

LINE Messaging - iOS

Last Modified on 11/01/2024 7:42 pm EDT

Read on to learn about messaging using LINE in the iOS app.

Overview

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

- MultiLine users can send LINE messages to contacts, and they can read and reply to LINE messages on the MultiLine messages screen alongside SMS and Voicemail messages.
- LINE users receive messages from the MultiLine user as coming from an official LINE business account.
- Picture messaging allows MultiLine users and LINE users to share picture messages.
- Group messaging allows multiple MultiLine users to contact a single LINE 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 LINE Messaging Connector for it to be available in MultiLine. If not, you won't see the green LINE messaging icon.
- You must add LINE users to your contacts before you can send them a message.
- To start messaging a user you haven't messaged before, you'll need to request consent, and the user must reply with consent for the conversation to proceed.
- Due to LINE Business policies to prevent spam, after a lapse of conversation, chats can become inactive until the LINE user reinitiates the conversation.

Starting new messages with LINE users

You can start a new LINE conversation from the Contact Details page. You'll be able to freely message this person until there has been a 48 hours since the last message. After which, the LINE user must reinitiate the conversation.

1. Find the contact from your Contacts tab and tap to open the Contact Details.
2. The LINE message icon will display next to messaging and calling icons. The green LINE icon will distinguish LINE messages from other message types.

Replying to LINE users

- You can reply to a LINE message by tapping the LINE icon from the Contact details page, or by finding the message thread in your message history.
 - You can have multiple message threads with a user. You can access any of your threads to reply from the History page.
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