

# Social Messaging in MultiLine Desktop

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WhatsApp, WeChat, and LINE messaging and group messaging in the MultiLine Desktop app

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## WhatsApp

Read on to learn about sending WhatsApp messages in MultiLine Desktop.

### Overview

You can send WhatsApp messages from MultiLine Desktop. These message threads will sync between Desktop and your MultiLine mobile app.

### 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)   [\(https://www.whatsapp.com/legal/business-policy?lang=en\)](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)   [\(https://www.whatsapp.com/legal/business-policy?lang=en\)](https://www.whatsapp.com/legal/business-policy?lang=en) 

### How to send a WhatsApp message

You can send a WhatsApp message from **Contact Details**.

1. Select a contact to pull up their **Contact Details**.



AG

## Anna Goldberg



Message



Call



Edit



Delete



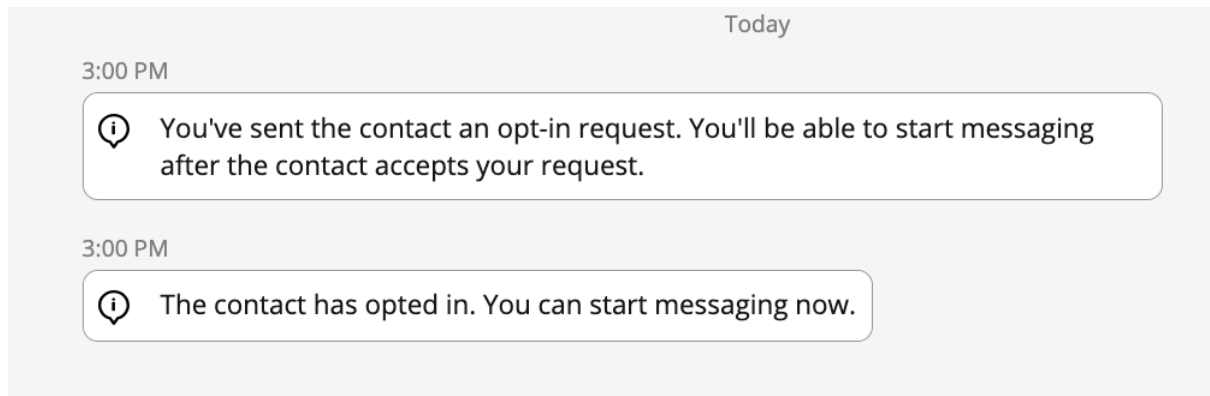
WhatsApp

### Details

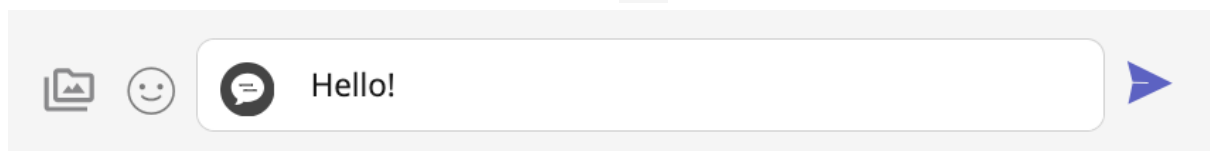
**Business Phone**

+12252777974

2. Select WhatsApp.
3. If its the first time messaging with the contact, confirm the message prompt to send the opt-in message.
4. Once the user confirms, you'll see a message letting you know you can begin messaging with the contact.



5. Type your message and select the send button  .



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.

## WeChat

Read on to learn about sending WeChat messages in MultiLine Desktop.

### Overview

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

### Before you start

- Using WeChat from MultiLine Desktop 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.

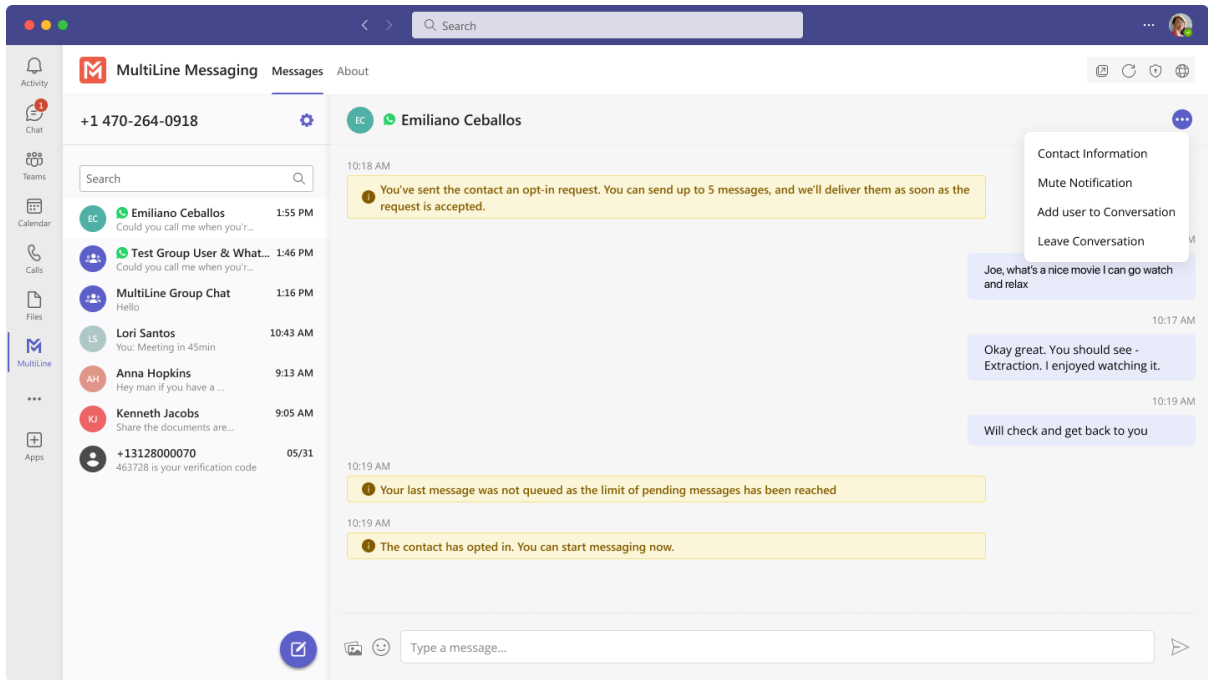
You can find your WeChat conversation with a contact by selecting the WeChat icon from the Contact details screen.

### Leave a Conversation

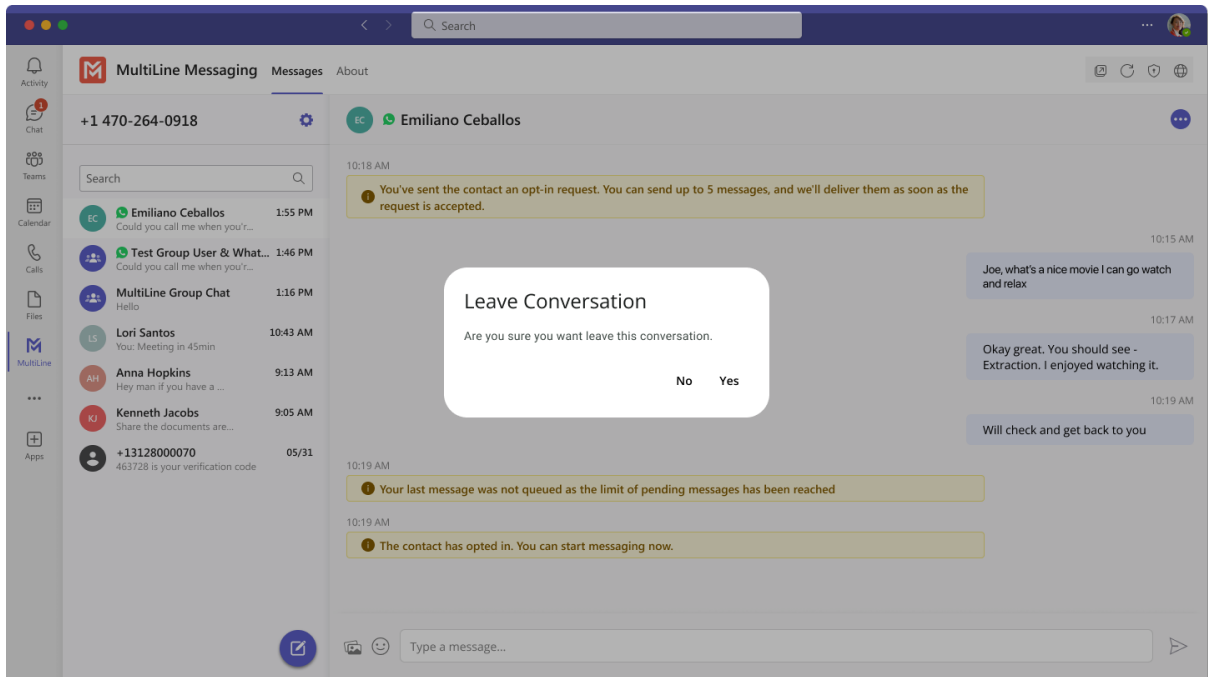
Feature becomes available in July 7th Release.

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.

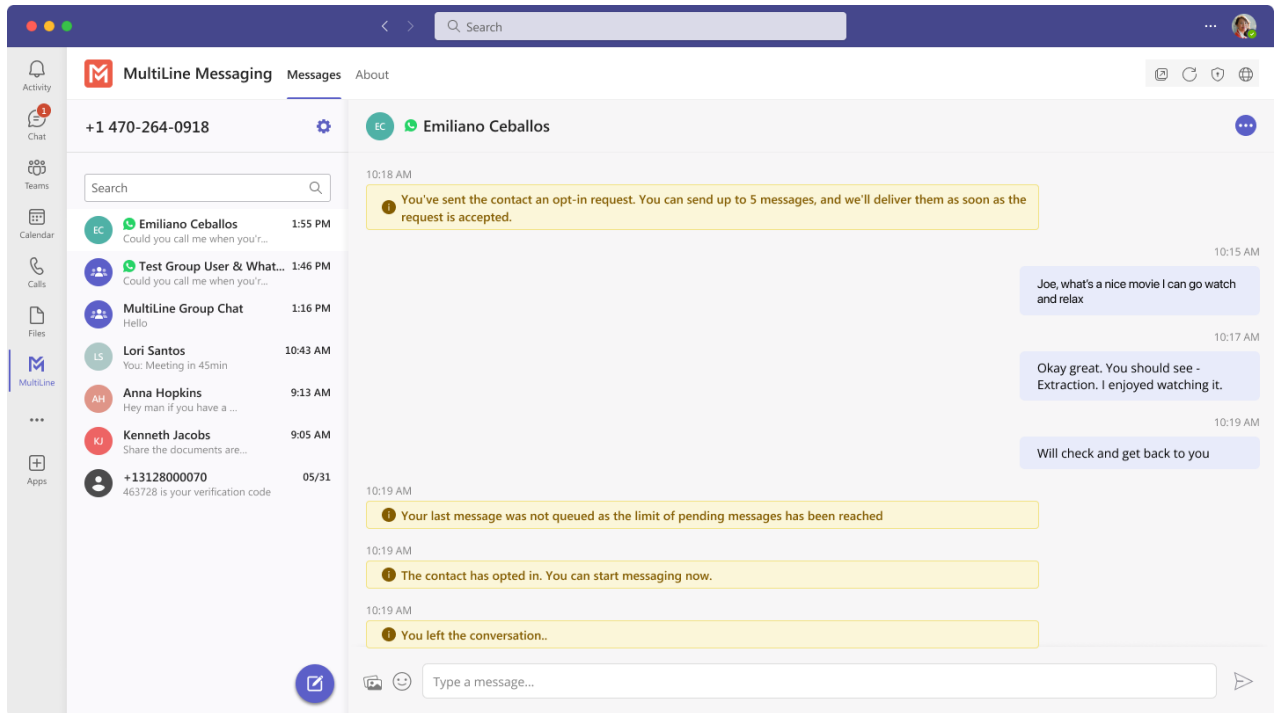
1. Select the **Message** menu.
2. Select **Leave Conversation**.



3. Confirm you want to leave the conversation.



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



## LINE

Read on to learn about LINE messaging from the MultiLine Desktop app.


### Overview

MultiLine for Desktop allows you to message with LINE users. The LINE user must initiate the chat.

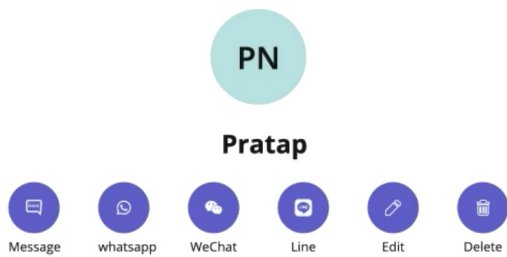
### Before you start

- Using LINE from MultiLine for Desktop requires it to be enabled by your MultiLine administrator.
- LINE users must initiate the conversation.

### Messaging with WeChat users

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

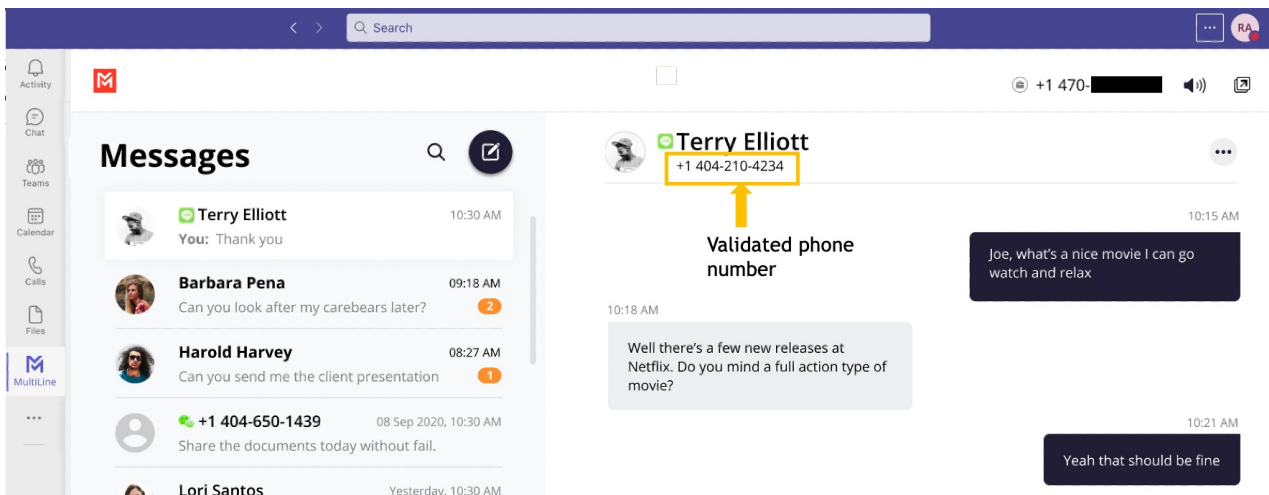
You can find your LINE conversation with a contact by selecting the LINE icon from the Contact details screen.



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

## Validated Phone Number feature

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

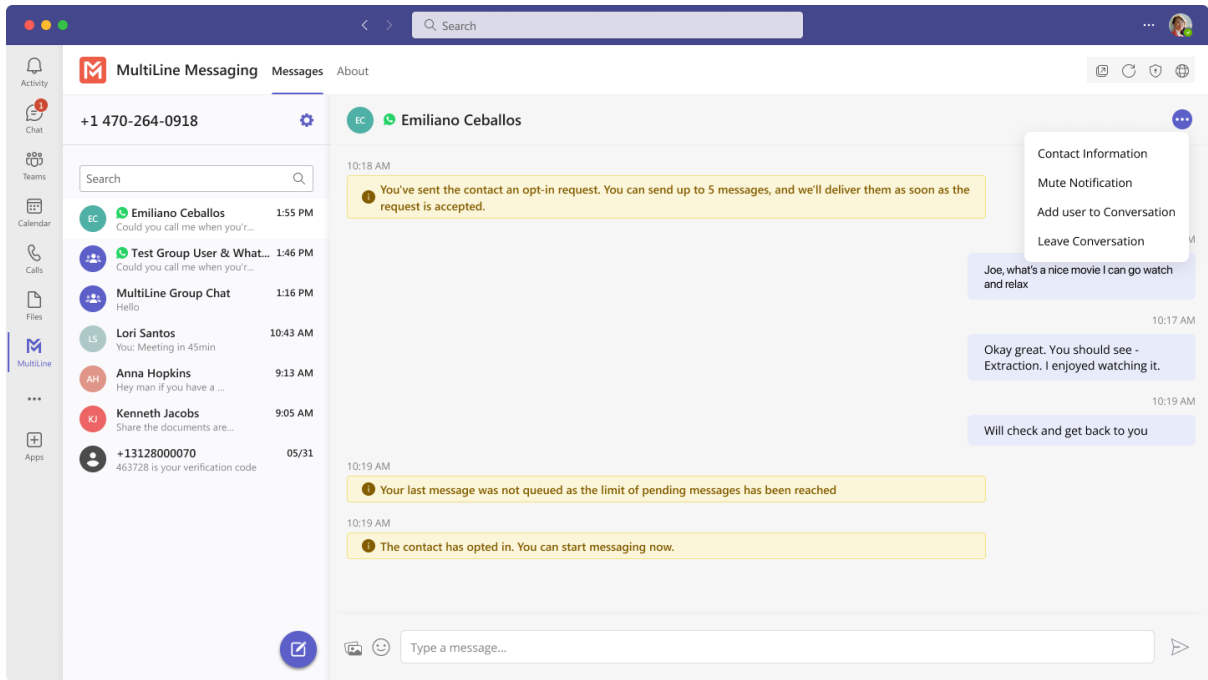


## Leave a Conversation

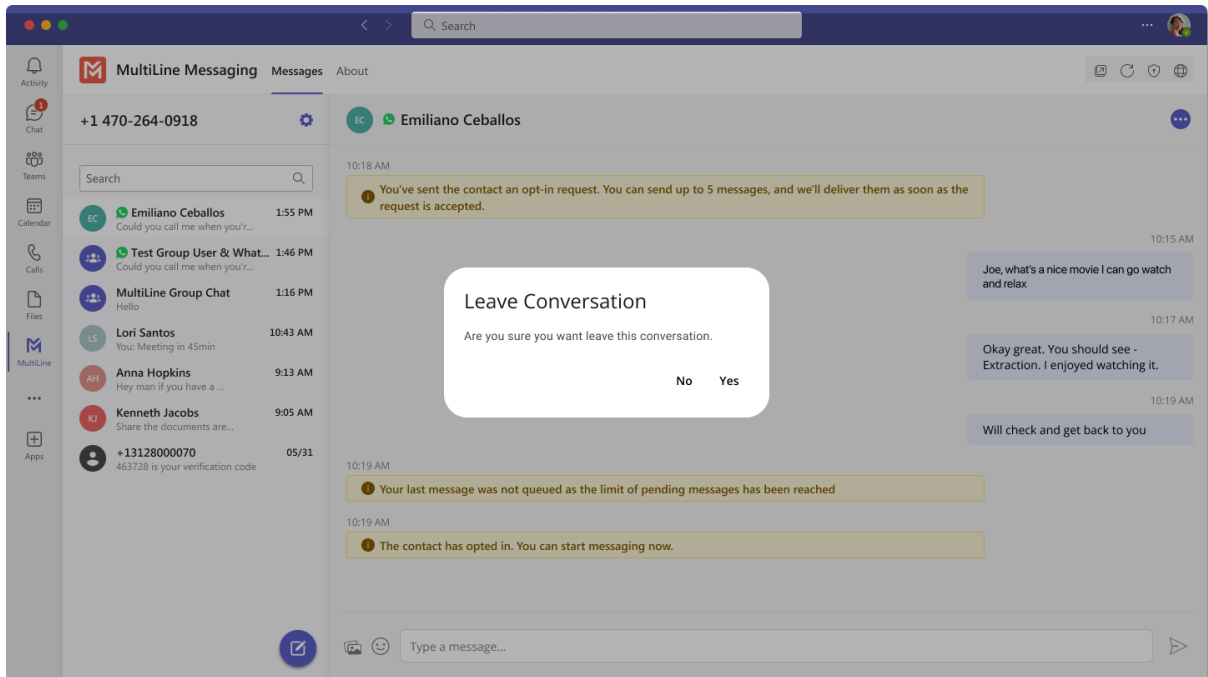
This feature will be available after July 7th Release.

LINE limits the number of business users who can speak with LINE users. To allow other people in your business to message with a LINE 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.

MultiLine Messaging Messages About

+1 470-264-0918

Emiliano Ceballos 1:55 PM  
Could you call me when you'r...

Test Group User & What... 1:46 PM  
Could you call me when you'r...

MultiLine Group Chat 1:16 PM  
Hello

Lori Santos 10:43 AM  
You: Meeting in 45min

Anna Hopkins 9:13 AM  
Hey man if you have a ...

Kenneth Jacobs 9:05 AM  
Share the documents are...

+13128000070 05/31  
463726 is your verification code

Emiliano Ceballos

10:18 AM  
You've sent the contact an opt-in request. You can send up to 5 messages, and we'll deliver them as soon as the request is accepted.

10:15 AM  
Joe, what's a nice movie I can go watch and relax

10:17 AM  
Okay great. You should see - Extraction. I enjoyed watching it.

10:19 AM  
Will check and get back to you

10:19 AM  
Your last message was not queued as the limit of pending messages has been reached

10:19 AM  
The contact has opted in. You can start messaging now.

10:19 AM  
You left the conversation..

Type a message...