WhatsApp Messaging

Topics on using MultiLine for WhatsApp business messaging connector.

Users of the WhatsApp business messaging connector are able to speak with WhatsApp users from an official WhatsApp Business profile within the MultiLine application or from integrations such as Microsoft Teams. The application automates any required compliance flows, so all users must do is start messaging with their contacts using the application.

WhatsApp Messaging

Read on to learn about sending and replying to messages with WhatsApp Messaging Connector.

Overview

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.
- 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. Messages will be queued and sent once the WhatsApp user opts in.
- Due to WhatsApp Business policies to prevent spam, after a lapse of conversation, chats can become inactive. Messages will be queued and sent once the WhatsApp user reinitates the conversation.

### Starting new conversations with WhatsApp users

You can start a new WhatsApp conversation from the Contact Details page. You'll be able to freely message this person until there has been a 24 hours since the last message. After which, your messages will be held in a queue until the WhatsApp user reinitiates the conversation.

1. Find the contact from your Contacts tab and tap to open the Contact Details.

2. The WhatsApp message icon will display next to messaging and calling icons. The green WhatsApp icon will distinguish WhatsApp messages from other message types.
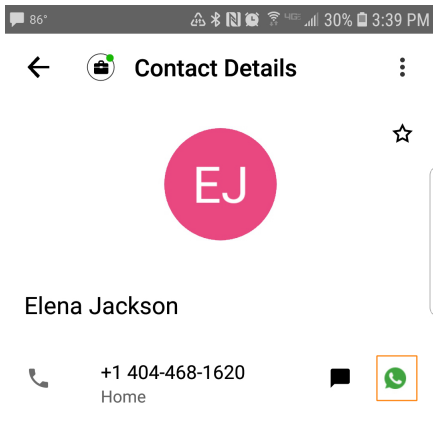
3. The first time you send a message, you'll be asked permission to send the opt-in message. After sending the opt-in message, a new WhatsApp messaging thread is created that you can return to any time by going to your Messages tab on MultiLine
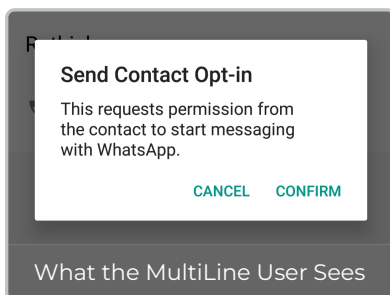

Note: the WhatsApp user must reply to the opt-in message to affirm their consent before you can proceed to message.

What the WhatsApp user sees
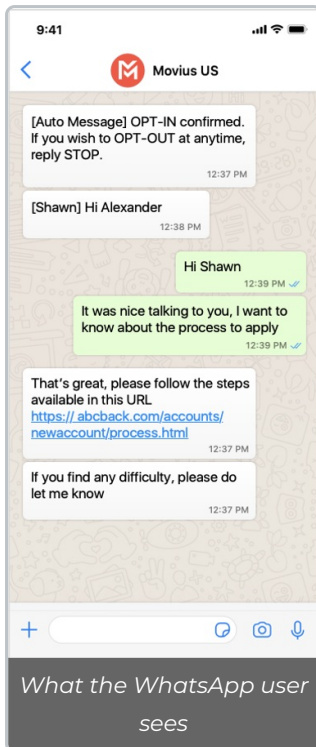
5. After the guest provides their consent, you can freely message the user until there has been 24 hours since you or the guest has sent a message. If more than 24 hours pass, the guest will need to reinitiate the conversation. *Note: A guest can always freely message you.*

Replying to WhatsApp messages

- You can reply to a WhatsApp message by tapping the WhatsApp 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.
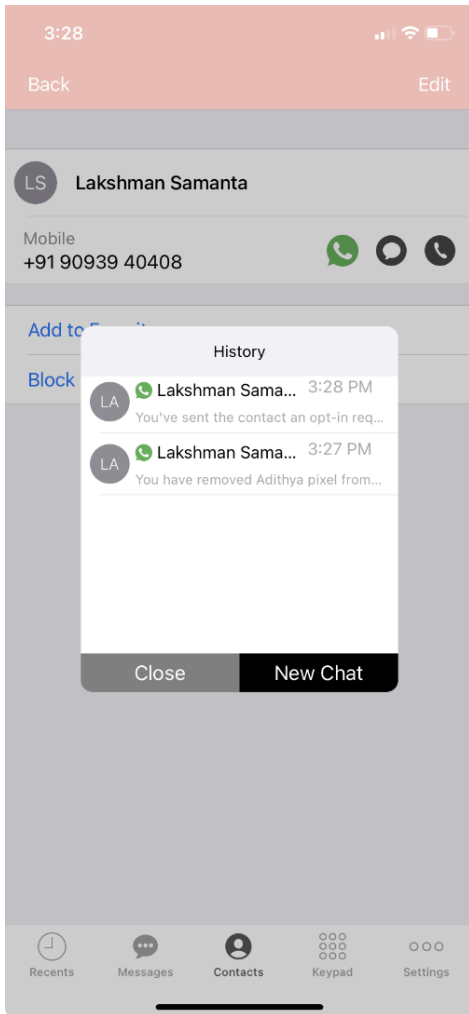
- If it has been less than 24 hours since the last message, you can message freely, but otherwise your messages will be held in a queue until the user reinitiates the conversation.
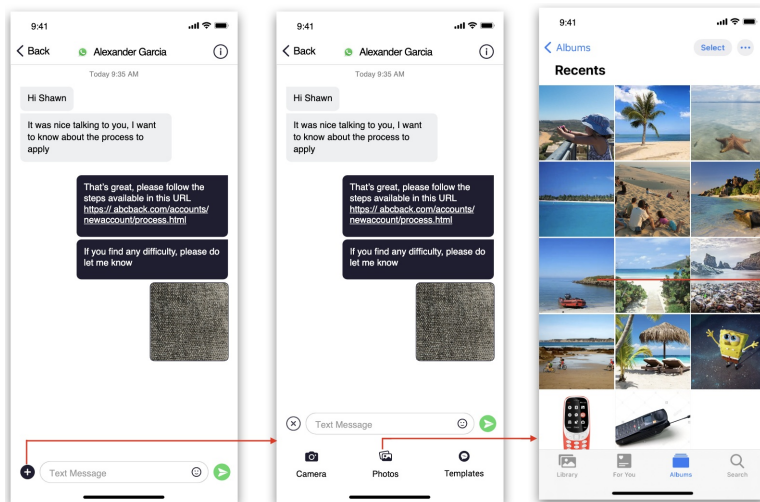
Sending Picture Messages

1. Tap the **Expand '+'** icon to reveal the menu.

Camera option
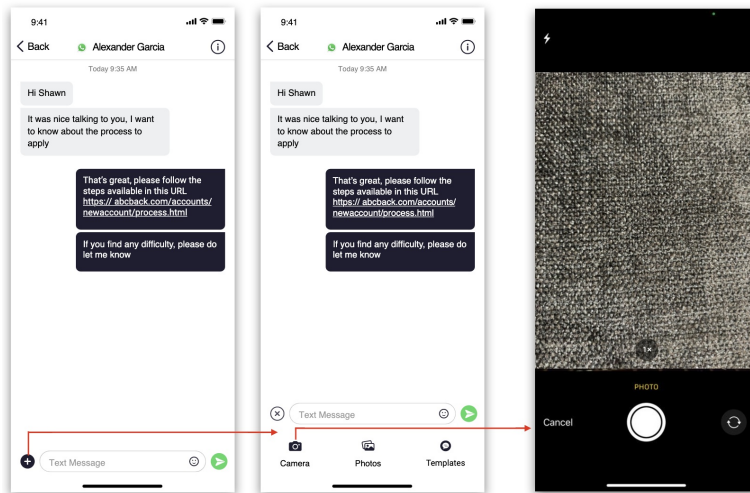
Note: You have the option to retake or cancel before sending.

Photo Library Option

WhatsApp Group Messages

Read on to learn about group messaging with WhatsApp Messaging Connector in the MultiLine iOS app.

Overview

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 the participant, or restart a conversation with that user.
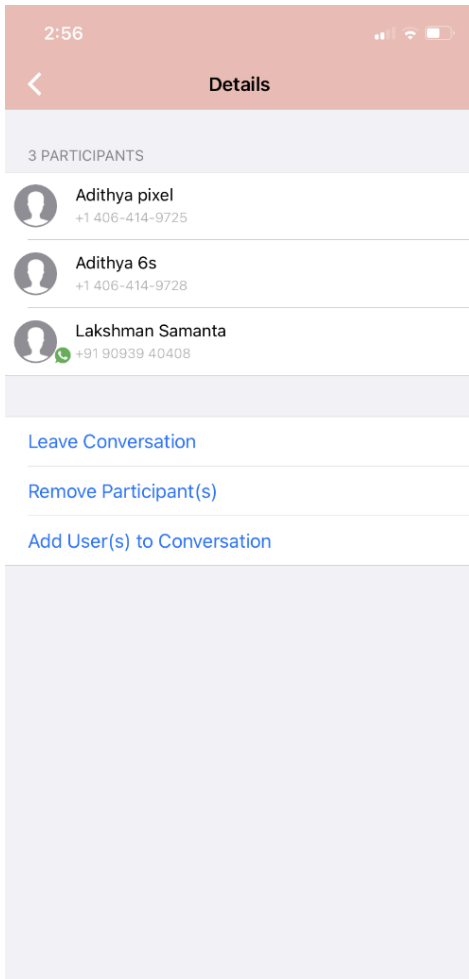
Create a Group Message

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. For iOS, select the Information icon. For Android, select the Settings menu icon.
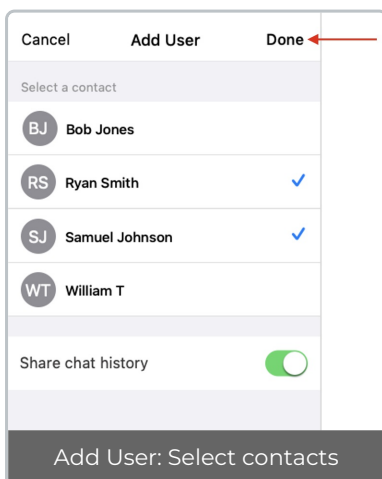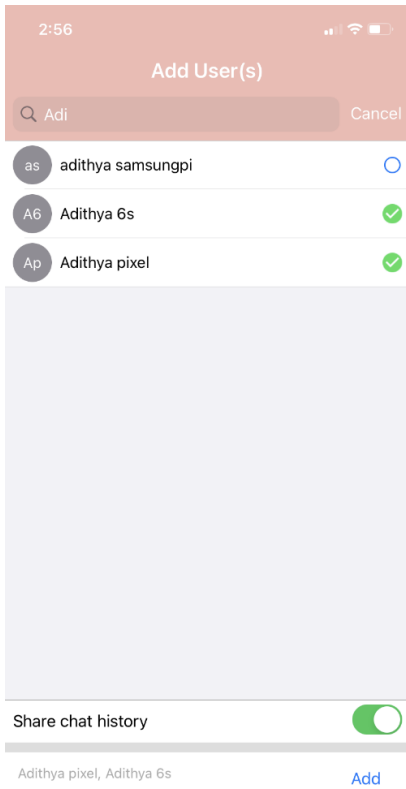

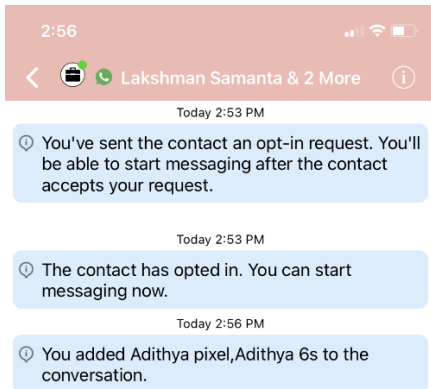Choose Information Icon
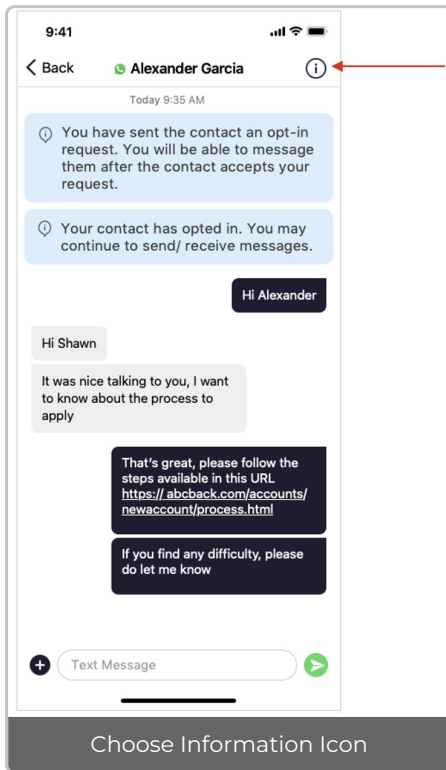
2. Select **Add User to Conversation**.

3. Select participants.

> Note: Only MultiLine users in your sub-organization that are enabled with the WhatsApp Business Messaging Connector will display.
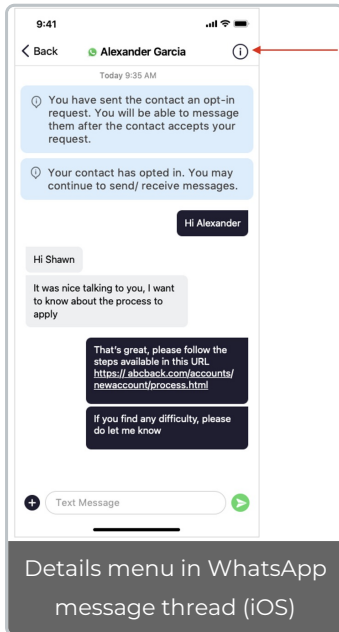
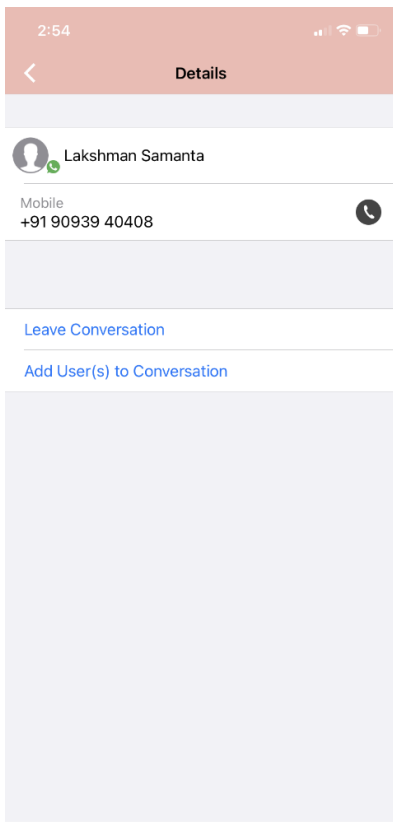4. The participants will be added to the group chat.

Leave a group chat

To leave a conversation, open the existing WhatsApp conversation.

1. The **Details** menu is in the upper righthand menu. For iOS, select the Information icon. For Android, select the Settings menu icon.
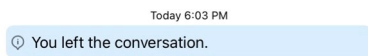
Details menu in WhatsApp
message thread (iOS)

2. Select **Leave Conversation**.

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

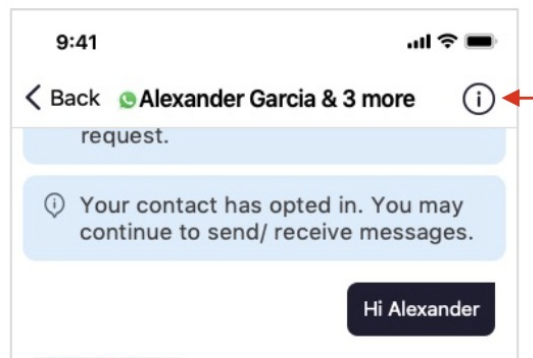Automated Message to WhatsApp User: User left the chat
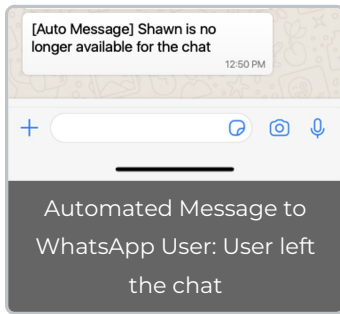
4. You will see an automated message that you've left the chat.

Today 6:03 PM
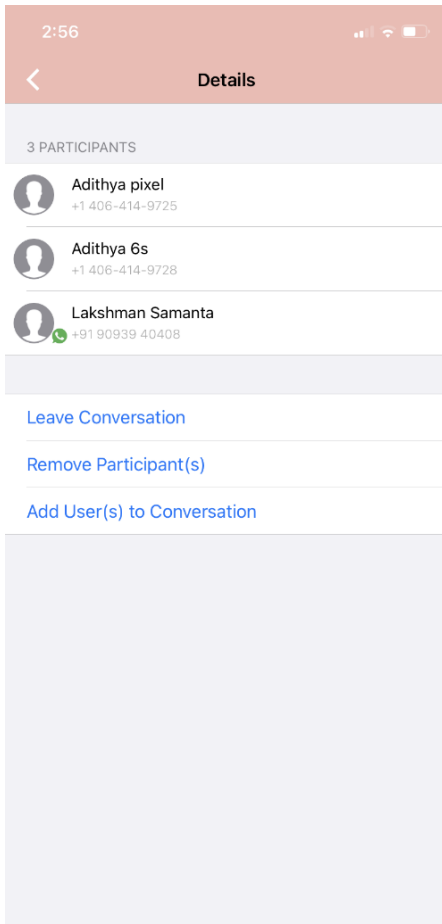
ⓘ You left the conversation.
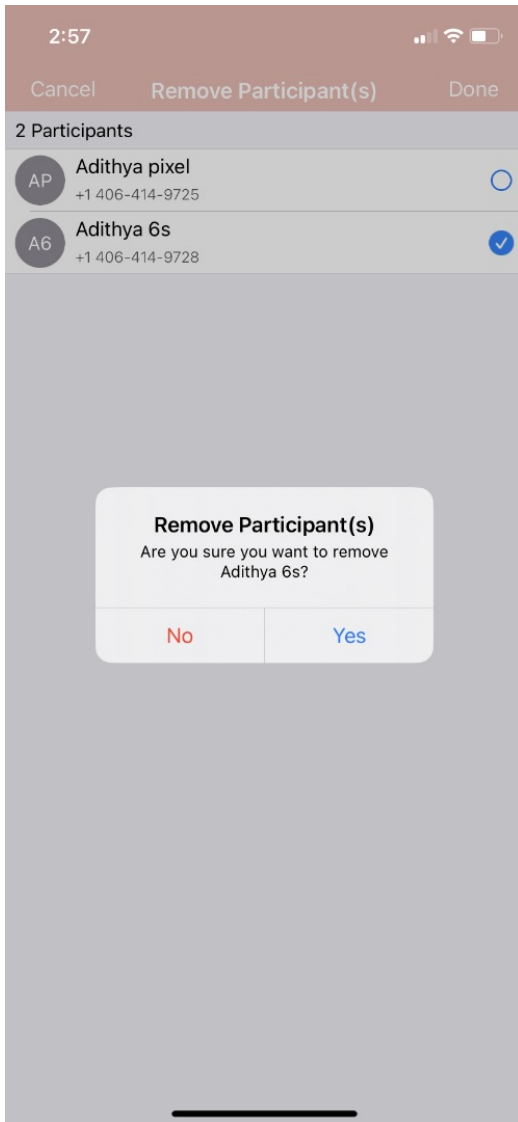
Remove a participant

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

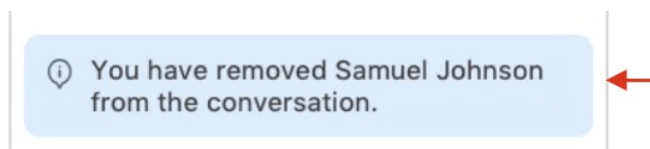2. Tap the **Remove Participant** option.

3. Select the participant you want to remove and then tap **Done**.
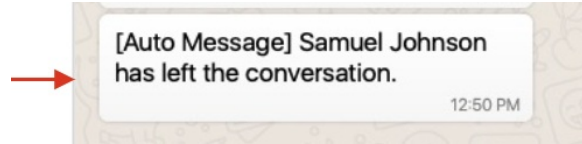
4. Confirm with **Yes**.

You will see:

Other MultiLine users in the group chat will see:

① Your colleague Shawn Michaels has removed Samuel Johnson from the conversation.

The WhatsApp user will see:

[Auto Message] Samuel Johnson has left the conversation.
12:50 PM

The MultiLine user you removed will see:

① 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 WhatsApp message icon in the Contact's details.