



WhatsApp Business for Global Relay

Country Capabilities Guide



Global Relay App US Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	✓ ¹	✓
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ²	✓	✓	✓

SUMMARY INFORMATION

- Country code +1
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

CORPORATE PHONES

¹Text (SMS) is captured via carrier partners

²SEARCH

Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App UK Capability Guide



	BYOD	Corporate	Landline
Voice	✓	carrier	-
Text	✓	✓ ¹	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ²	✓	✓	✓

SUMMARY INFORMATION

- Country code +44
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

CORPORATE PHONES

¹Text (SMS) is captured via carrier partners

²SEARCH

Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Puerto Rico Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +1
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Canada Capability Guide



	BYOD	Corporate	Landline
Voice	✓	carrier	-
Text	✓	✓ ¹	✓
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ²	✓	✓	✓

SUMMARY INFORMATION

- Country code +1
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

CORPORATE PHONES

¹Text (SMS) is captured via carrier partners

SEARCH

²Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Australia Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +61
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Ireland Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +353
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App France Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +33
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Switzerland Capability Guide



	BYOD	Corporate	Landline
Voice	-	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	-	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +41
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic text (default)
- International text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Lithuania Capability Guide



	BYOD	Corporate	Landline
Voice	-	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	-	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +370
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic text (default)
- International text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Netherlands Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +31
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Germany Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +49
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Hong Kong Capability Guide



	BYOD	Corporate	Landline
Voice	-	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	-	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +852
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic text (default)
- International text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Singapore Capability Guide



	BYOD	Corporate	Landline
Voice	-	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	-	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +65
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic text (default)
- International text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App Isreal Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +972
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email



Global Relay App South Africa Capability Guide



	BYOD	Corporate	Landline
Voice	✓	-	-
Text	✓	-	-
WhatsApp	✓	✓	✓
IM	✓	✓	✓
Voice Rec.	✓	-	-
Search ¹	✓	✓	✓

SUMMARY INFORMATION

- Country code +27
- Number porting with customer retaining ownership
- Porting of corporate number to BYOD number available
- Domestic voice & text (default)
- International voice & text
- Carrier (mobile) Data or Wifi enabled
- Messaging API
- Android, iOS, & Desktop

ADMINISTRATION

- Assign / Reassign phone numbers to employees
- Company Disclaimers
- Client Opt- Out service (GDPR/privacy)
- MDM support

SEARCH

¹ Mobile and desktop access to GR App data; all Connector data and corporate email