

WeChat Group Messaging

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How to group message from WeChat in MultiLine. MultiLine group messaging supports multiple MultiLine users group chatting with one WeChat user. MultiLine users can message with the users from the MultiLine mobile app or from Microsoft Teams connector. iOS and Android help docs coming soon.

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.

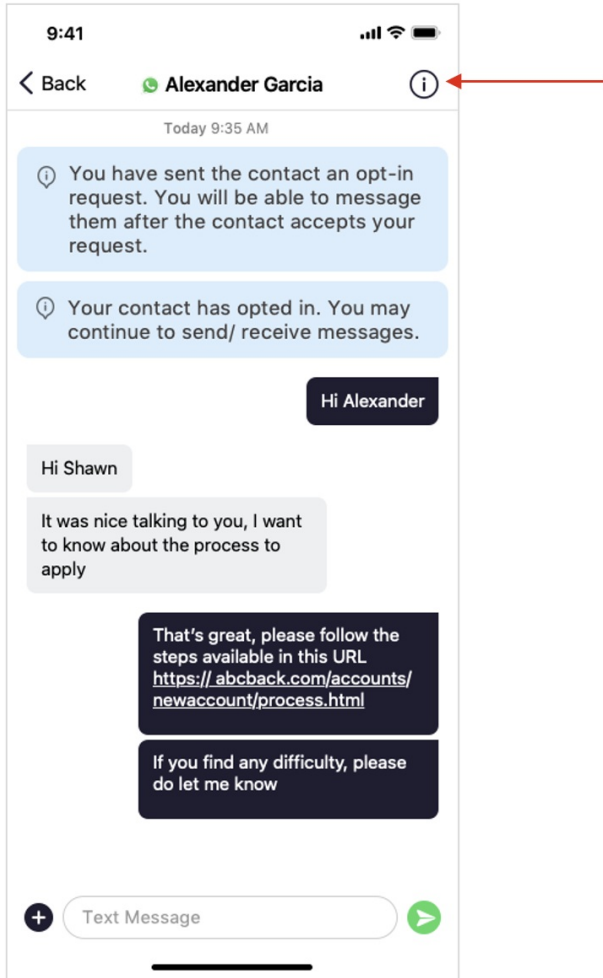
Before you start

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

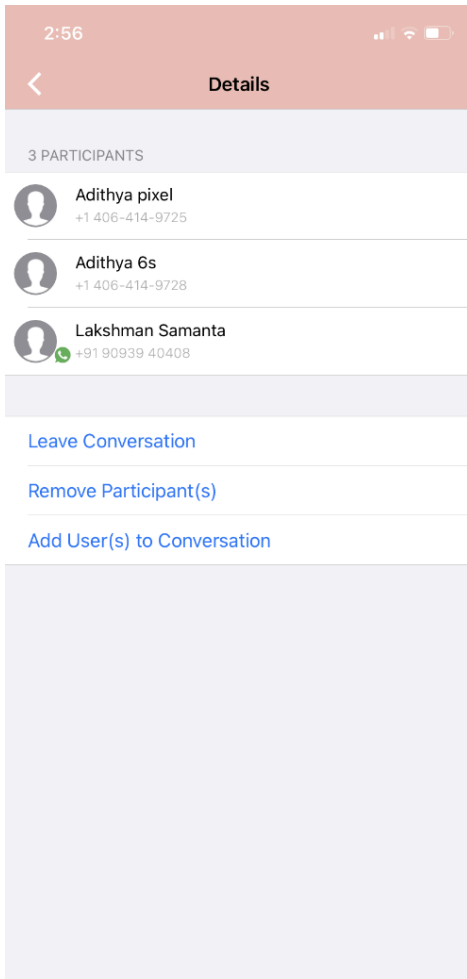
Sending Group Messages

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.

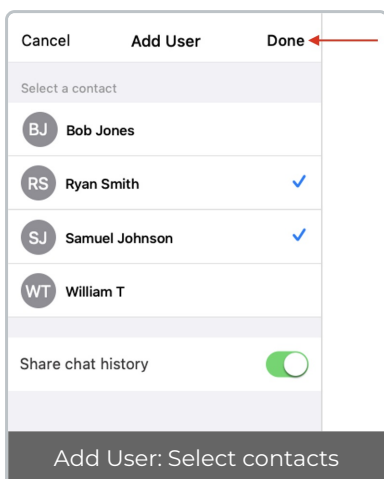


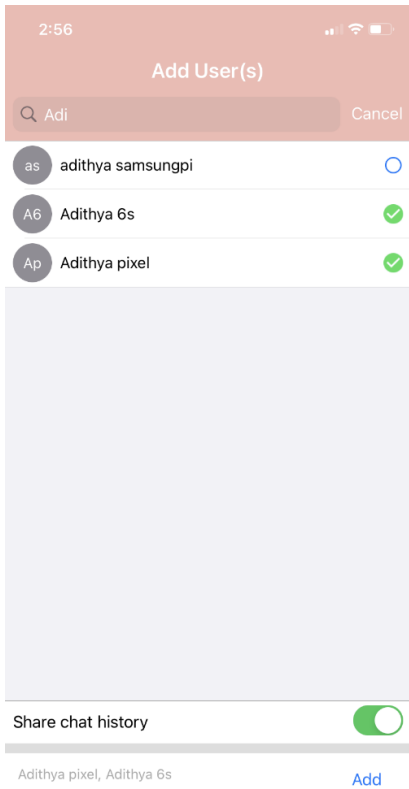
2. Select **Add User to Conversation**.



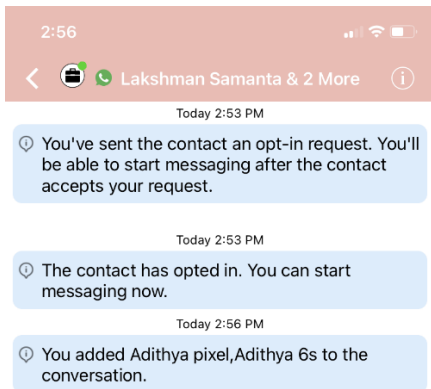
3. Select participants.

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





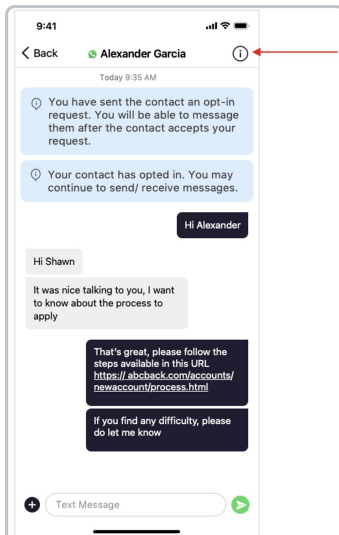
4. The participants will be added to the group chat.



Leaving a Conversation

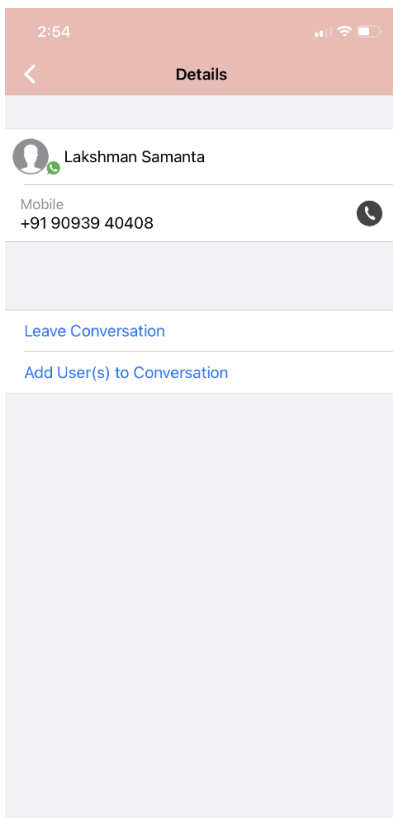
To leave a conversation, open the existing WhatsApp conversation.

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

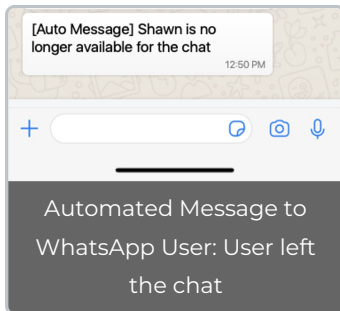


Details menu in WhatsApp message thread (iOS)

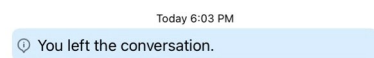
2. Select **Leave Conversation**.



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

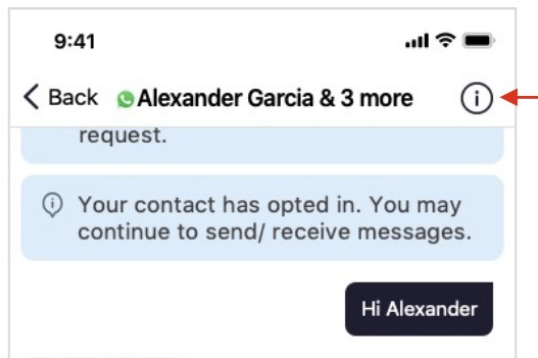


4. You will see an automated message that you've left the chat.

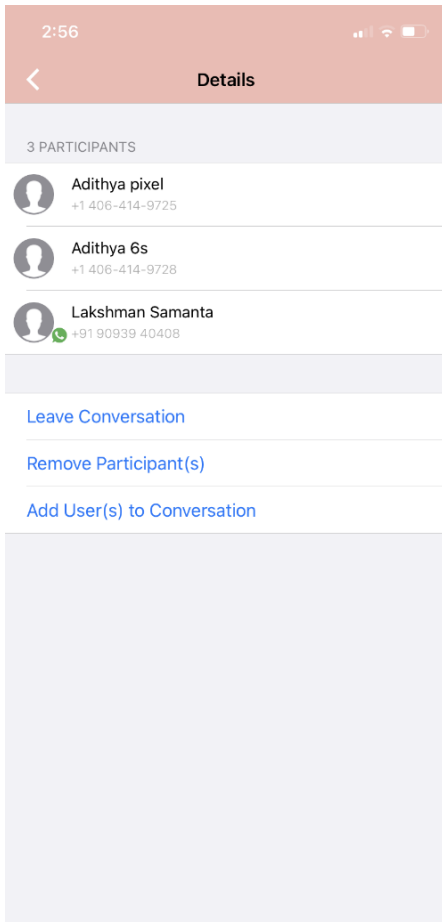


Remove a Participant

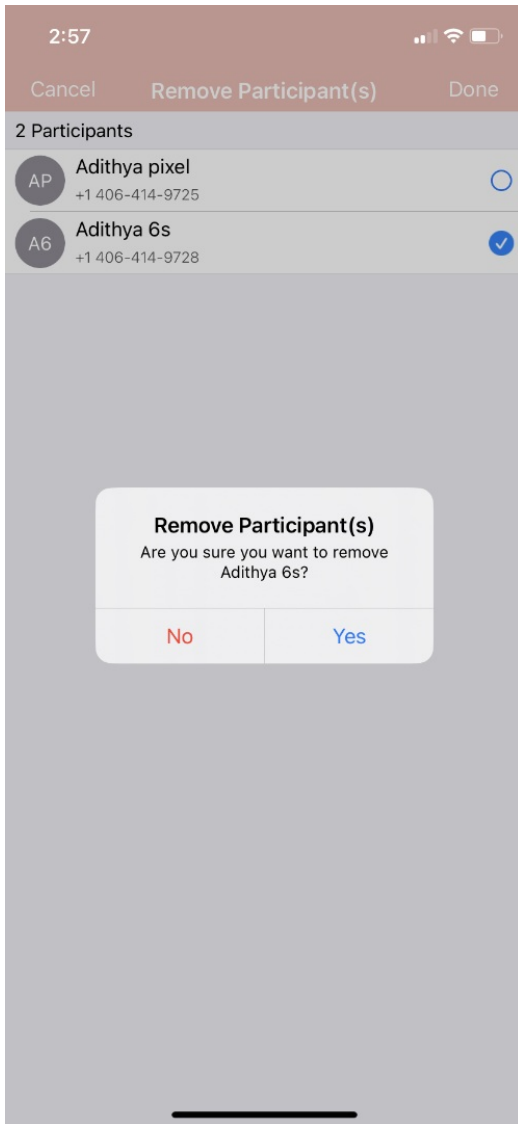
1. Tap the **Details** menu for the Conversation.



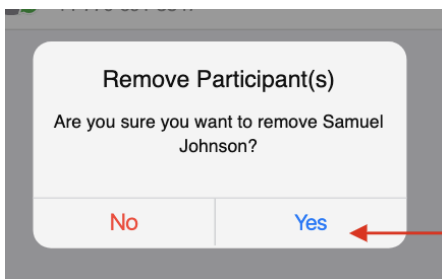
2. Tap the **Remove Participant** option.



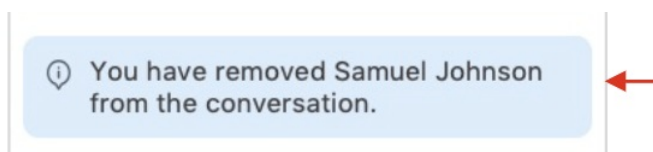
3. Select the participant you want to remove and then tap **Done**.



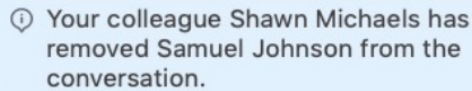
4. Confirm with **Yes**.



You will see:

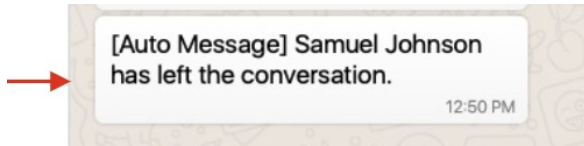


Other MultiLine users in the group chat will see:

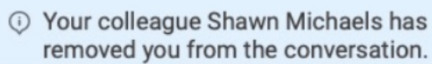


ⓘ Your colleague Shawn Michaels has removed Samuel Johnson from the conversation.

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.

Teams

Read on to learn about group messaging in WeChat using the MultiLine Messaging App for Microsoft Teams.

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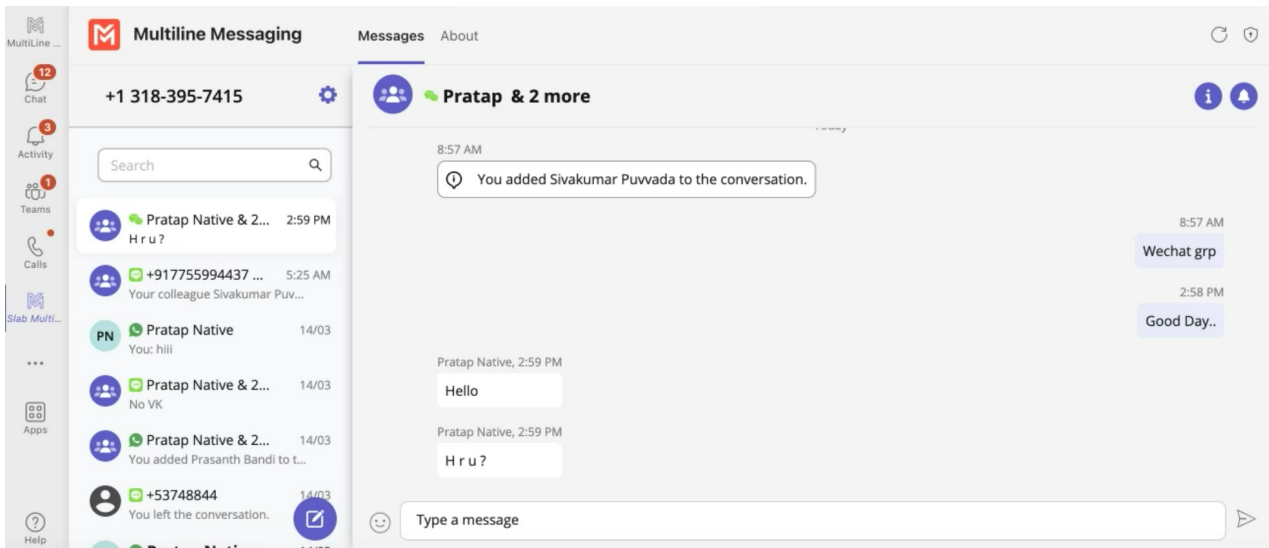
Before you start

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Group Messaging

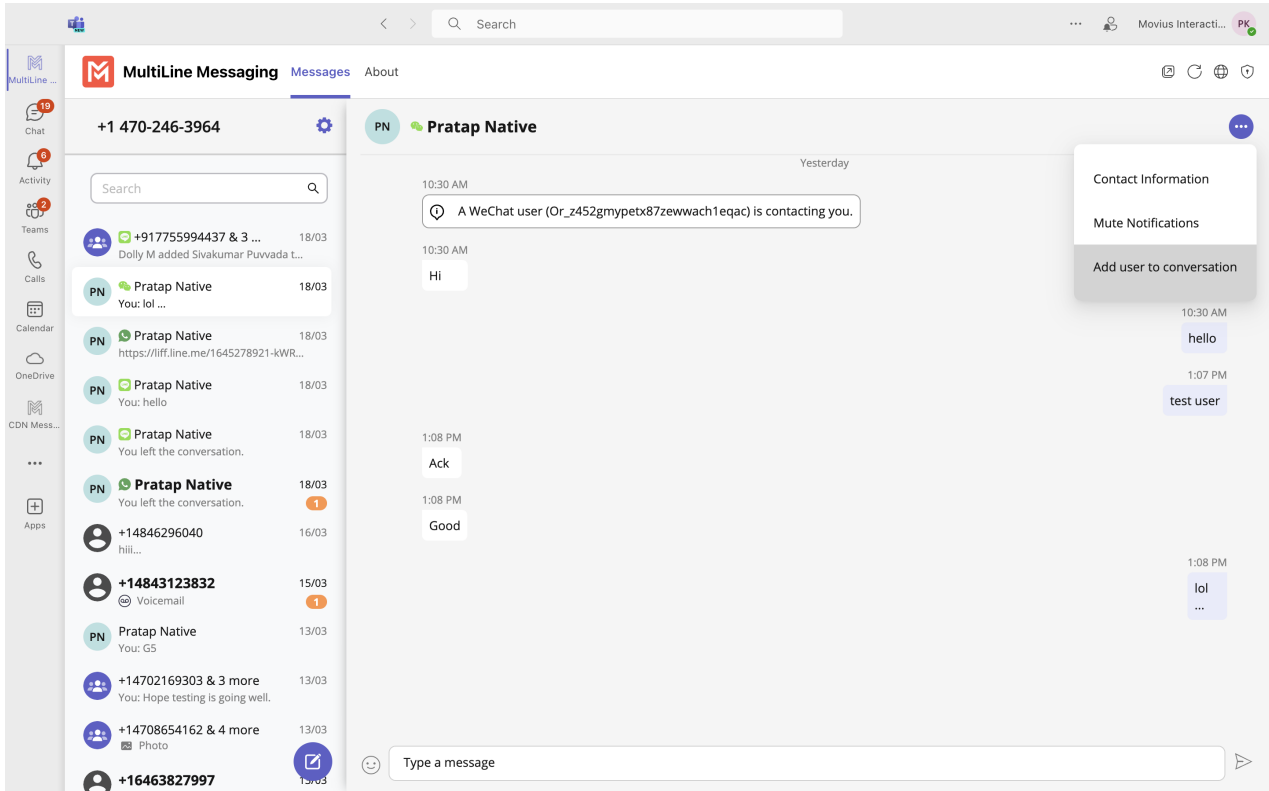
To send a group message, go to your existing conversation with the user.

1. The **Details** menu is in the upper righthand of the screen, select the **i** icon to view.

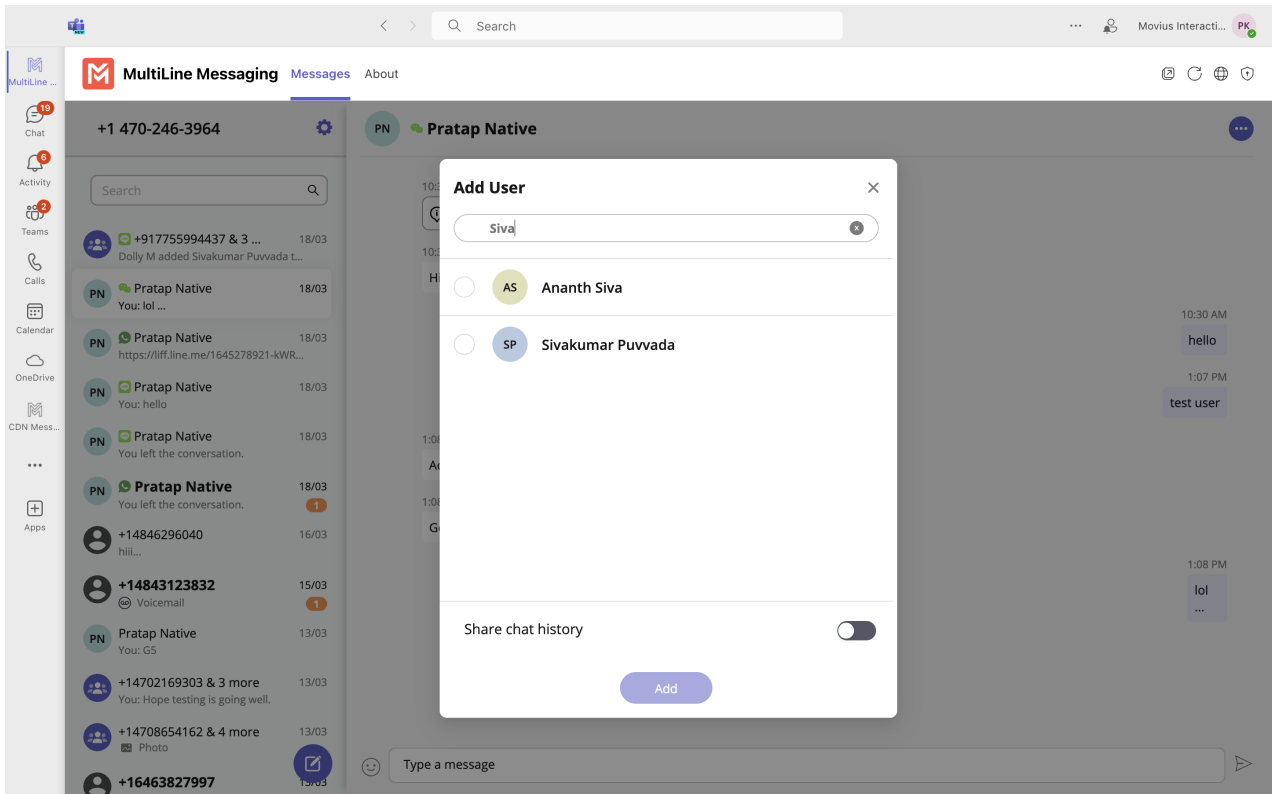


Note: Only MultiLine users in your sub-organization that are enabled with the WeChat Business Messaging Connector will display.

2. Select **Add user to conversation**.



3. Use the search bar to type the name of the user you want to add. Then select the radio button for the user or users you want to add.

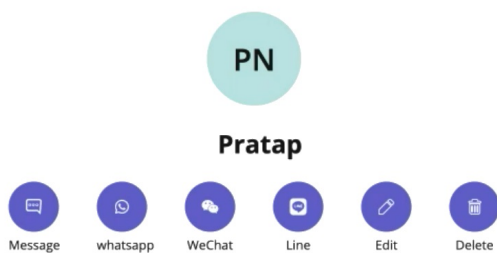


If you want to share chat history, turn the toggle on.

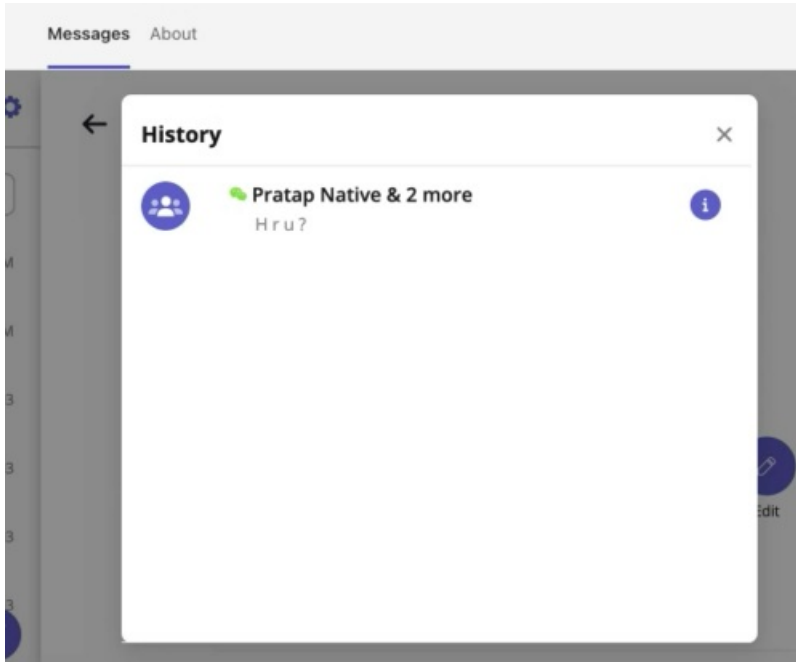
Message History

You're may have multiple group messages with a user.

From the contact details screen select the WeChat icon.



The history window will display all your conversations with that contact so that you can select the one you want.



Select the information icon to see other participants.

