WeChat at Work
企业微信平台概观

Platform Overview
by Grata.co

Contents

内容

What is WeChat at Work?
什么是企业微信?

WeChat at Work is a separate app
企业微信是独立的APP

Personal Users
个人用户

Download WeChat
使用微信

Chat with anyone
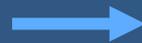添加任何朋友

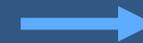Follow your Subscription or Service Account
关注您的订阅号或服务号

Your Employees
您的团队

Download WeChat at Work
使用使用企业微信

Chat with verified employees
公司内部通讯录聊天

Follow your Work Account
关注您的企业微信号

WeChat at Work is WeChat plus:
企业微信是微信基础上增加：

User Management
用户管理

Targeted Messaging
目标发消息

Business Tools
对公工具

Company App Store
公司配置应用

Enhanced Security
升级安全及保密

Admin controls
强大的管理功能

App layout | APP界面

Home screen | 首页
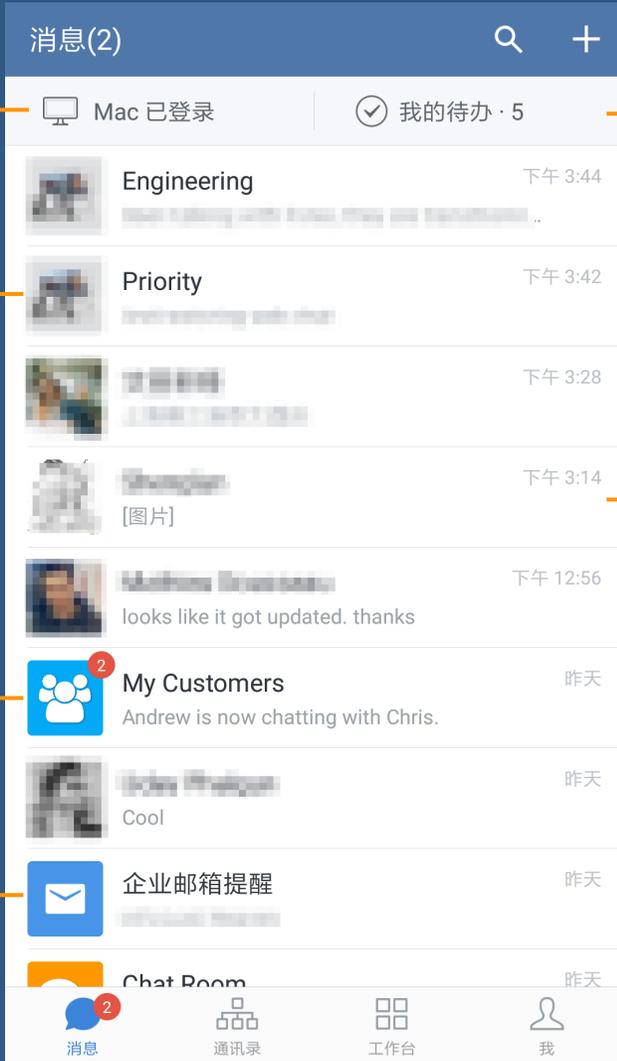
Contacts | 通讯录

Currently logged into desktop WeChat at Work

A group chat

A WeChat at Work App

WeChat at Work Email App

5 items on your to-do list

1-to-1 chat
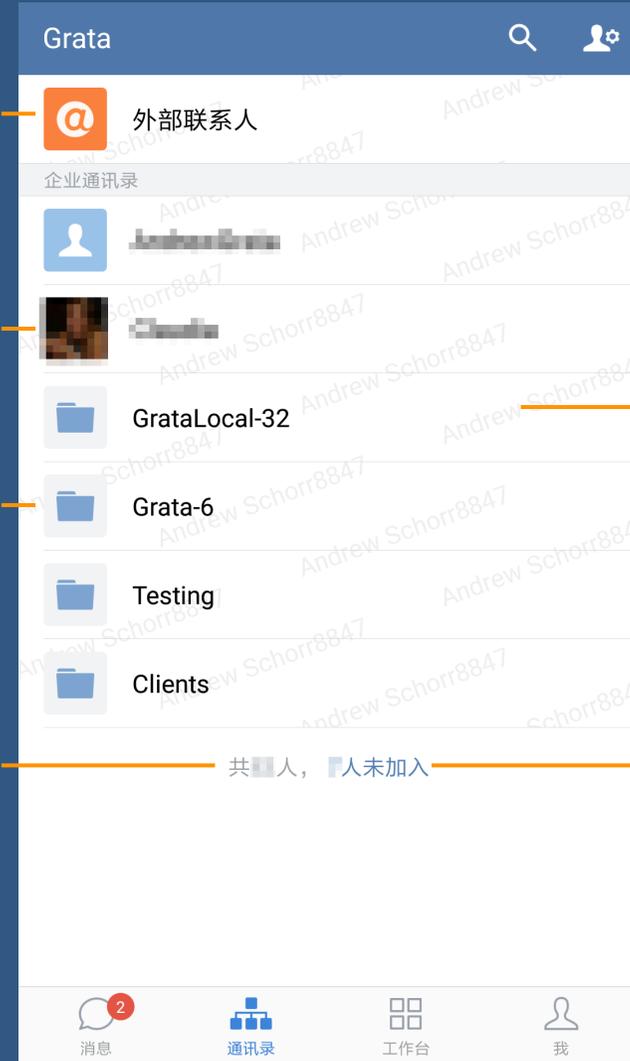
External contacts

Single contact

Department folder

Total number of contacts

Optional security watermark
可选安全模式背景有成员信息水印

Number of contacts who haven't followed your account yet

App layout | APP界面

"Workspace" | 工作台

"Me" | 我
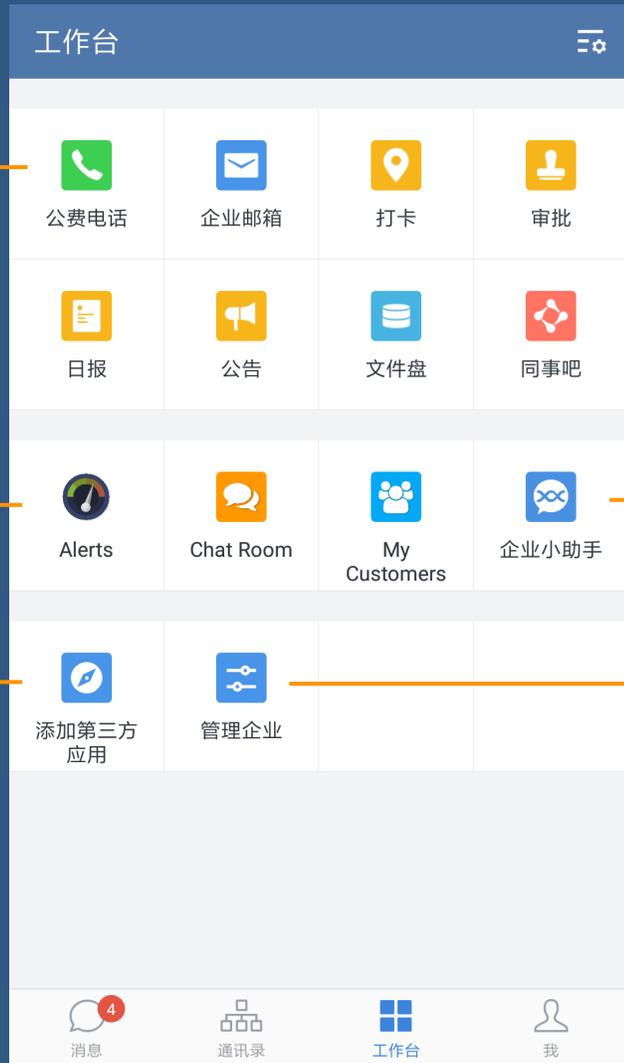
Basic apps from Tencent
腾讯基础应用

公费电话	企业邮箱	打卡	审批
日报	公告	文件盘	同事吧

Apps you created
自己创建的应用

Alerts	Chat Room	My Customers	企业小助手

Enterprise assistant app

Add 3rd party apps

添加第三方应用	管理企业

Enterprise admin app

工作台

消息 (4)   通讯录   工作台   我

我

Grata

Andrew Schorr

我的名片
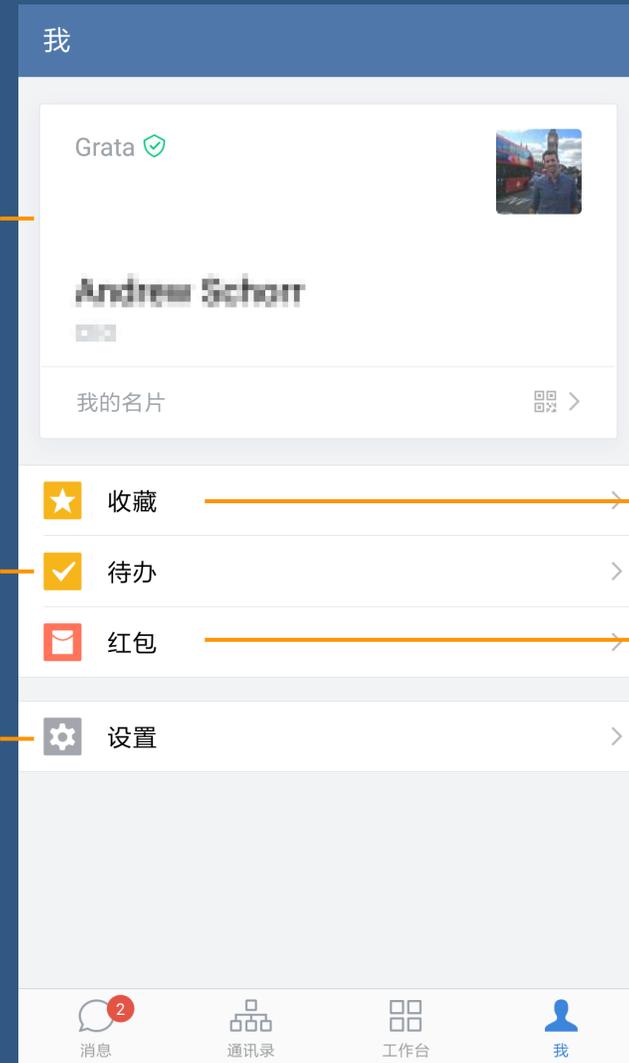
Your business card

★	收藏	>
✓	待办	>
✉	红包	>

Favorites Folder

To-do list

Red packets

⚙	设置	>

Settings

消息 (2)   通讯录   工作台   我

WeChat at Work quick wins:
企业微信便捷之处：

Tap to mute all work chats for "lunch break" or "off work"
一击 "小休" 或下班了开启免打扰

Out-of-office/away messages
一击更新工作状态

Double-tap on a message to add to shared to-do lists
双击消息快速添加我的待办

Optional message read-receipts
可以开通消息阅读状态

Group chats up to 2,000 users
群聊量可以扩展到2,000用户

Better group chat admin controls
强大群聊管理工具

Mute notifications for one hour, or until 9am tomorrow

Tap a preset away message, or write a custom out-of-office reply

Get control over how your company uses WeChat
员工用微信处理公司的事，您应该管理

At a high-level, WeChat at Work applies your company structure to your own version of WeChat, making segmentation and permissions easy to apply to every aspect of the app. It gives the company a configurable app store on employee's personal phones.

企业微信把您公司组织结构应用到了微信上，这使得细分和权限很容易应用在平台的各个方面，也给员工在私人手机上提供了一个属于公司的应用程序。

It's free. Large companies pay 300RMB (US$50) per year to get a verified account.

注册账号免费。如需认证账号则每年支付300元认证费用。

📁 Your Organization

📂 East China

📂 Shanghai

📂 Plaza 66 Boutique

🏷 Sales Associates

🏷 Back Office

🏷 Management

📂 Xintiandi Boutique

WeChat at Work solves a lot of the pain points companies find using WeChat:
企业微信会解决使用普通微信公司的几个烦恼:

Accidentally adding the wrong person to a sensitive group chat
在内部群聊不小心添加公司外的人

Removing former employees from dozens of group chats, each with a different admin
有员工离职时，从所有公司群聊不同管理人需要单独删掉

Employees can't escape work chats when off-duty
员工下班后不能避免被工作聊天打扰

No out-of-office away messages
非工作状态时的信息

Personal WeChat use on company computers/devices
员工在公司电脑/手机上使用私人微信

Get a WeChat at Work Account
获取一个企业微信号

Register an Account
注册企业微信号

Option 1

① Login to your existing WeChat Service or Subscription Official Account
登录已存在的认证过的微信服务号或订阅号

② In the side menu, find WeChat at Work
点击菜单的企业微信

③ Click through the next page and have your account admin scan the QR code
点击"开通"后让管理员扫二维码允许

＋ 添加功能插件

🎵 小程序

💬 微信支付

💬 企业微信

📥 管理

消息管理

用户管理

素材管理

Register an Account
注册企业微信号

Option 2

① Go to work.weixin.qq.com
打开 work.weixin.qq.com

② Click on the top right button 企业注册
点击右上变的按钮

③ Complete the registration form
填写注册表格

注册企业微信

企业信息

主体类型　　　企业　　　　　　　　　　　▾
　　　　　　　包括企业及其分支机构

企业名称　　　[　　　　　　　　　　　　　 ▾]

管理员信息

管理员姓名　　[　　　　　　　　　　　　　　]
　　　　　　　请填写企业微信管理员的姓名

管理员手机号　[+86 ▾][手机号　　　　　　]
　　　　　　　请输入您的手机号码

短信验证码　　[　　　　　　　] 获取验证码
　　　　　　　请输入手机短信收到的6位验证码

管理员微信　　　　　　　　扫码绑定微信，创建完成后请用此微信
　　　　　　　　　　　　　登录管理后台

☐ 我同意并遵守《腾讯企业微信服务协议》《红包使用授权协议》

注册

Account Verification
企业微信认证

If your organization has more than 1,000 employees, verify and provide supporting documentation to increase your account size
如果成员人数超过一千人，认证时提供成员证明

Verification costs 300RMB and must be renewed annually
审核服务费用300元/年

Verification requires a Mainland China business license* and a Chinese citizen admin**
需要中国大陆营业执照*和组织机构代码（或三证合一）和人民共和国公民的管理员**

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  * Register and verify up to five accounts per business license
    同一个主体证件能注册及认证五个企业微信

** One person can register as the admin for up to five accounts; non-citizen admins can be added after registration
    同一个身份证可以注册五个企业微信；注册后可以随便添加非国内的管理员

企业微信认证
未开通

📄 介绍
- 全新的认证体系提供更安全、更严格的真实性认证，也能
- 企业微信认证体系中支持企业进行全新的认证；若企业已息。
- 支持所有组织类型的企业微信帐号申请全新的企业微信
- 帐号认证成功后，企业微信的成员数量上限也将按企业规
- 审核服务费用：300元/次

❗ 声明
- 企业微信在给企业提供更高级和全面服务的同时，为了进及权利资质的真实性、合法性、确认本次认证申请的真实的认证审核服务的成本。
- 在规定的时间内，认证审核提交的材料需要符合以下标准法、有效、完整、准确，申请人获得企业/机构的真实授权
- 申请企业微信认证需支付300元/次的审核服务费用，这是核服务费。无论认证成功或失败，我们都需要自行或委托
- 政府以及部分其他组织类型的企业微信帐号，免收审核服
- 企业微信认证每次有效期为一年，每年到期后需要重新认

Verify your Account
认证您的企业微信号

① Login to work.weixin.qq.com
登录 work.weixin.qq.com

② Go to the "My Company" (我的企业) page and click **进入认证系统**
点击"我的企业"然后点击"进入认证系统"

③ Complete the verification form
填写认证表格

企业微信认证   认证流程详细说明 📄

①———— ②   ③   ④   ⑤
同意协议   填写资料   确认名称   填写发票   支付费用

类型   ● 企业法人
       ○ 政府及事业单位
       ○ 其他单位

Add your team
添加您的团队成员

Add your team
添加您的团队成员

1 Manually add or batch upload your team to your company directory
单独添加成员或批量导入公司的通讯录

2 Send invitations to your users to download the app and sign in
邀请成员下载企业微信登录

3 Manage adoption within your company
管理公司内采用

Batch delete users

Number of contacts who haven't followed your account yet.

Batch edit department members

Batch import/export contacts

Your QR Code

Resend invitation to non-members

Add new department or tag

Export non-member list

Add user

Filter on user status

Adding contacts
添加成员到通讯录

A mobile number or email address is required
需要成员的手机号码或邮箱

Users can belong to multiple hierarchical departments and tags
成员可以属于多个部门和标签

Designate users as normal (普通成员) or "leaders" (上级)
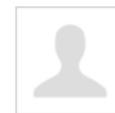成员是普通成员或上级

Batch import from a CSV file, Excel file, or Tencent Enterprise Email directory; or synch Contacts via an API integration
支持CSV或Excel表格批量导入，从腾讯企业邮导入，或通讯接口同步

Batch upload contacts
批量导入成员

Click on the import/export (批量导入/导出) button to download the Excel template
点击"批量导入/导出"按钮来下载该Excel模板表格

	A	B	C	D	E	F	G	H	I
1	姓名	帐号	英文名	职务	部门	性别	手机	座机	个人邮箱
2	张三（示例）	sanzhang	jackzhang	产品经理	腾讯公司/广州研发部	男	13800000000	020-88985632	sanzhang@qq.com
3									

Don't add, edit, or remove any of the column headers.
不能在该Excel表中对成员信息类别进行增加、删除或修改

Columns in red are required; each user must have either a mobile phone or email address
Excel中红色字段为必填字段,黑色字段为选填字段（手机和个人邮箱需选其一填写）

Account ID (账号) must be unique, 1-32 alphanumeric characters, periods, dashes and underscores
帐号：成员的唯一标识，由1-32个字母、数字、点(.)、减号(-)或下划线(_)组成【帐号初始设定后则不支持修改，企业微信系统自动生成的帐号，支持修改一次。

Use a forward slash between nested departments, eg. "Company/Region/City/OutletName"
部门：上下级部门间用'/'隔开，且从最上级部门开始，例如"腾讯公司/微信事业群/广州研发部"

The country code is not needed for +86 numbers, otherwise enter country code, eg. "+852******"
国内手机号直接输入手机号即可；国际手机号必须包含加号以及国家地区码，格式示例："+85259****24"

Invite employees to your account
邀请成员加入您企业微信

Share QR Code
分享二维码

Email Invitation
发邮件邀请

Invite WeChat Contacts
微信邀请同事

Go to Admin Tools < Add Contacts
打开 管理工具《 成员加入

Automate Invites
Enable to send weekly invites to contacts who have yet to join the account

Send an SMS or email to all contacts who haven't added yet

Copy a shareable link that opens to a page with your QR code

成员可通过以下三种方式加入企业

分享二维码通知加入
将二维码分享给成员，
成员通过识别二维码快速加入

复制邀请链接 | 更多尺寸

发送短信/邮件通知加入
导入企业通讯录，
通过短信/邮件通知成员加入

导入通讯录

发送通知

自动发送邀请
每周邀请未激活的成员加入企业

成员相互邀请加入
成员下载企业微信后，可邀请其他成员加入

Employees can invite other colleagues to join after downloading WeChat at Work

不在通讯录中的企业成员： ☑ 可被邀请加入企业 ☑ 须管理员审核

Download hi-res QR code in 8cm, 15cm, and 50cm sizes

Allow users who have not been added to your company directory to be invited?

Users not yet in your directory must first be approved by admin before joining?

Install the app and login
成员安装企业微信和登录
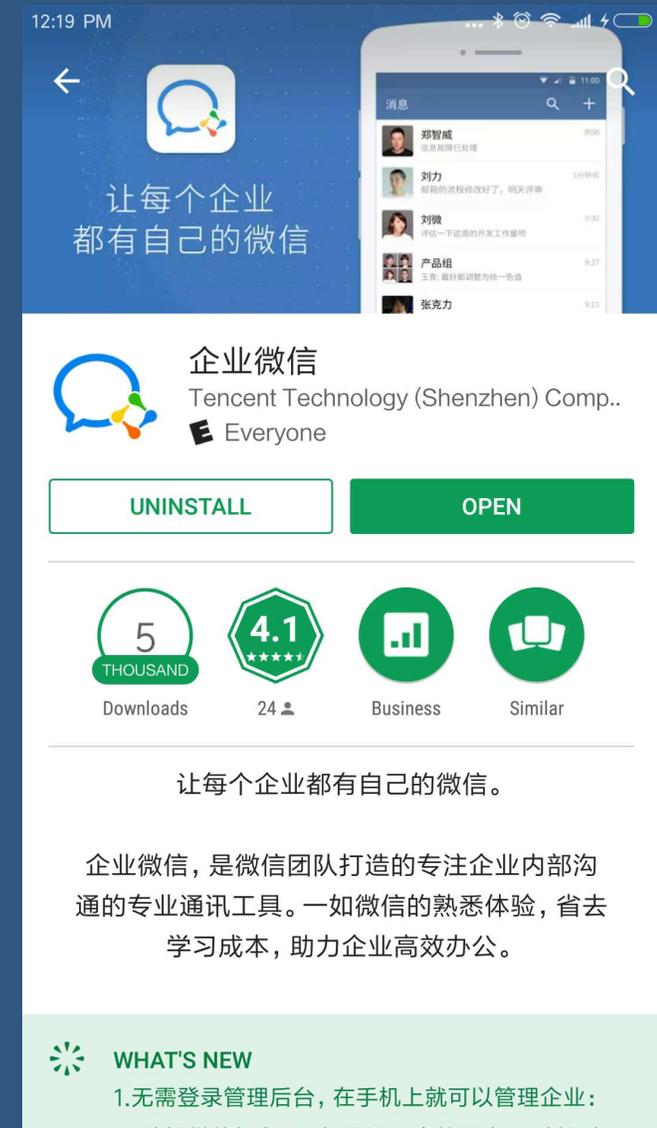
Download WeChat at Work
下载企业微信

Invites include links to download WeChat at Work
企业微信发的邀请有链接可以下载APP

-or- download from work.weixin.qq.com
或 从work.weixin.qq.com下载

-or- search "企业微信" in the Apple or Android appstore
或 在苹果或安卓应用市场搜索 "企业微信"

Employee will need to verify their identity by phone or email by recovering a sign-in code
成员第一次登录需要验证他的手机号或邮箱

User Management
成员管理

Go to My Company < Manage Contacts
打开 我的企业《 通讯录管理

通讯录管理		
隐藏的部门/成员	添加	被隐藏的部门或成员，不会显示在公司通讯录中
限制查看外部门	添加	被限制的部门，只能看到本部门的通讯录
限制查看所有人	添加	被限制的部门或成员，不能看到企业所有通讯录

成员资料显示　修改　在聊天和通讯录等界面展示的成员信息

个人信息展示	姓名、邮箱、部门、英文名、手机、座机...
姓名显示模式	姓名
桌面端信息展示	职务

成员可修改字段　修改　被勾选的字段，成员可自己修改

| 可修改字段 | 手机、邮箱 |

成员排序规则　● 姓名A-Z排序　○ 自由排序
成员将按照姓名拼音A-Z排序，同时可对成员置顶

导出通讯录

Contacts Management

Hide contacts — Designate departments or individuals to hide from display in the company directory

Limited access — Designated users will only be able to see the contacts from their own department and any other white-listed departments

Restricted access — Designated departments or individuals cannot view any contacts

Contact profile details — Select which profile data is visible to other employees. You can also designate some contacts as sensitive, with different profile display rules than other employees.

Can users edit their own profile? — Designate which fields employees are allowed to edit in their own profile

Sort contacts by — Default is alphabetical; switch to sort by date added, each user can drag and drop contacts as they like.

Export contact list

Example Contacts Configuration
例子（通讯录设置）

A hotel wants most employees to only see their own team, as well as all department managers.
一家酒店想要设置成大部分员工只能查询自己部门的同事和所有部门经理。

限制查看外部门　　**添加**　被限制的部门，只能看到本部门的通讯录

FO　Housekeeping　Maintenance
Rooms　MICE　IT　F&B　编辑

The users above

The users below are exempt from this rule:
除以下白名单部门 / 成员
Manager　编辑

只允许查看
are only allowed to see:
本部门通讯录
their own team
and the users below:
并额外可见以下部门 / 成员
Manager　编辑

Only managers should be able to see all contacts.
仅部门经理可以查询所有的成员。

Additionally, no one should see the hotel owner's information except the executive team.
另外，除了执行委员会以外，成员看不到酒店业主的信息。

隐藏的部门/成员　　**添加**　被隐藏的部门或成员，不会显示在公司通讯录中

隐藏的部门/成员

Hotel Owner　编辑

The users above

are hidden from view by:
对右侧成员隐藏

all users
所有人

Except the users below:
除以下白名单成员
Executive Committee　编辑

Add additional admin users
添加多个管理员

Designate any contacts as admin users so they can login to the WeChat at Work backend.
给任何的成员管理权后，他们可以登录您企业微信后台

Each admin can have customized rights to only specific apps or teams.
可以指定各个管理员在哪些部门或应用有管理权限

There are no limits on the number of Admin users.
管理员人数没有限制

You can also add external service providers as admin using their email address and WeChat at Work Corp ID.
支持添加第三方服务商

Go to My Company < Manage Permissions
打开 我的企业《 权限管理

编辑管理员

Add/Edit Admin User

管理员 [blurred] 管理员需绑定微信后才能登录管理后台	**Admin User** — Any admin user who has linked her WeChat account to her WeChat at Work user can login to the WeChat at Work backend.
管理角色 超级管理员 ▼ 具有所有管理权限	**Admin type** — Admin can be designated as Super Admin (超级管理员) with access to all contacts and apps, or as limited Admin (分级管理员) to restrict access to specific contacts and apps.
所属管理组 超级管理组	**Admin group** — To make it easier to manage rights for admins, you can create an admin profile that can be applied to multiple admin users.
通讯录权限 具备对所有成员的查看和管理的权限	**User management rights** — Block admin access to contacts, or designate specific users each admin can either view or view and make changes.
应用权限 具备所有应用的发消息和管理的权限	**App management rights** — Block admin access to apps, or designate specific apps each admin has rights to send messages to and/or make changes.

保存 取消

Internal Chat
企业微信聊天

Group Chat Highlights
企业群聊特色

Group chats up to 2,000 users
群聊人数限2,000人

Designate which users have permission to create large group chats
指定哪些成员有权开启大的群聊

Enable group chats for your entire organization and each department that synch as new employees join
可以开通全员群及部门群： 新入职员工自动加入此群，离职员工自动退出群

Option to mute some or all group members so they can't send messages
群聊管理人可以指定禁言的人

Option to allow users to add external WeChat at Work users to chats
可以给管理人添加公司外联系人的权限

Go to My Company < Manage Chats
打开我的企业《 聊天管理

聊天管理		
云端消息保存	15天 ▼ 云端保留15天内的企业微信消息	
群成员人数上限	2000人 ▼ 设置后，仅白名单内的成员可发起超过上限的群聊 添加白名单	
消息阅读状态	☐ 开启 开启后，企业内的所有消息都可以获取对方是否阅读了消息的状态	
开启全员群	☐ 开启 企业全员群，新入职员工自动加入此群，离职员工自动退出群	
自动创建部门群	☐ 开启 根据部门创建群聊，方便部门内交流	
保存更改		

Chat Settings

Backup chat history to the cloud — Select how many days, from 15-180 days

Group chat restrictions by size — Set the limit for the size of group chats that any user can create, from 5-2000 people

White list: Only designated users can create larger groups

Message read-receipt — Enable to allow users to see if their messages have been seen or not by the recipient

Entire organization group chat — If checked, a group chat for all members will be created and automatically updated when new members are added

Department group chats — Check to automatically create and maintain chat groups for each department

Save changes

Managing a Group Chat
群聊管理

Group name — 群聊名称

Members — 群成员   5人

Add colleagues — ⊕ 添加成员

Add WeChat Friends — 邀请微信好友

Group management — 群管理

Group notice — 群公告   未设置

Mute notifications — 消息免打扰

Sticky on top — 置顶聊天

Save group to contacts — 保存到通讯录

Chat files and images — 聊天文件与图片

Search chat history — 查找聊天记录

Set chat background image — 设置聊天背景

Start group call — 邀请群成员语音会议

Send email to group — 给群聊成员发邮件

Clear chat history — 清空聊天记录

Leave group — 退出群聊

群管理

仅群主可管理

1. 开启后，其他成员不能修改群名称、邀请成员、移出成员和编辑群公告。

2. 当群聊中存在外部联系人，且群成员超过20人，将自动开启。

设置群内禁言

转让群主 — **Transfer admin role**

解散群聊 — **Dissolve group**

When enabled, only the admin can edit the group name, add/remove members, and edit the group notice.

Enabled by default for groups of mixed departments and groups of twenty or more users.

设置群内禁言

全员禁言

开启后，仅群主和指定的成员可以发言。

设置群内禁言

➕

以上成员不允许发言

⚠ Admin can block all or some members from sending messages

GRATA

Example Configuration
例子设置

A retail brand wants to move all of it's China staff onto WeChat at Work for internal messaging.
一家奢侈品牌想所有中国的成员开始用企业微信。

① The brand imports all of its contacts via an Excel doc, careful to consider an appropriate department configuration.
该品牌通过一个Excel文档导入所有联系人，仔细考虑一个适当的部门配置

职务	部门	性别	手机
Sales Associate	ny/East China/Shanghai/Plaza 66 Boutique	男	138000
Sales Associate	ny/East China/Shanghai/Plaza 66 Boutique	女	156654
Store Manager	ny/East China/Shanghai/Plaza 66 Boutique	男	134645
Sales Associate	ny/East China/Shanghai/Xintiandi Boutique	女	134366

② The brand use the batch tag template to apply employee's position.
该品牌可使用批量处理标签Excel模板来应用员工的职位

类型	ID	标签
成员	a00001	Sales
成员	a00002	Sales
成员	a00003	Manager
成员	a00004	Sales

📂 Your Organization

  📂 East China

    📂 Shanghai

      📂 Plaza 66 Boutique

        🏷 Sales Associates

        🏷 Back Office

        🏷 Management

      📂 Xintiandi Boutique

Example Configuration
例子设置

Go to
_____

3 The brand sets all boutique folders to only be able to see contacts in their own department.
该品牌设置了所有的精品店部门，只有在自己的部门才能看到联系人

My Company < Manage Contacts < Limited Access
我的企业《 通讯录管理《 限制查看外部们

4 The brand enables group chats for every department, so each boutique has a group chat.
品牌开启自动创建部门群功能，每个精品店都会有一个群

My Company < Manage Chats < Department **Group Chats**
我的企业《 聊天管理《 自动创建部门群

5 The brand gives admin rights to each boutique manager. The brand admin can transfer group chat admin rights to each store manager.
然后给予每个精品店经理行政权力。品牌管理员可以将群聊管理权转给每家店的管理员

My Company < **Manage Permissions**
我的企业《 权限管理

6 The brand can set limits on group chat size, so users have freedom to create their own groups within this limit.
品牌也可以限制聊天群的人数，可以让用户在下此范围内自由创建自己的群聊。

My Company < Manage Chats < Group Chat Limits
我的企业《 聊天管理《群成员人数上限

Example Configuration
例子设置

With the right setup, the Brand now has an extensible framework to manage chat, internal messaging, and deploy apps across thousands of users.
有了正确的设置后，该品牌就有了个可扩展的框架来管理聊天，内部消息传递和在数千个用户之间部署应用程序。

Admin permissions are shared between brand-level and boutique-level admin so boutiques have the ability to manage their own teams while allowing the Brand to leverage the same setup.
管理权限是在品牌级和精品级管理员之间是共享的。这样精品级可以自主的管理自己的团队，同时允许品牌级使用同样的设置。

The Brand's product updates can be easily sent to all sales associates; a new CRM app can be deployed and piloted first at select boutiques; weekly employee reports can be configured by position and collected across the entire brand; weekly company newsletters can be scheduled and automated; internal customer service apps can be deployed; external customers can be routed to anyone in the enterprise for assistance; HR approvals could be centralized…
所以有产品更新时可以很容易的发送至所有的销售助理；有新的CRM应用程序时可以首先在指定精品店试运行；每周报告可以按位置进行配置并在整个品牌收集；每周公司内部通讯可以人工设置或自动设置；可以部署内部客户服务应用程序；外部客户可以被路由到企业中的任何人寻求帮助；人力资源审批可以集中……

Additional Settings
更多设置

Go to My Company < Security & Privacy
打开 我的企业《 安全与保密

安全与保密		Security & Privacy	
外部联系人	☐ 开启 关闭后，成员将不可与外部联系人沟通	External contacts	If enabled, employees can add non-company contacts, who also use WeChat at Work, to their WeChat at Work account.
群聊显示水印	☑ 开启 群聊背景显示成员姓名，防止截屏泄密	Watermark group chats	If enabled, each employee's account name will be tiled across the background of group chats to discourage sharing screenshots of sensitive chats
通讯录水印	☑ 开启 通讯录与个人信息背景显示成员姓名，防止截屏泄密 仅支持1.3.6以及更高版本	Watermark user profiles	If enabled, each employee's account name will be tiled across the background of user profiles to discourage sharing screenshots of contacts
设置二次验证 用户进入企业时需要跳转企业自定义的页面进行验证 ⓘ		Two-factor authentication	If enabled, when a user follows the company account, they can be re-directed to a company page to login/authenticate

Go to My Company < Settings
打开 我的企业《 设置

设置		
客户端启动页	● 默认　预览 ○ 自定义	
工作台显示	● 列表模式 ○ 九宫格模式 ⓘ 设置应用分组　应用较多时，可根据类别和使用频率对应用分组和排序	
列表显示	每页显示 20位 ▼ 成员	
未使用成员提醒	☐ 开启 未使用企业微信的成员收到聊天消息和应用消息，通过微信或短信邮件提醒他们	
解散企业	解散企业 解散后，原企业号会一并解散，企业内的所有消息记录和通讯录都会删除，成员将无法进入，请谨慎操作。	

Settings

App splash screen	Customize the opening app screen. Option to link the splash screen to another URL if user taps on image.
App screen layout	Display apps in a list view or tile view. Option to group apps together by type or use-case.
Contacts page	Set each contacts page to display 20, 50 or 100 contacts
Notifications	If a user who has not installed WeChat at Work gets a message, send a WeChat, SMS, or email alert to that user
Purge account	Click this if you dare. This will delete all message history and remove all users from your account.

Basic Apps
基础应用

Extend the capabilities of your WeChat at Work setup by enabling some or all of these apps from Tencent.
腾讯提供几个基础应用帮您公司扩展企业微信的功能

Announcements
公告

Send out important notices to teams that won't get lost in active group chats
单独发送重要的通知，以免设置免打扰成员不会注意到

Send from your phone or the admin backend
从手机或者管理后台发送

Designate who has rights to send announcements
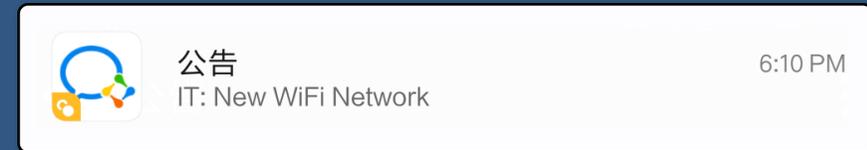可指定有权发送通知的人

Recipients receive a push notification
接收方会收到推送通知

Option to set to "confidential", adding the username as a watermark and removing all sharing options
选项设置为"保密"，添加用户名作为水印，并删除所有共享选项

公告   6:10 PM
IT: New WiFi Network

[保密]New WiFi Network
IT

Note we will have a new network setup in the office ov

详情

VIP Arrival
Andrew

Ms. X has moves back her schedule one day. Please upda

详情
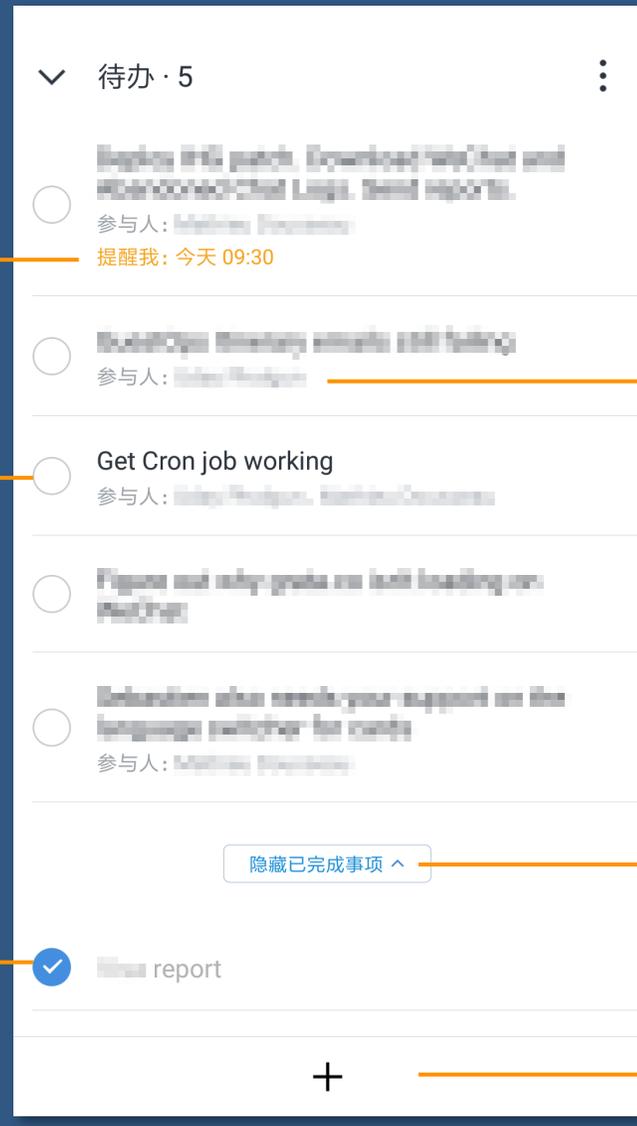
Task Manager
我的待办

Double-tap on any message to add to your list
双击任何消息添加至待办列表

Schedule reminders and add other colleagues
指定提醒和增加参与成员

Create a group chat from a task
与参与人创建群聊

∨ 待办 · 5

提醒我：今天 09:30

Get Cron job working
参与人：

隐藏已完成事项 ∧

report

Scheduled task

Other people working on this task

Open task

Hide completed tasks

Completed tasks

Create new task

Reports
日报

Create multiple custom templates
创建多个自定义模板

Schedule reporting dates
附表报告日期

Assign reports to departments or lists of users
指定的部门和员工

Automate reminders
自动提醒

Give employees feedback on reports
向员工发送报告的反馈

← **Daily Summary**

My goal for today: 请输入

What I accomplished:

请输入

Tomorrow's goal: 请输入

Other notes:

请输入

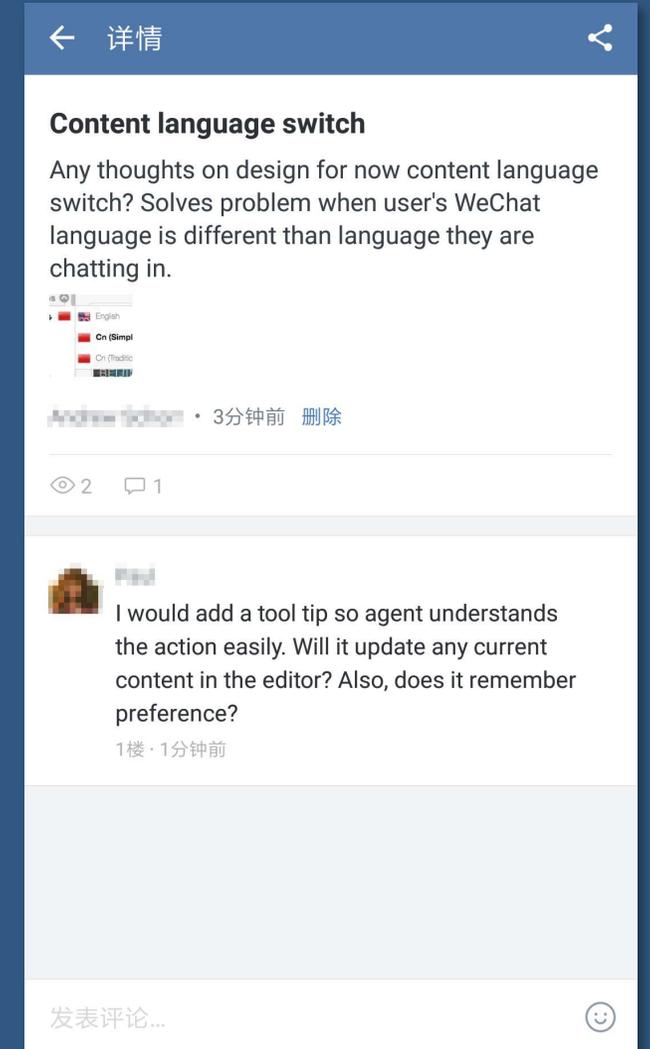汇报给   Andrew Schorr ›

提交

Company Moments
同事吧

An internal moments feed for your company
为你的公司提供一个内部的 "朋友圈"

Super admin users can delete any unwanted post from within the app
管理员可以在应用里删除任何一个不需要了的帖子

Option to enable anonymous posting and replies
允许匿名转发和评论的选项

Payments
企业支付

Easy to send to any configuration of contacts, via WeChat at Work backend, file upload, or API integration. Currently no transaction fee charged by WeChat. Export transaction history to Excel.
很容易通过企业微信后端、文件上传或API集成等方式发送到任何成员。目前微信不收取任何手续费用。可导出事务历史到Excel。

Red Packets: select any value from 1-200RMB; lots of custom design options including landing page, video, audio messages, etc.; schedule delivery
企业红包: 从1-200元选择任何价值; 有很多定制的设计选项包括登录页面，视频，音频信息等等; 可指定交易时间

Pay Employees: any value from 1-20K RMB, max daily company volume of 1M RMB; supports file upload for bulk payment management
向成员付款：1元-2万元，每日最大限额为100万元; 支持批量支付管理的文件上传。

Payments from Employees: transaction limits depend on the type of business license; upload file for bulk invoicing
向员工收款：交易限额取决于营业执照的类型；上传的批量货品计价文件。

Approval Requests
审批

Use preset forms and create custom templates for employees to request leave, reimbursement, overtime, book a meeting room, etc.
使用预置的表格或为员工创建自定义模板，来申请休假，报销，加班，预定会议室等

Setup your own internal approval process for each item
为每个选项设置一个自己的审批流程

Full-featured mobile and desktop backend for managers to approve and manage requests
全功能的手机和桌面管理后端，供管理人员批准请求
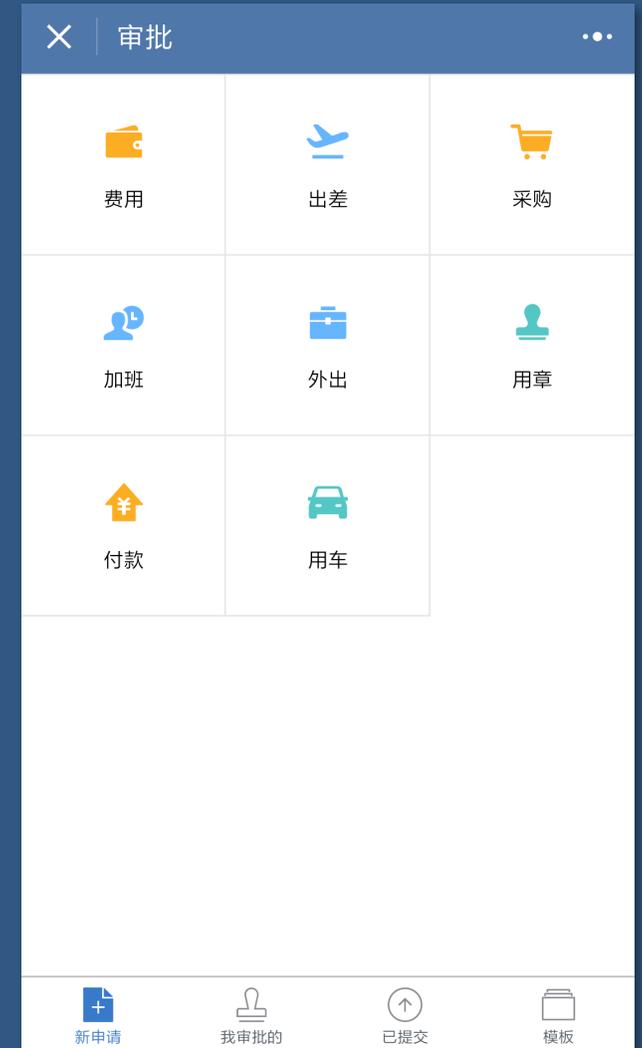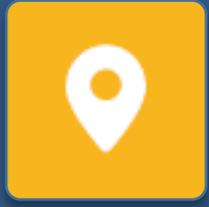
Clock in/out
打卡

Set rules for teams that work on regular or flexible hours.
为在正常或者灵活工作的团队制定规则。

Pair with office punch card devices and/or office WiFi.
与办公室考勤机或办公室无线网做链接

Works in conjunction with the Approval Requests app for related requests like holiday, business travel, overtime, etc.
配合审批应用如假期，商务旅行，加班等

Email
企业邮箱

Link your company email to send and receive email in WeChat at Work
可以将企业邮箱链接至应用程序里，以方便发送和接收邮件。

Supports IMAP, POP, and Exchange. Super easy setup if you're using Tencent Enterprise Mail
支持IMAP, POP和Exchange。如果使用的是腾讯邮箱是非常容易进行操作的。

GRATA

腾讯企业邮
EXMAIL.QQ.COM

Company Phone
公费电话

Allow employees to expense company phone calls from any device by making calls through WeChat at Work
允许员工使用企业微信来拨打任何一通关于工作的电话

One-to-one and conference calls
一对一通话和电话会议

Enable for any outgoing phone call, or restrict to just company contacts for some or all users
可允许任何一通拨出的电话，也可限制一些或所有员工只与公司联系的通话

Itemized call log allows the company to monitor usage
逐项调用日志允许公司监控使用情况

Top-up your balance with WeChat; set caps on monthly call volume
用企业微信进行充值，对每月通话量设定上限

Cloud storage
文件盘

Shared cloud document storage accessible from WeChat at Work
可在企业微信中使用共享云盘

100GB free; pay to increase storage
100GB免费，扩大需要购买

Designate who can read/write files; partition storage space by user
可指定谁可以读/写文件；按用户划分存储空间

WeChat at Work Apps
企业微信应用

WeChat at Work Apps
企业微信应用

Add your own apps or browse third-party apps and install from the WeChat at Work app store
在企业微信上安装自己的应用或浏览第三方应用。

Most of the current apps are alternative or specialized versions of WeChat's own basic apps
目前大多数第三方应用都是微信自己的基本应用的替代或专用版本

You can also create your own apps. Each app is basically like an internal WeChat Official Account: broadcast messaging, menus, auto-replies, etc.
您还可以创建自己的应用程序。每个应用程序基本上都像一个内部的微信公众号：推送消息、自定义菜单、自动回复等等。

Third-party apps
企业微信第三方应用

应用类型	Categories	Examples
团队协同	Collaboration	Agile project management, ticketing/task systems, *Teambition*
移动办公	Mobile Office	Meeting Assistant, internal press release, reporting
客户关系	CRM	Client/Sales tracking, funnel management
人力资源	Human Resources	Payroll manager apps
财务报销	Reimbursements	Expense claim apps
文化建设	Company Culture	Activity planning, birthday/anniversary e-cards, annual party
企业培训	Training	E-learning, livestream classes, assessments, internal Q&A
流程定制	Workflow Management	Approvals, custom workflow apps,

Add your own apps
自己创建应用

应用类型	Feature	Examples
发送消息	Messaging	Broadcast a message to any segmentation of your contacts. Send text, articles, images, audio, video and documents. Messages can be marked confidential to prevent sharing.
移动办公	Callback URL	Forward events , user location, menu clicks, and inbound messages to another server
应用主页	Homepage	Set a URL to open as your app homepage, otherwise the default is to open a chat screen like a WeChat Service Account
自定义菜单	Menus	Open a URL, send a message, send location, open user's photo gallery, open the camera, QR code scanner, etc.
企业微信授权登录	WeChat at Work Login	Get users to login with their WeChat at Work user before viewing a web page
网页授权及JS-SDK	Web verification	Use OAuth2.0 or the Javascript API to get user's identity when opening web content

WeChat at Work Developer APIs
企业微信开发者接口

WeChat at Work API Overview
企业微信接口概观

User Management
通讯录管理

Synch to your existing company directory.
企业可以将已有的通讯录跟企业微信通讯录同步，
避免同时维护多套通讯录。

App Management
应用管理

Connect your company systems into WeChat at Work.
在企业微信中创建应用后，企业可以将已有的系统以应
用方式接入企业微信，为企业提供丰富的办公应用。

Messaging
消息推送

Message any user or segmentation of users
across all of your apps.
企业的通知可以快速触达成员，也可以接收成员发
来的消息，让信息传递更高效。

User Verification
身份验证

Users don't have to login to systems they access from
within WeChat at Work.
通过OAuth2识别用户身份，成员访问企业网页时可以免
密码自动登录。

Javascript SDK
移动端SDK

Build more full-featured web experiences inside
WeChat at Work.
JS-SDK可以调用企业微信原生客户端的能力，提升
成员的使用体验。

User Management APIs
通讯录管理接口

成员管理 | User Management

创建成员	Create user	获取部门成员详情	Get user by department
读取成员	Get user	openid转userid	Convert OpenID to UserID
更新成员	Edit user	userid转openid	Convert UserID to OpenID
删除成员	Delete user	二次验证	Two-factor authentication
批量删除成员	Batch delete		

部门管理 | Department Management

创建部门	Create department
读取部门列表	Get department list
更新部门	Edit department
删除部门	Delete department

User Management APIs
通讯录管理接口

标签管理 | Tag Management

创建标签	Create tag	增加标签成员	Add tag to users
更新标签名字	Edit tag name	删除标签成员	Remove tag from users
删除标签	Delete tag	获取标签列表	Get list of tags
获取标签成员	Get users of a tag		

通讯录异步任务接口 | Contact synch

增量更新成员	Synch users	全量覆盖部门	Deduplicate departments
全量覆盖成员	Deduplicate users	获取异步任务结果	Get synch results

App Management APIs
应用管理接口

应用管理 | Basic App Management

获取应用   Get app details

设置应用   Edit app settings

获取应用列表 Get app list

自定义菜单 | App Menus

创建菜单   Create menu

获取菜单   Get menu

删除菜单   Delete Menu

Messaging APIs
消息推送接口

接收事件推送 | Receiving Events

成员关注/取消关注事件	User follows/un-follows the account	异步任务完成事件推送	User synch complete
进入应用	User opens app	通讯录变更事件	When users, teams, or tags are created, edited, or deleted
上报地理位置	Report user location	菜单事件	Various menu-related events

接收普通消息 | Receiving Messages

文本消息	Text message	视频消息	Video
图片消息	Image	位置消息	Location
语音消息	Audio	链接消息	Link Card

Messaging APIs
消息推送接口

发消息接口 | Send Messages

文本消息	Text message	文件消息	File
图片消息	Image	文本卡片消息	Text Card
语音消息	Audio	图文消息	Article
视频消息	Video		

被动回复消息 | Auto-Reply Messages

文本消息	Text message	视频消息	Video
图片消息	Image	图文消息	Article
语音消息	Audio		

Content Management APIs
素材管理接口

上传临时素材 | Upload Temporary Content

图片	Image	2MB, JPG or PNG
语音	Voice	2MB, 60 seconds, AMR file
视频	Video	10MB, MP4
普通文件	File	20MB

获取临时素材 | Get Temporary Content

Payments API
企业支付接口

企业红包 | Red Packets

发放企业红包   Send Red Packets   查询红包记录   View Red Packet History

向员工付款 | Pay to Employee

向员工付款   Pay to employee   查询付款记录   View Payments History

向员工收款 | Receive from Employee

签名算法 | Signature Management

Digital Invoices API
电子发票接口

Save digital invoices (*fapiao*) to user's card wallet. The user can select invoices from their wallet to claim expenses.

报销发票接口及jsapi用于在应用中选择微信卡包中的电子发票实现电子化报销，该接口仅对认证的企业微信账号开放。

查询电子发票	Get invoices
更新发票状态	Update invoice status
批量更新发票状态	Batch update invoice status
批量查询电子发票	Batch get invoices

Third-party developer APIs
第三方开放接口

An interface for developers to publish suites of WeChat at Work apps that an account admin can easily install as a single plug-in.
第三方应用接口旨在方便企业微信管理员通过简单的操作来使用第三方服务商的云应用。

|		
服务商注册应用	Register third-party apps	How to publish your product as a registered app suite
企业授权应用	Third-party app plug-in	Allows account admin to easily install your app suite in their WeChat at Work account
第三方回调协议	Third-party callback URL	Notifications for when account enable/disable your apps or add/edit/delete users, departments, and tags
通讯录权限体系	Contacts authorization	Third-party permission to access and edit a WeChat at Work account's contacts
单点登录	One-click login	Allow your WeChat at Work customers to login to your site
注册定制化	Custom Registration Link	Users that have not registered a WeChat at Work account yet can pre-authorize your apps by opening the link to WeChat at Work from your system

Other APIs
其它接口

身份验证接口 | Login API

企业微信内网页登录　　Login from WeChat at Work web browser

浏览器内网页登录　　　Login from any web browser

企业微信登录SDK　　　WeChat at Work Login SDK

获取打卡数据 | Get clock-in/out data

获取审批数据 | Get approval request data
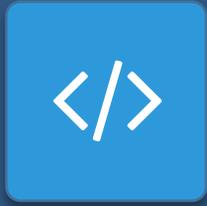
Javascript SDK
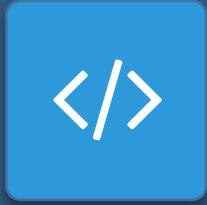## JS-SDK

音频接口 | Record Audio API

开始录音接口	Start recording
停止录音接口	Stop recording
监听录音自动停止接口	End voice recording
播放语音接口	Play voice recording
暂停播放接口	Pause playback
停止播放接口	Stop playback
监听语音播放完毕接口	End voice playback
上传语音接口	Upload audio recording
下载语音接口	Download audio recording

图像与文件接口 | Image/File API

|	
拍照或从手机相册中选图接口	Select from Camera or Image Gallery
预览图片接口	Preview image
上传图片接口	Upload image
下载图片接口	Download image
预览文件接口	Preview file

Javascript SDK
JS-SDK

界面接口 | UI Controls

监听页面返回事件	User back navigation event
隐藏右上角菜单接口	Hide top right menu
显示右上角菜单接口	Show top right menu
关闭当前网页窗口接口	Close window
批量隐藏功能按钮接口	Hide all menus
批量显示功能按钮接口	Show all menus
隐藏所有非基础按钮接口	Hide all non-base menu items
显示所有功能按钮接口	Show all non-base menu items

拉起电子发票列表 | Digital Invoices

拉起电子发票列表	Choose invoice
发票签名方法	Invoice signature
获取电子发票ticket	Get invoice ticket
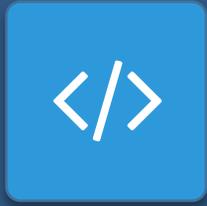
Javascript SDK
JS-SDK

其它接口 | Other JS APIs

通讯录选人接口   Select WeChat at Work Contacts

创建会话接口   Start a chat

获取 "转发" 按钮点击状态及自定义分享内容接口   Content sharing in WeChat at Work

获取 "微信" 按钮点击状态及自定义分享内容接口   Content sharing to WeChat

获取网络状态接口   Get device network type (3g, 4g, wifi, etc.)

使用企业微信内置地图查看位置接口   Open location

获取地理位置接口   Get user location

打开系统默认浏览器   Open URL in user's default browser (desktop)

调起企业微信扫一扫接口   Open QR code scanner

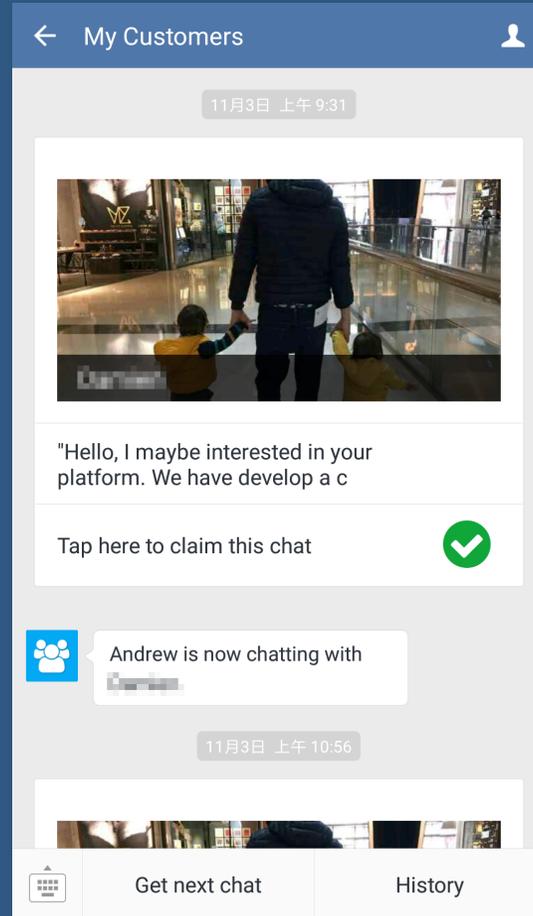获取jsapi_ticket   Get JS API ticket

获取打卡数据   Get clock-in/out data
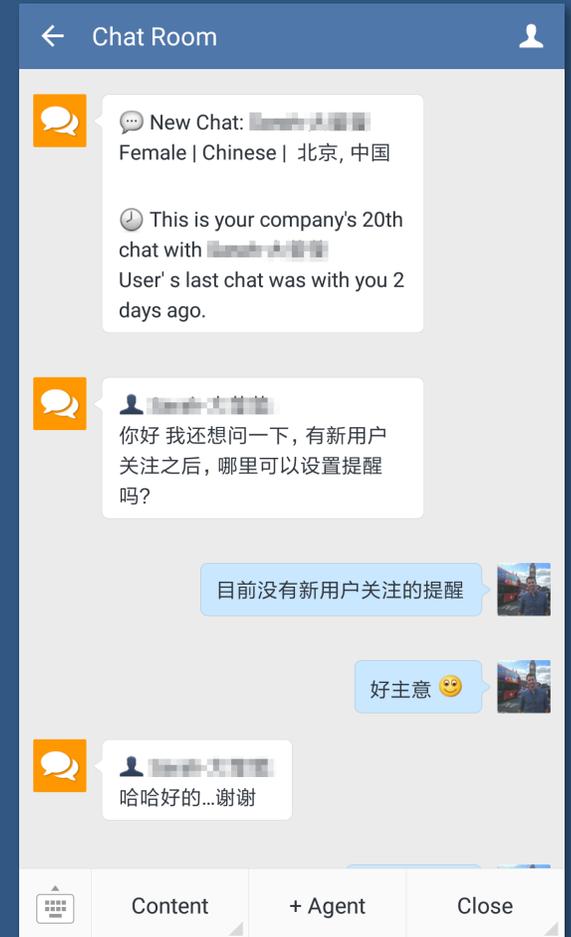
Grata WeChat at Work Apps
Grata的企业微信应用

Grata connects customers from your WeChat service or subscription account to your mobile workforce on your WeChat at Work account. Learn more at Grata.co

Grata可将您微信服务号或订阅号的用户与您企业微信上的成员联系在一起。想了解更多请访问Grata.co

New Chat Notifications
新会话通知

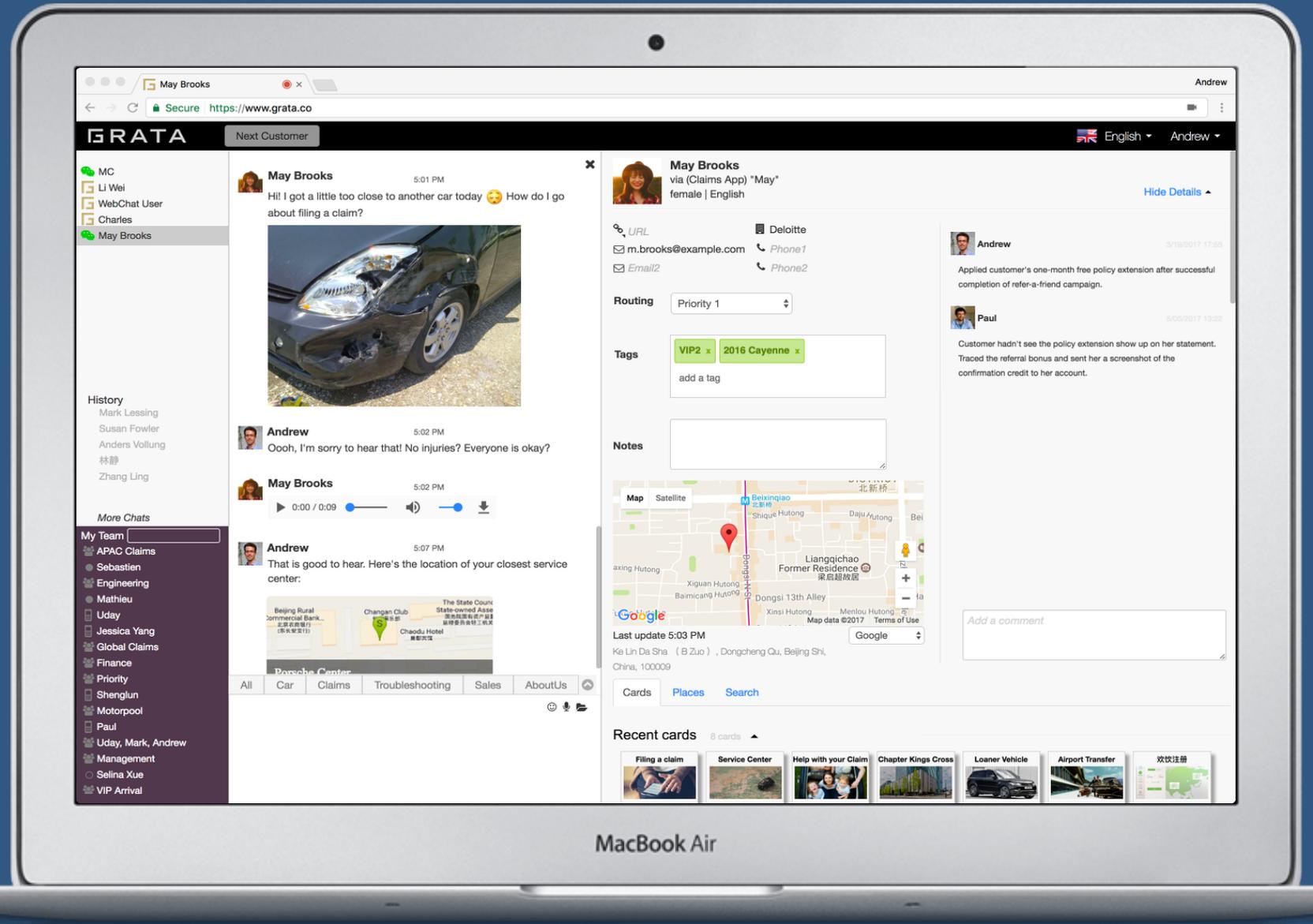

Mobile Customer Service
手机端人工服务

Try out Grata
体验Grata

Register your own console at grata.co and try it free for 30 days

在grata.co注册自己的控制台，可以免费试用30天。

Connecting your WeChat account is as easy as scanning a QR Code to enable Grata

把你的微信公账号连接至Grata就像扫描二维码一样简单快捷。

Appendix: Numbers to reference
主动调用频率限制

Total users 成员数上限	1,000 users to start; verify account to get more users based on your business license scope 认证前人数最多只支持1,000人，认证后可提高企业的使用人数
Monthly new users 创建帐号频率	Limited to growing no more than 3x the current total number of users per month 每企业创建帐号数不可超过帐号上限数*3/月
Admin users 管理员	Unlimited 没有数量限制
Daily messages 发消息频率	30x your total number of contacts, per user per day 每企业不可超过帐号上限数*30人次/天
Total apps 应用数限制	Your total number of users divided by 100 (min. 30 apps, max. 300) 人员上限/100个（最低30个，最高300个）
Departments 部门总数	30,000
Tags 标签总数	3,000

Hierarchical dept levels 部门的最大层级	15
Users per tag or dept 部门下的节点总数	30,000