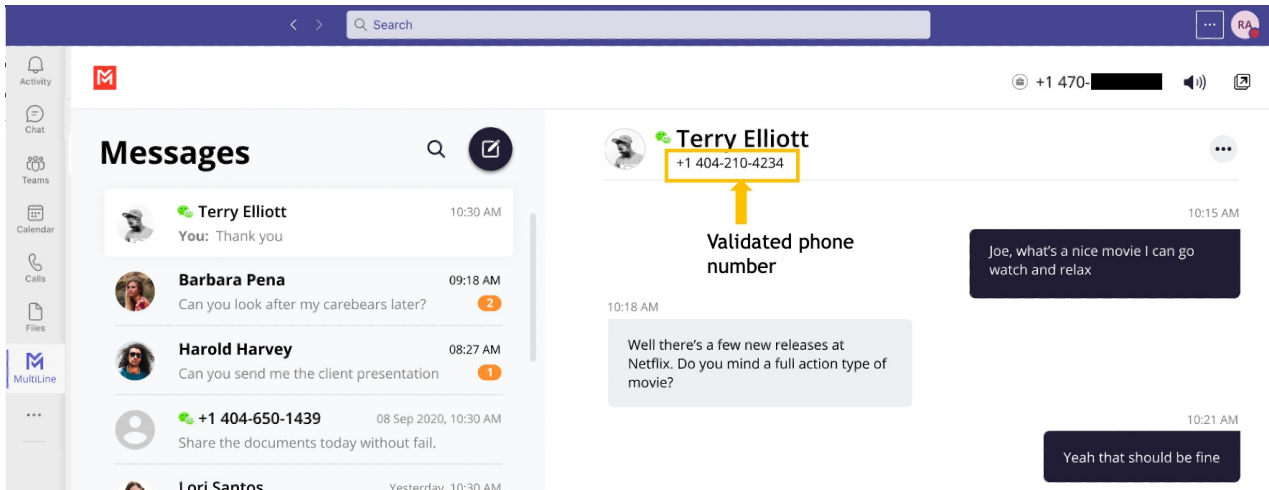
Finding WeChat Messages from Contacts

You can find your WeChat conversation with a contact by selecting the WeChat icon from the Contact details screen.
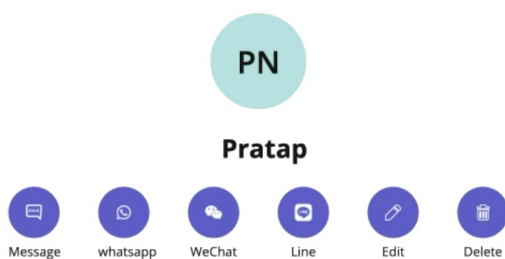
You can also begin chatting by selecting the **New Message** notification.

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Once the MultiLine user reaches the message limit, they'll see the following message:

> This chat is now inactive. You can queue up to 5 messages to be sent after the WeChat user responds.

When chats become inactive and queued messages are waiting, WeChat users will see the following message:

> You have new messages from this sender. Please reply to the chat to resume the conversation and receive the latest messages.
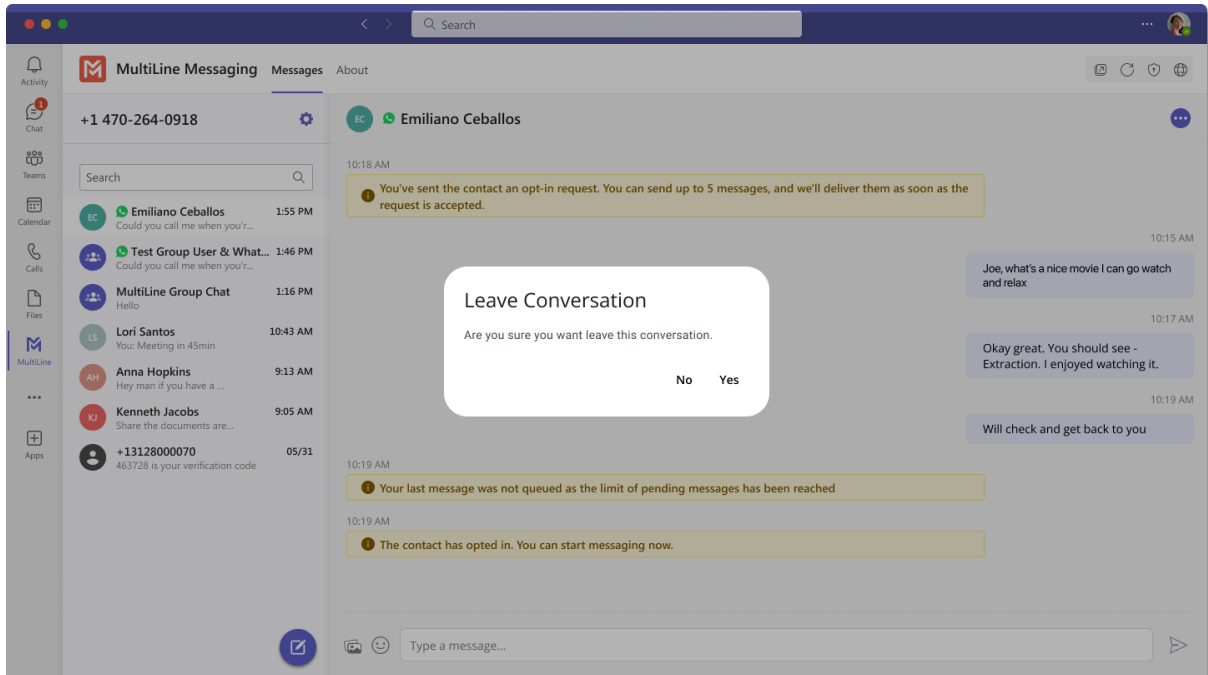
Leave a Conversation

> Feature becomes available in July 7th Release.

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

1. Select the **Message** menu.
2. Select **Leave Conversation**.
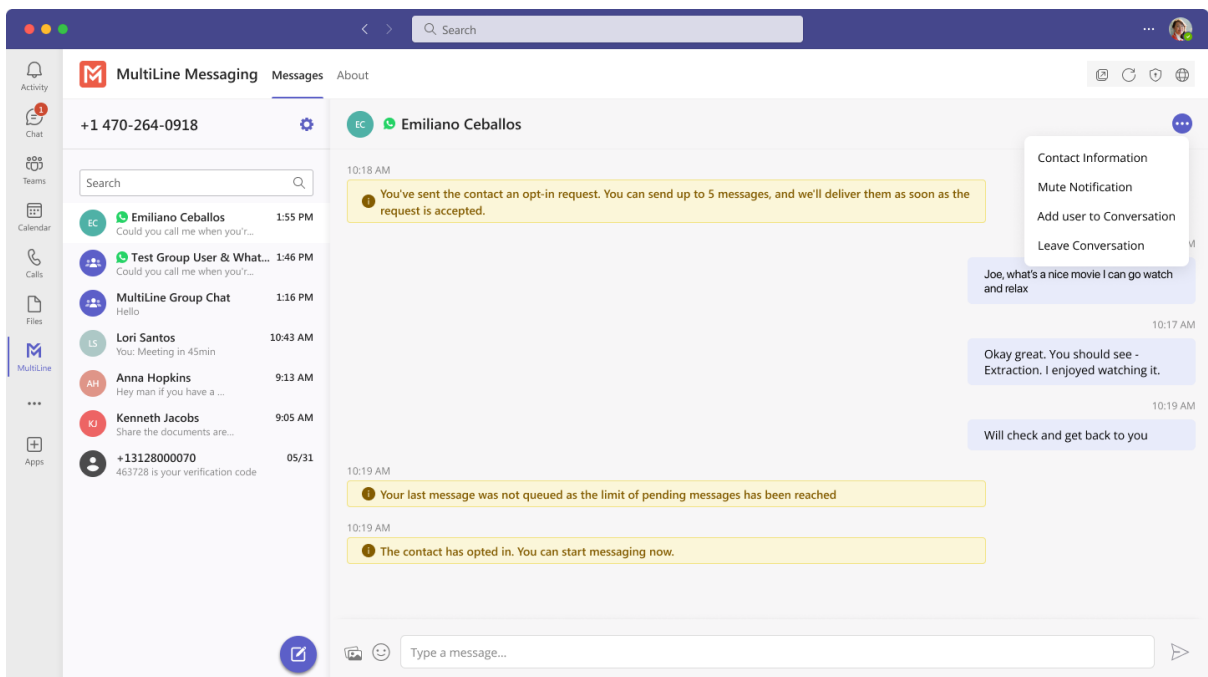
3. Confirm you want to leave the conversation.

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