WhatsApp Group Messaging - Microsoft Teams Connector

Last Modified on 11/29/2023 5:20 pm EST

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 (coming soon!), 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**.
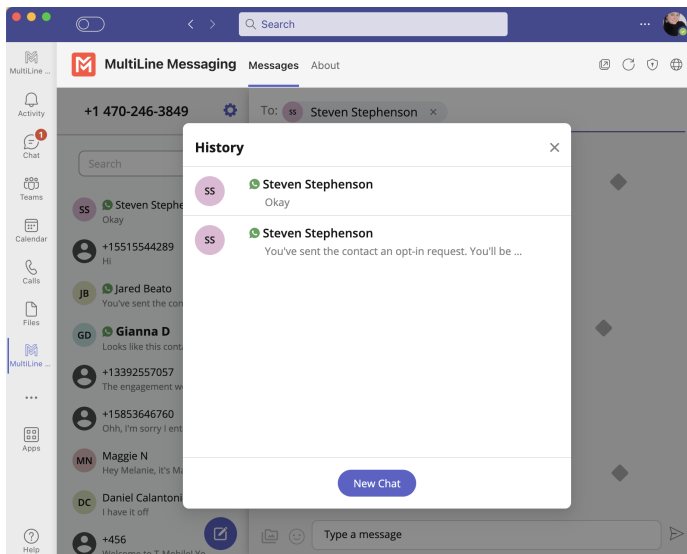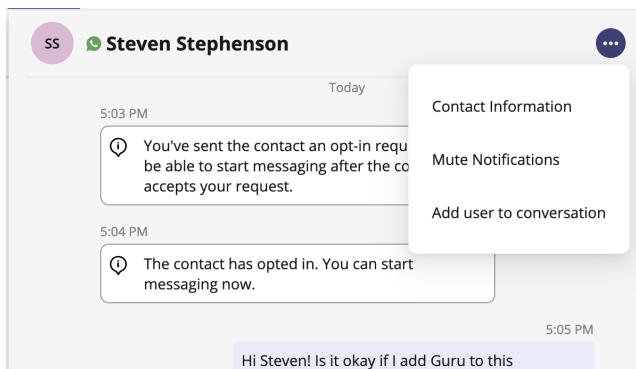

Add a participant to a 1:1 conversation

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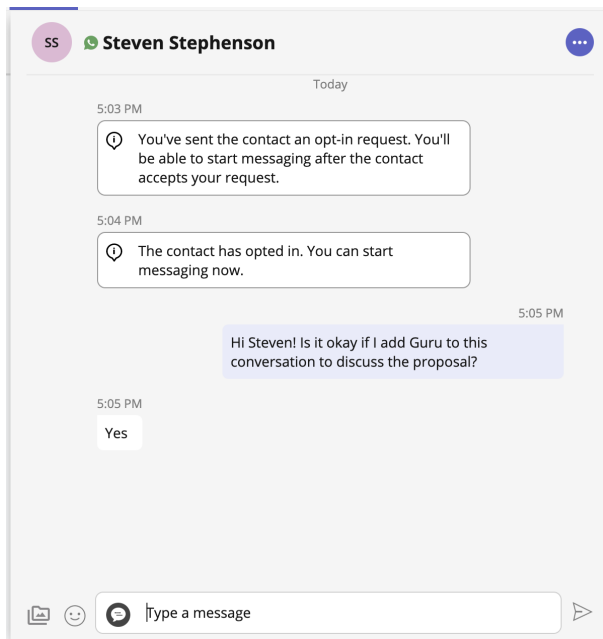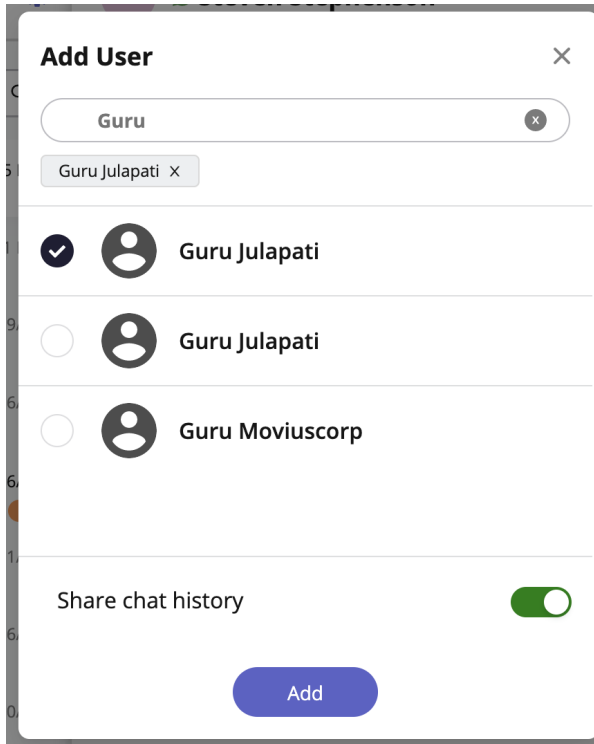
2. Select the message menu icon then select **Add user to conversation**.
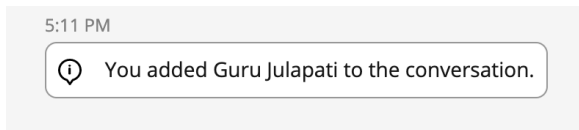

3. Use the **Search** bar to pull up a list of matching users you can add to the conversation.
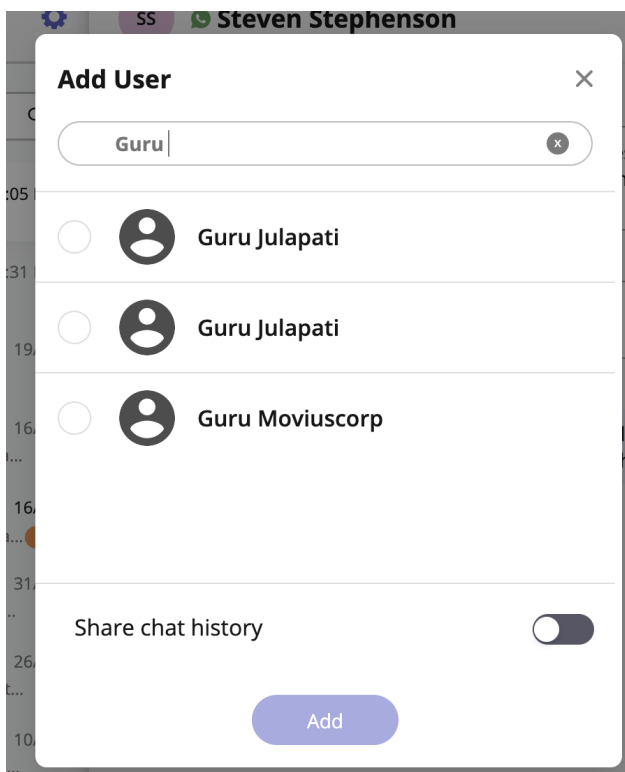
4. Add the user.
    1. Select the radio button for the desired user.
    2. By default, the **Share chat history** toggle is off, to share the chat history, switch the toggle to on.
    3. Select **Add**.

Add User   ×

Guru   ⊗

Guru Julapati ✕

✓ 👤 Guru Julapati

○ 👤 Guru Julapati

○ 👤 Guru Moviuscorp

Share chat history   🟢

Add

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

5:11 PM

ⓘ You added Guru Julapati to the conversation.

Add a participant to a group chat

1. Select the **info** icon.

👥 💬 **Steven Stephenson & 2 more**   ⓘ 🔔

Today

5:03 PM

ⓘ You've sent the contact an opt-in request. You'll
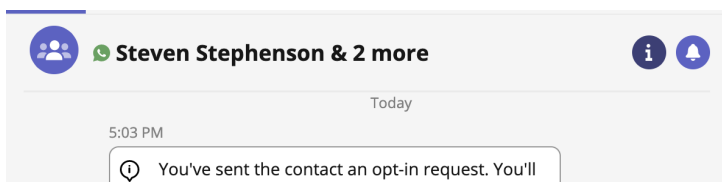
2. Select **Add user to conversation**.

All Participants (3)   ✕

👤 **You**

GJ **Guru Julapati**
   +14702463948   ⓘ

SS 💬 **Steven Stephenson**
   +14044681620   ⓘ

[Add user to conversation]

[Leave Conversation]

Leave a conversation

1. Select the **info** icon.

   👥 💬 **Steven Stephenson & 2 more**   ⓘ 🔔

   ――――――――――― Today ―――――――――――

   5:03 PM

   ⓘ You've sent the contact an opt-in request. You'll

2. Select **Leave conversation**.

   All Participants (3)   ✕

   👤 **You**

   GJ **Guru Julapati**
      +14702463948   ⓘ

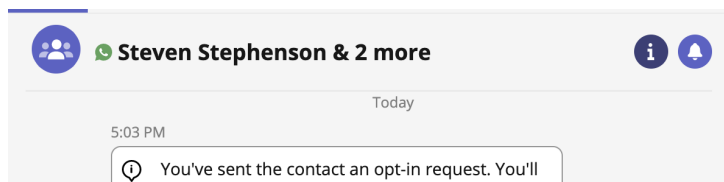   SS 💬 **Steven Stephenson**
      +14044681620   ⓘ

   [Add user to conversation]

   [Leave Conversation]