

# WhatsApp Template Message in MultiLine Desktop

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Read on to learn about sending a WhatsApp template message in MultiLine Desktop.

## Overview

WhatsApp Business policies enforce a rule that if a consumer has not replied to a business for a span of 24-hours, that the business can only message using predefined WhatsApp template messages. These messages have been vetted by Meta as to not contain spam, promotional messages, or other prohibited content.

## Before you start

- Template messages in the screenshots in this instruction are for display only and may not represent the messages available in your MultiLine Desktop experience.

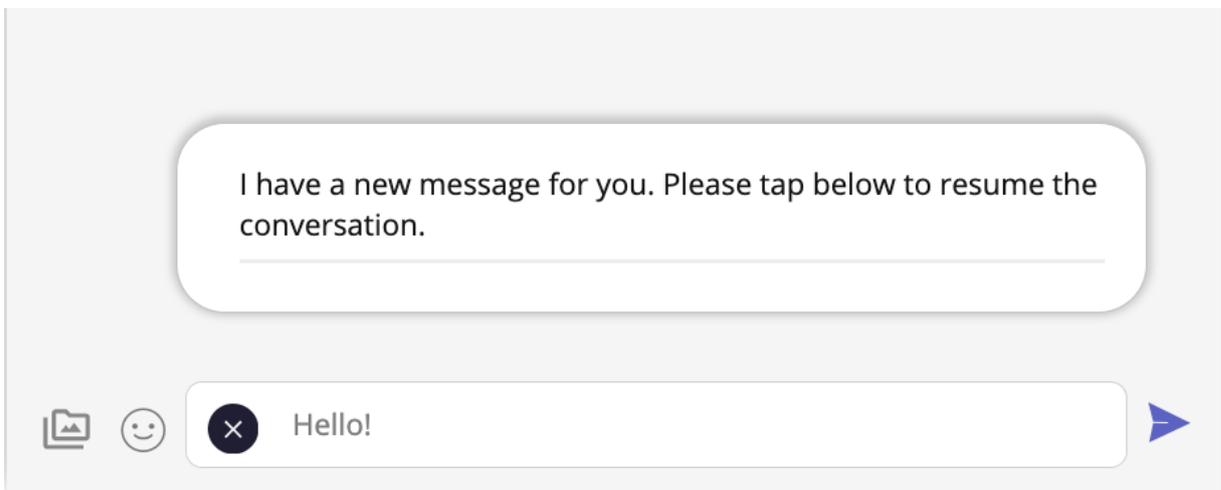
## How to send a template message

The template message icon is inside the message field window.

1. Select the template message icon  .



2. Available messages will appear in a bubble. Select the desired message.



3. The message field will populate with your message. Select send to send the message.



I have a new message for you. Please tap below to resume the conversation.

