

WhatsApp Messaging - Teams

Last Modified on 01/03/2025 4:30 pm EST

Messaging, group messaging and more with WhatsApp Messaging with MultiLine Messaging App for Microsoft Teams

WhatsApp Messaging in Teams

Read on to learn about how to send WhatsApp messages from MultiLine Messaging app in Microsoft Teams.





Overview

The MultiLine Messaging app from Microsoft Teams allows you to send WhatsApp messages and group messages.

The WhatsApp Messaging Connector allows compliant WhatsApp messaging directly inside MultiLine.

- MultiLine users can send WhatsApp messages to contacts, and they can read and reply to WhatsApp messages on the MultiLine messages screen alongside SMS and Voicemail messages.
- WhatsApp users receive messages from the MultiLine user as coming from an official WhatsApp business account.
- Picture messaging allows MultiLine users and WhatsApp users to share picture messages.
- Group messaging allows multiple MultiLine users to contact a single WhatsApp 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

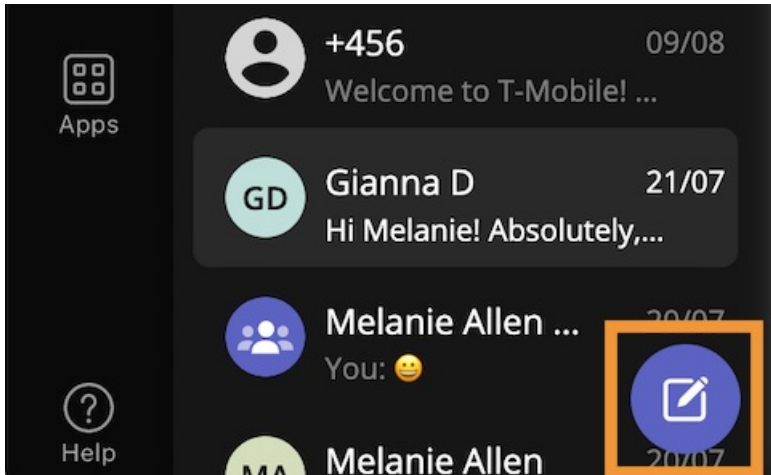
- Your organization has to enable WhatsApp Messaging Connector for it to be available in MultiLine. If not, you won't see the green WhatsApp messaging icon.
- You must add users to your contacts before you can send them a message.
- Due to WhatsApp Business policies to prevent spam:
 - To start messaging a user you haven't messaged before, you'll need to request consent, and the user must reply with consent to receive your messages. [Learn more.](https://www.whatsapp.com/legal/business-policy?lang=en) 
<https://www.whatsapp.com/legal/business-policy?lang=en> 
 - If no messages are received from the WhatsApp user within 24 hours, messages from the MultiLine user will be paused until the WhatsApp user resumes the conversation. [Learn more.](https://www.whatsapp.com/legal/business-policy?lang=en)  <https://www.whatsapp.com/legal/business-policy?lang=en> 

Send a WhatsApp Message

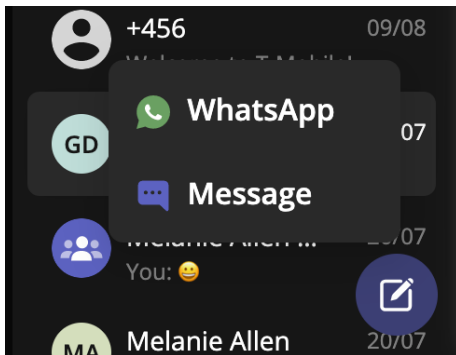
You can send a WhatsApp Message from the new message icon or from contacts details.

Send from New Message

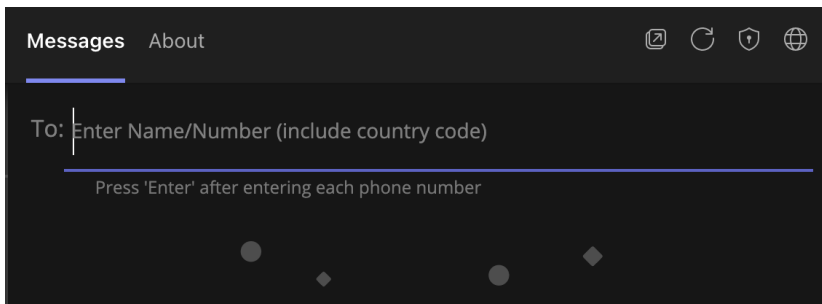
1. Select the **New Message** icon at the bottom of your message threads.



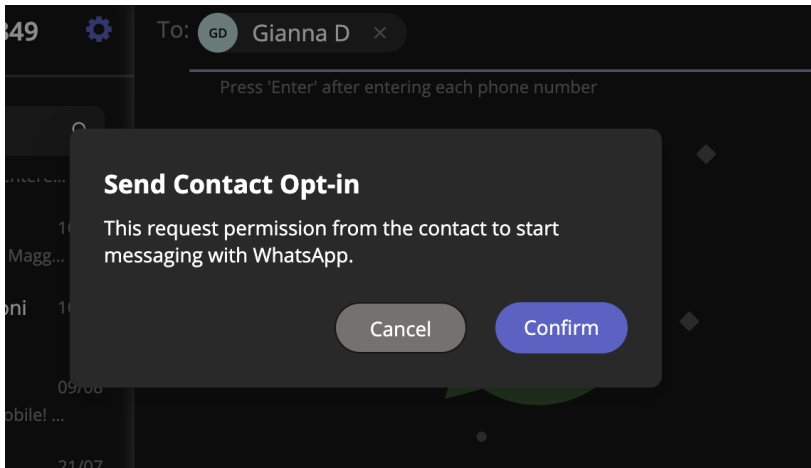
2. Select **WhatsApp**.



3. Start typing the name (if the person is in your Contacts) or number of the person you want to send a WhatsApp message.



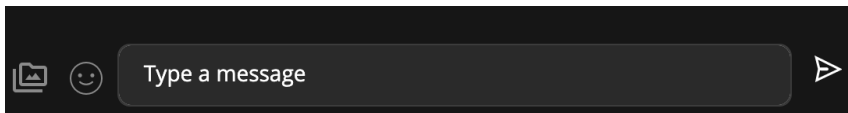
4. If you're messaging with the user for the first time select **Confirm** to send the Opt-In message. This requests permission to message the contact. The user has 24-hours to respond before you can send a reminder message.



5. Once the user replies you can send a message.

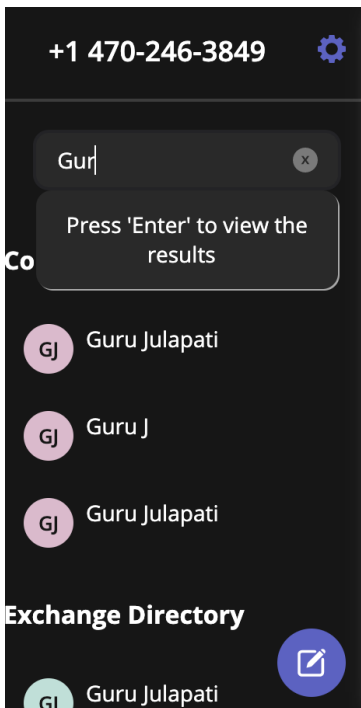
You can freely message until there has been a 24 hours since the last message. After which, your messages will be paused and held in a queue until the WhatsApp user resumes the conversation.

6. Draft your message and then select the send icon.



Message from an existing message thread

1. Use the search bar to search for user you want to send a message to.



2. Select the user, and then select the WhatsApp icon.

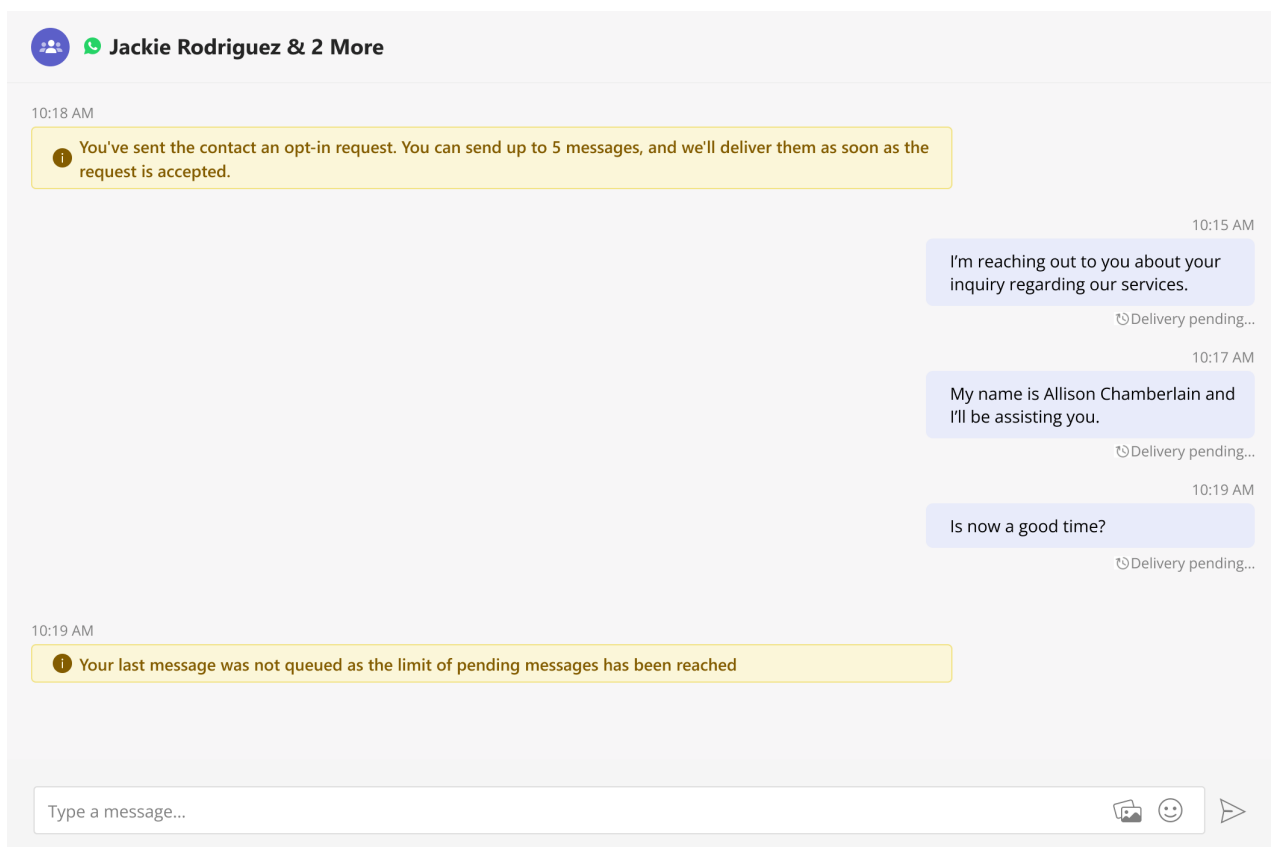


WhatsApp Message Queuing

WhatsApp Message Queueing is a feature that helps you stay productive while complying with Meta's policies for WhatsApp Business Accounts. It occurs during two scenarios:

- When you message a WhatsApp user for the first time, they must provide their consent for you to continue messaging them.
- After the WhatsApp user hasn't responded for over 24-hours the conversation session expires and they must re-initiate the conversation for you to continue messaging them.

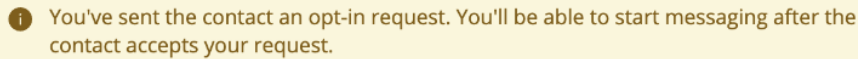
MultiLine will let you queue a number of messages that will be in the "pending status" until the WhatsApp user provides consent or re-initiates the conversation.



Opt-in

When messaging begins with a WhatsApp user, the user is asked to opt-in with the following

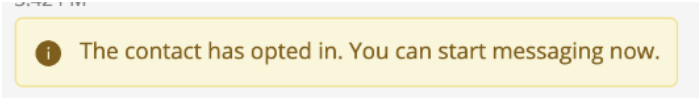
notice:



i You've sent the contact an opt-in request. You'll be able to start messaging after the contact accepts your request.

MultiLine users will see the following notice, but will be able to compose and send their messages so that they deliver after the WhatsApp user opts in.

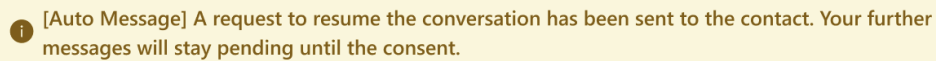
Once the WhatsApp user opts in, if the MultiLine user had not sent any messages during the pause, they'll be alerted they can start the conversation with the following notice:



i The contact has opted in. You can start messaging now.

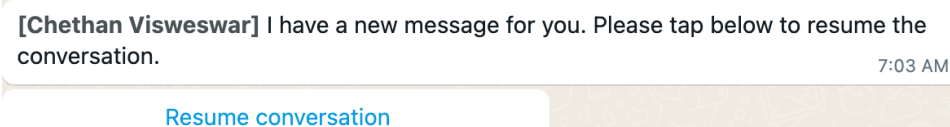
Reinitiating after 24-Hours Flow

When a MultiLine user sends a message after has been more than 24-hours since the last message received from the WhatsApp user, MultiLine users see the following notice:



i [Auto Message] A request to resume the conversation has been sent to the contact. Your further messages will stay pending until the consent.

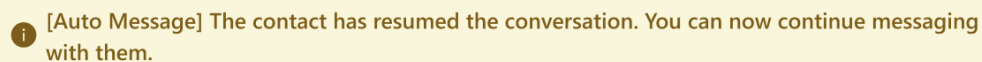
The WhatsApp user will see the template message and can select "Resume conversation" to allow the conversation to continue.



[Chethan Visweswar] I have a new message for you. Please tap below to resume the conversation. 7:03 AM

[Resume conversation](#)

When the WhatsApp user selects "Resume conversation", if there are no messages queued, the MultiLine user will see the following notice:

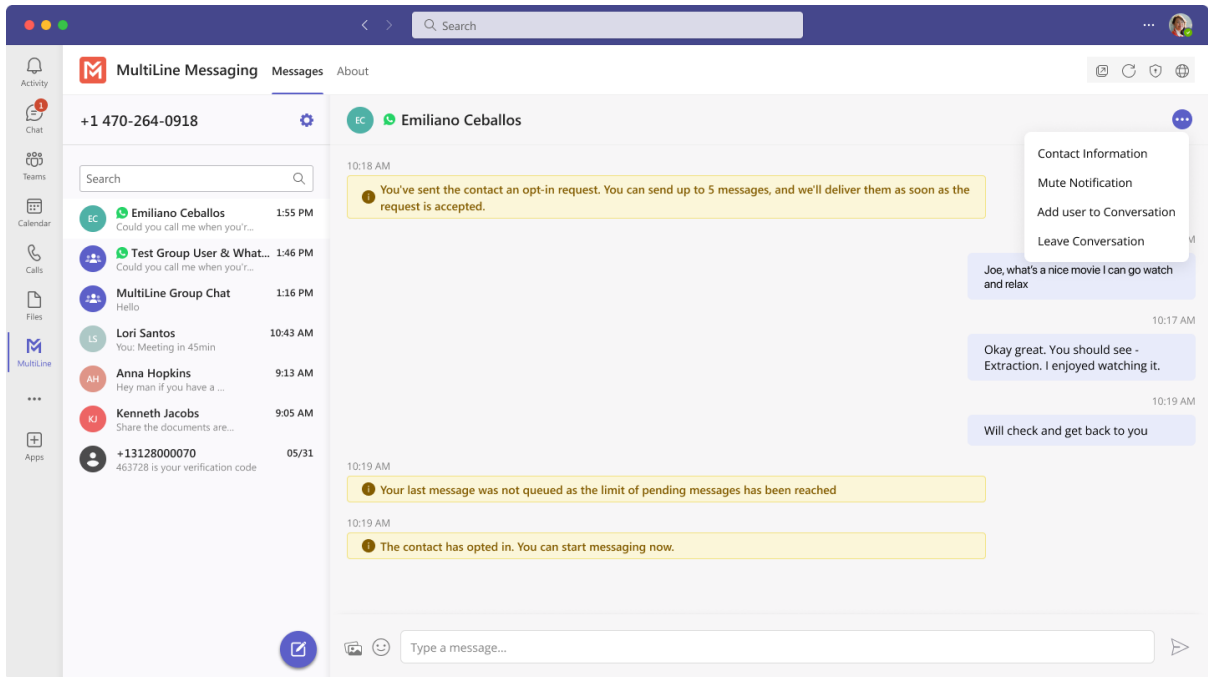


i [Auto Message] The contact has resumed the conversation. You can now continue messaging with them.

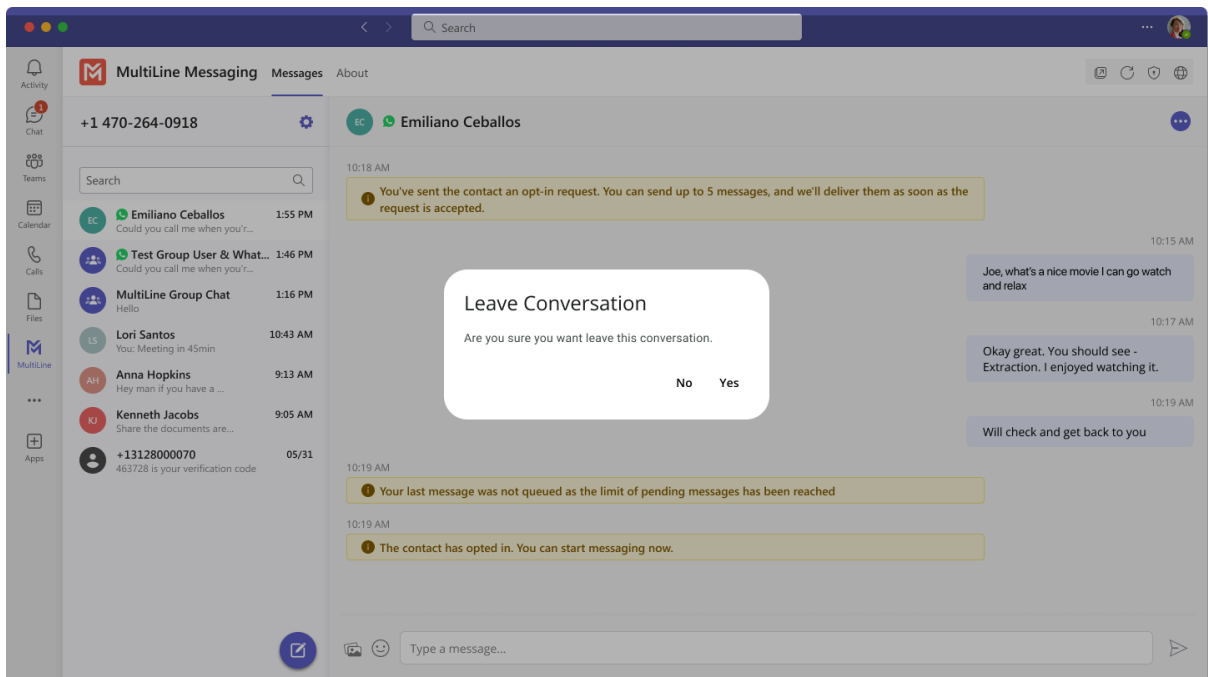
Leave a Conversation

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

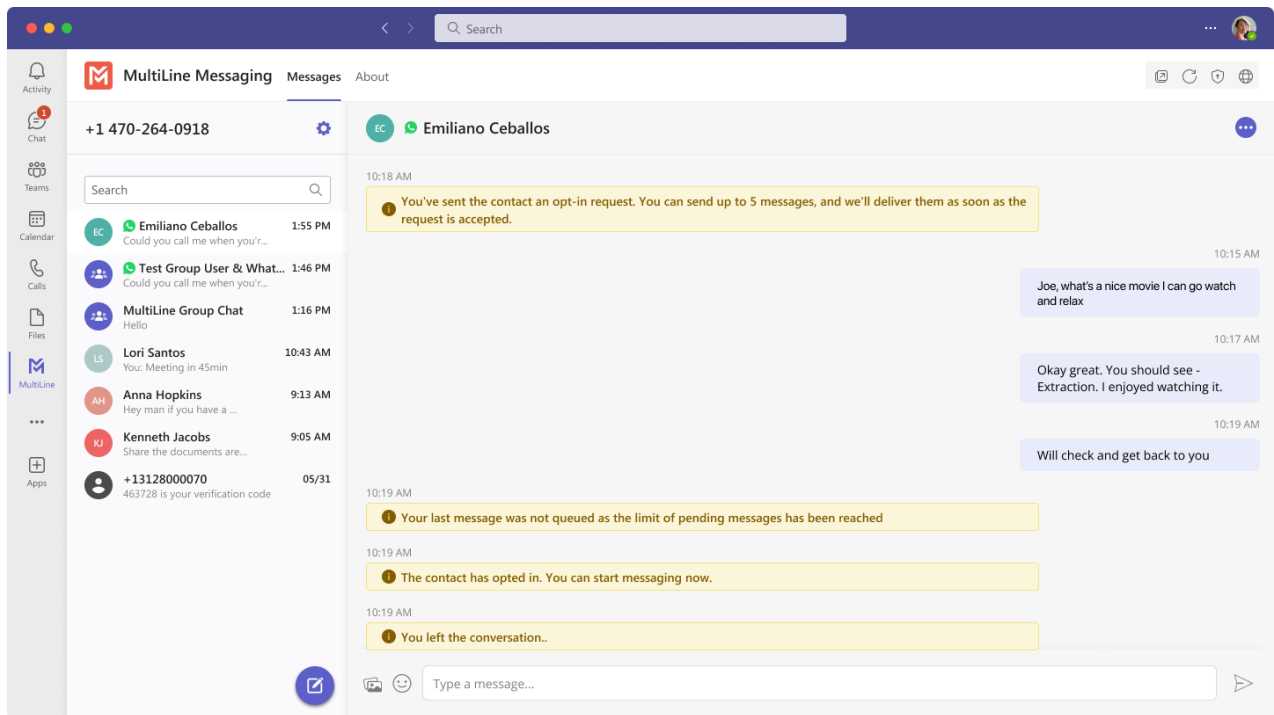
1. Go to the **Message** menu.
2. Select **Leave Conversation**.



3. Confirm you want to leave the conversation.



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



WhatsApp Group Messaging

Read on to learn about WhatsApp Group Messaging from the MultiLine Messaging app for Microsoft Teams.

Overview

You can send WhatsApp Group Messages from the MultiLine Messaging App for Microsoft Teams. This feature allows multiple MultiLine users to be in a group chat with one WhatsApp user. MultiLine users can have multiple chats and group chats with the same WhatsApp user.

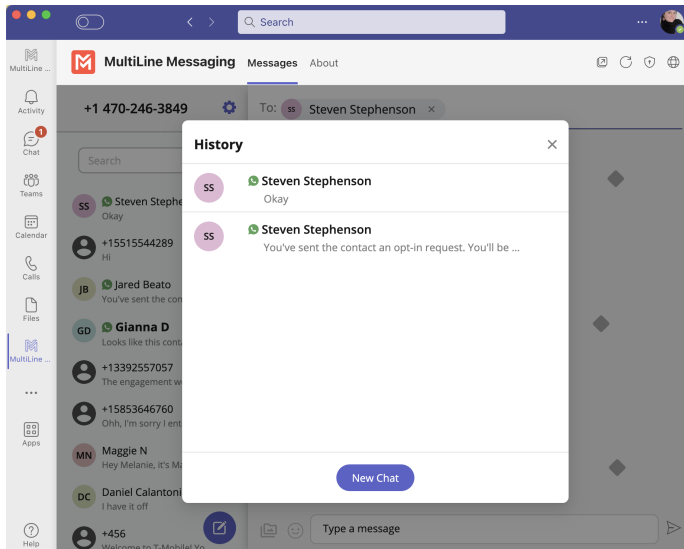
WhatsApp Group messaging supports up to 10 MultiLine users in a conversation. Users can add other users to the conversation, remove other users from the conversation, and choose to share or not share group chat history. Users can also leave the conversation and request to rejoin a conversation.

Before you start

- Users can only add MultiLine users within their region to a group conversation.

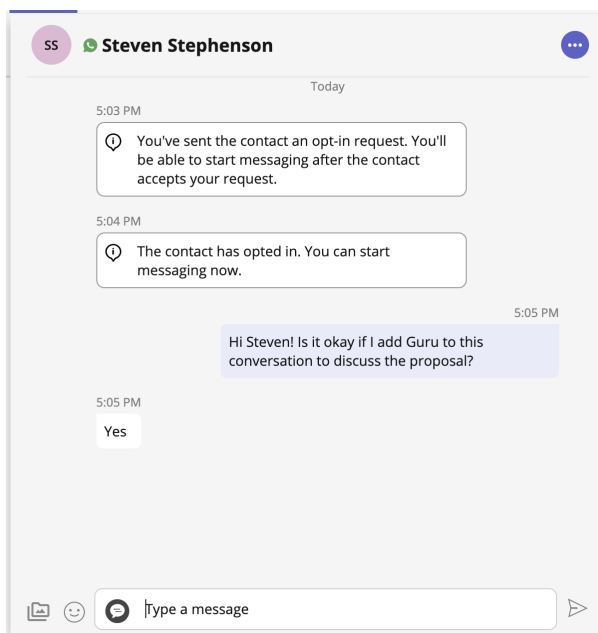
Create a new group chat

1. Select the **New Message** icon, then **WhatsApp**, or select the **WhatsApp** icon from a contact's information screen to begin.
2. If you've had a conversation with the user before, previous chats or group chats with the user will appear. Select **New chat**.

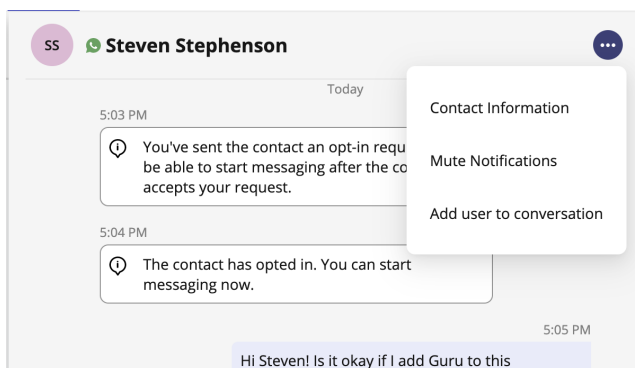


Add a participant to a 1:1 conversation

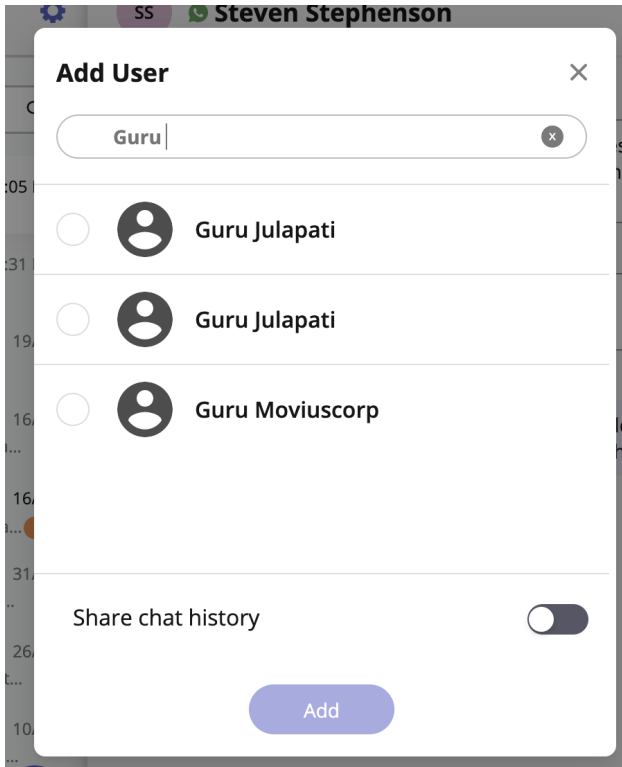
1. Select **Confirm** to send the Opt-In message. The user will be presented with the option to "Start Conversation". If selected, you'll see a message confirming the contact has opted in.



2. Select the message menu icon then select **Add user to conversation**.

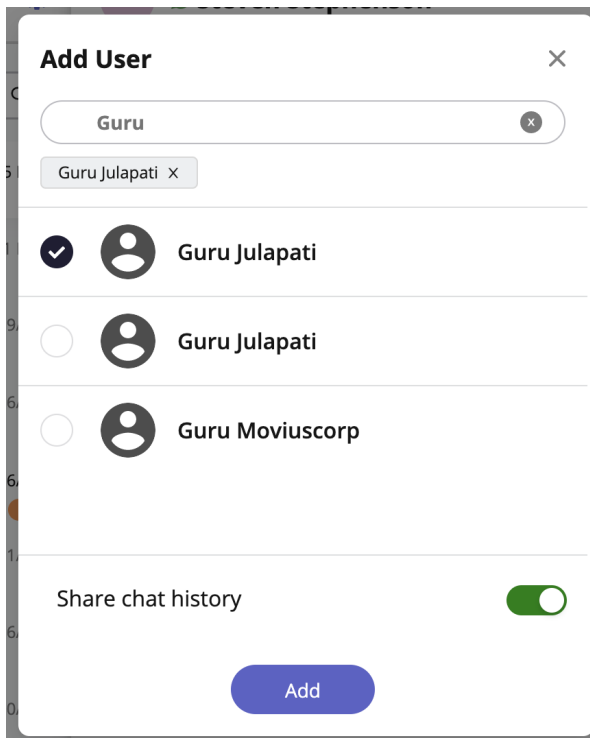


3. Use the **Search** bar to pull up a list of matching users you can add to the conversation.

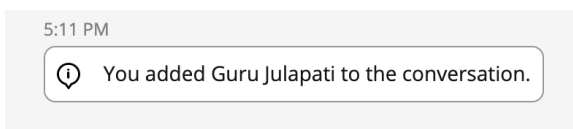


4. Add the user.

1. Select the radio button for the desired user.
2. By default, the **Share chat history** toggle is off, to share the chat history, switch the toggle to on.
3. Select **Add**.

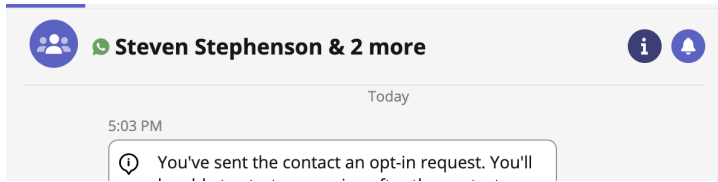


5. You'll see a confirmation message that you've added the user to the conversation.

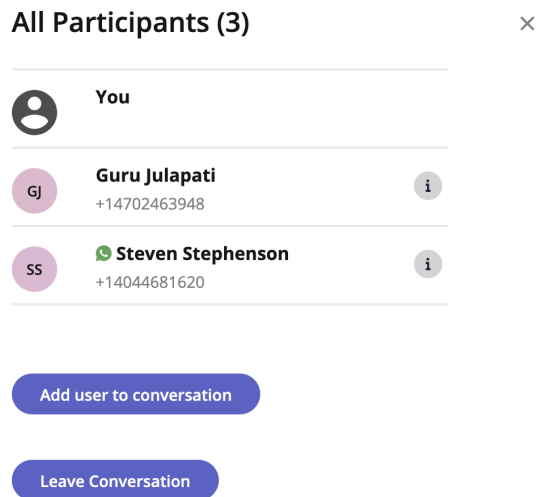


Add a participant to a group chat

1. Select the **info** icon.

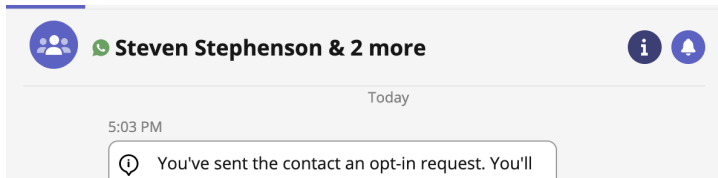


2. Select **Add user to conversation**.

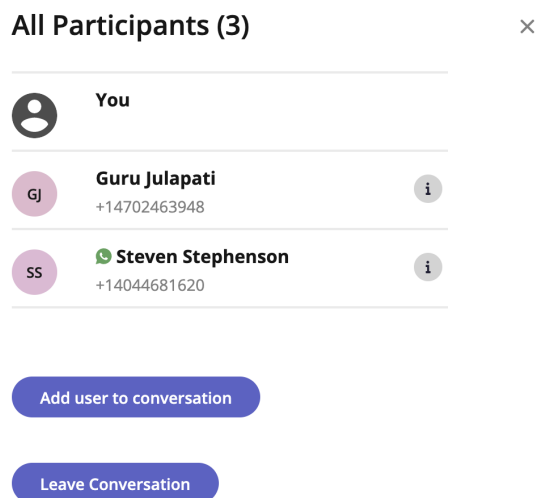


Leave a conversation

1. Select the **info** icon.



2. Select **Leave conversation**.



WhatsApp Opt-In Flow

Refer to this topic to learn what to expect when you initiate a new WhatsApp conversation.

Overview

WhatsApp Business Accounts are required to gain consent from WhatsApp users prior to messaging them. These opt-in messages are captured by the Movius platform for attestation purposes.

Before you start

- Your organization has to enable the WhatsApp Messaging channel for it to be available in MultiLine. If not, you won't see the green WhatsApp messaging icon.

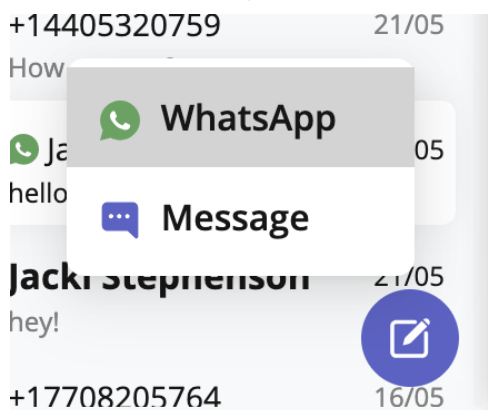
WhatsApp Opt-In Flow

When you try to send a message to a client with WhatsApp for the first time, you're required to get consent using an Opt In process.

1. To start a new WhatsApp conversation:
 1. Select the **WhatsApp** icon for a contact.

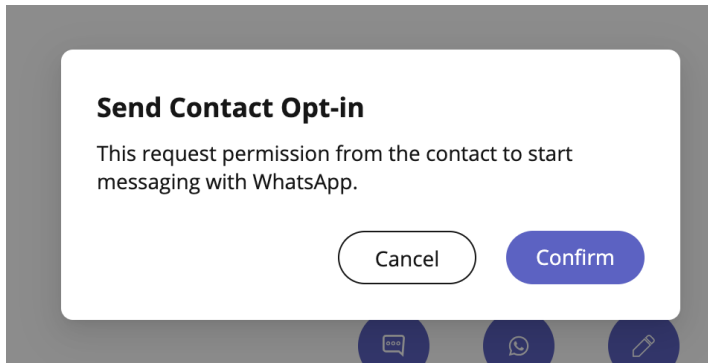


2. Select New Message, select WhatsApp, and enter the name or number of your contact.



A prompt will appear asking you if you'd like to send the contact an Opt In message

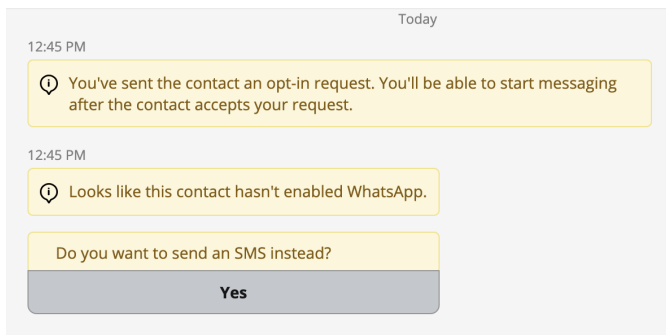
2. Select **Confirm** to send the Opt-In.



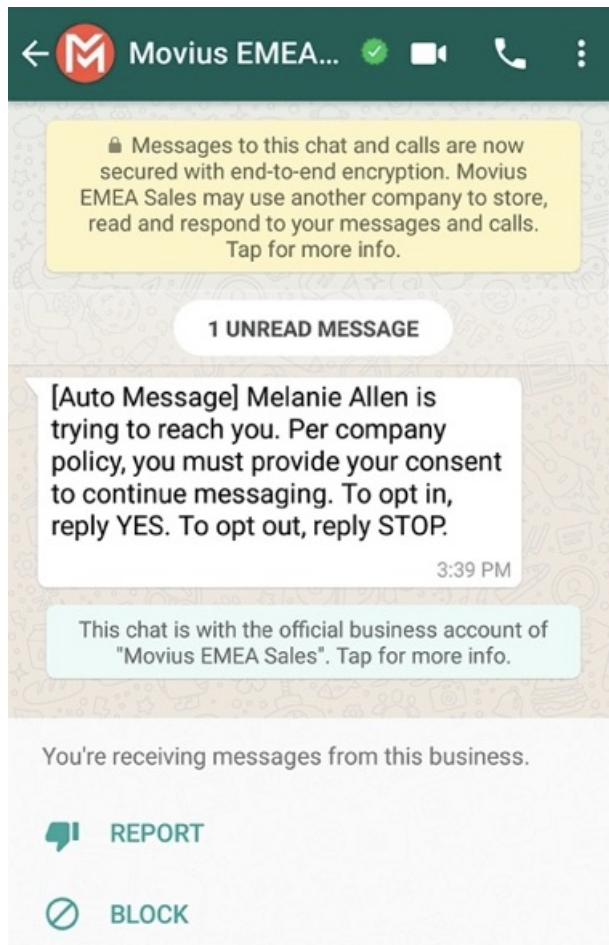
3. After opting in, you can send messages that will be paused and only sent after the user accepts the opt-in.

4. There are four possible outcomes:

1. *Contact doesn't have WhatsApp* You'll see a message letting you know your contact isn't a WhatsApp user, and ask if you'd like to send an SMS instead. Select **Yes** to go to the SMS message screen.

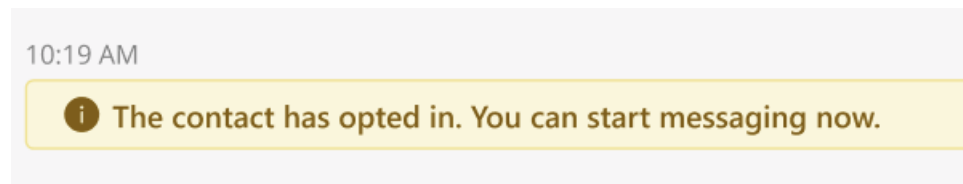


2. *Contact has WhatsApp- customer receives opt-in*



1. Contact accepts Opt-In request

1. You'll see a confirmation message letting you know the contact has chosen to opt-in.



2. Your contact will see a message letting them know they've opted-in.

- Contact rejects Opt-In request
 1. If your contact rejects the Opt-In, you'll see a message letting you know. The send message field will be disabled for the contact.
 2. The customer will be informed of their Opt-Out status, and that it is possible to Opt-In at any time by replying "yes".
- Contact doesn't respond to Opt-In request
 1. If your contact doesn't respond to the Opt-In, you'll be able to send a new one every 24 hours by selecting **Resend Opt-In Request**.

