Chat Window

To access the Chat Window, click on the numbered icon in the top-right hand corner:

When a new text message arrives in the system, a notification will appear.

Additionally, the message count box in the top-right hand corner of the screen will increase. You can also click the black notification box to open the Chat Window.
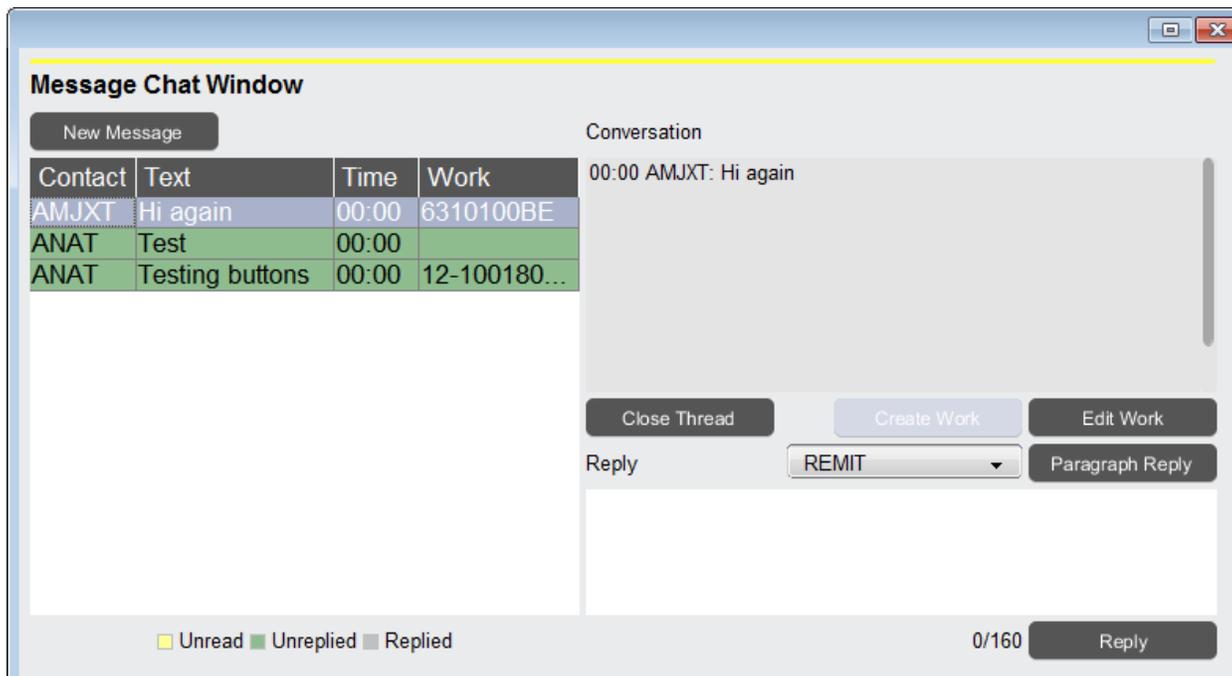
Conversations

The Chat Window will display three categories of text messages, each arranged chronologically by which group they belong to: Unread (yellow), Unreplied (green), and Replied (grey).

Each phone number starts its own thread. Clicking on the thread in the left-hand side of the screen will display the conversation in the right-hand side of the screen. Any new text messages that originate from the number will be added to this conversation (there will be no "New Text Message Received" notifications when the new text message is part of an existing conversation).

To end a conversation, click the **Close Thread** button – this will remove the text message conversation from the Chat Window but the messages will still be logged as records in the Messages capsule.

The **Create Work** button creates a Work record from the conversation and includes all text messages from the conversation in the Description and Notes. You may edit the Description or Notes to include additional information about the Work.

New Work		

Work 💾 ⊘ 🖫

Number:	12-100253	100BE		☐ Posted	
Tenant:			Work Category:		
Work Contact ▾	ANAT		Work Status:	TEST2	
Phone:	4764747676474		Entered:	February 25, 2013	15:08
Property:			Received:		
Unit:			Scheduled:		
Floor:			Required:		
Room:			Started:		
Department:			Completed:		
Work Type:	EXCEPTION		Closed:		
Priority:			Posted:		
Assigned To ▾			☐ Billable		
Description:	00:00 ANAT: Test		Notes:	00:00 ANAT: Test	

Once a Work record has been created from the conversation, the Work number will appear under the Work column in the TXT Messages left-hand side of the screen.

For any threads that have Work records, you can highlight them on the left in the TXT Messages window and will then have the ability to use **Edit Work** button, which will bring up the linked Work record in edit mode.

To reply to the person who sent the text message, type in the text field in the lower right-hand corner and use the **Reply** button to send out the text message. Per standard text message formatting, replies are capped at 160 characters.

Canned messages can also be sent using the **Paragraph Reply** feature. This will allow you to send out a quick, pre-set response to a guest.

To create your pre-set responses, go to the Communications tab and in the Paragraphs capsule, create a Paragraph record and make sure the "Show On Message Chat Window" checkbox is selected.

Paragraphs
Form letters and other text stored for reference

AWAREMANAGER

Creating New Messages

To send new text messages from the system, use the New Message button. From this window you find Contacts stored in the system (or Contact Groups) and send text messages. You may also use Paragraph replies here.

A AWAREMANAGER
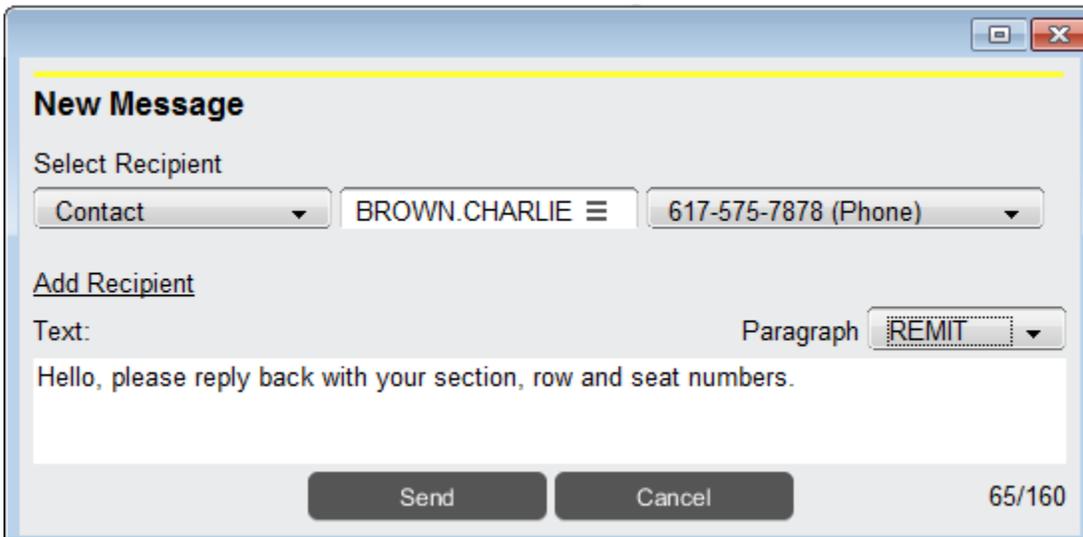
Other Options

Right-clicking on a conversation in the Chat Window will give the user additional options.
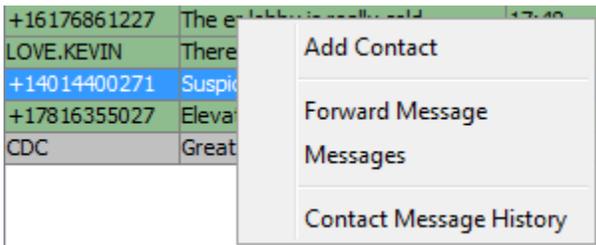
Add Contact can be used if the number is not already stored in the database; the user can then create a Contact record in the system on the fly.

It is important to note that when adding a contact, the phone number that you enter must be entered in a specific format with a **+** symbol preceding a 10 digit number. (+18002225555).
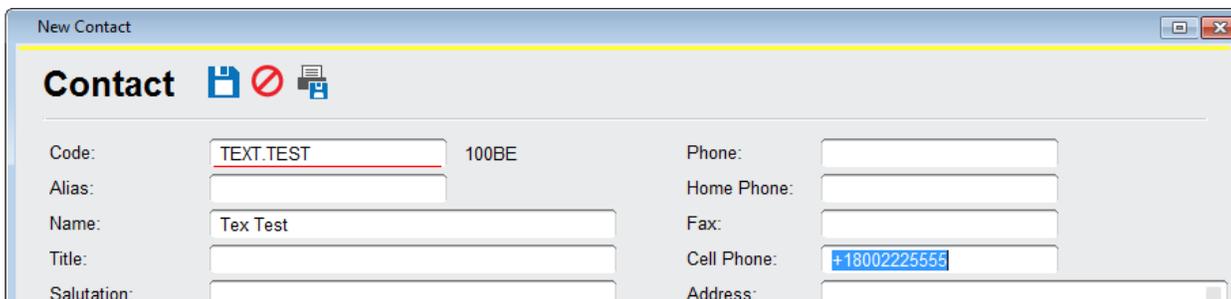
- **Forward Message** will open the New Message window with the text in the message box, ready to be forwarded.

- **Messages** will bring the user to the Messages capsule to show the records created from the conversation.

- **Contact Message History** will also bring the user to the Message capsule but it will show all records linked to that phone number from current and all past conversation.

Message Capsule

The Message capsule is where all text messages get stored as individual records with all the information regarding the text: phone numbers (and whether that number is linked to a <u>Contact</u>, Date/Time Created and Processed, Outgoing, Status, and the Text message contents.

Messages
SMS texts sent and received between the database and end users
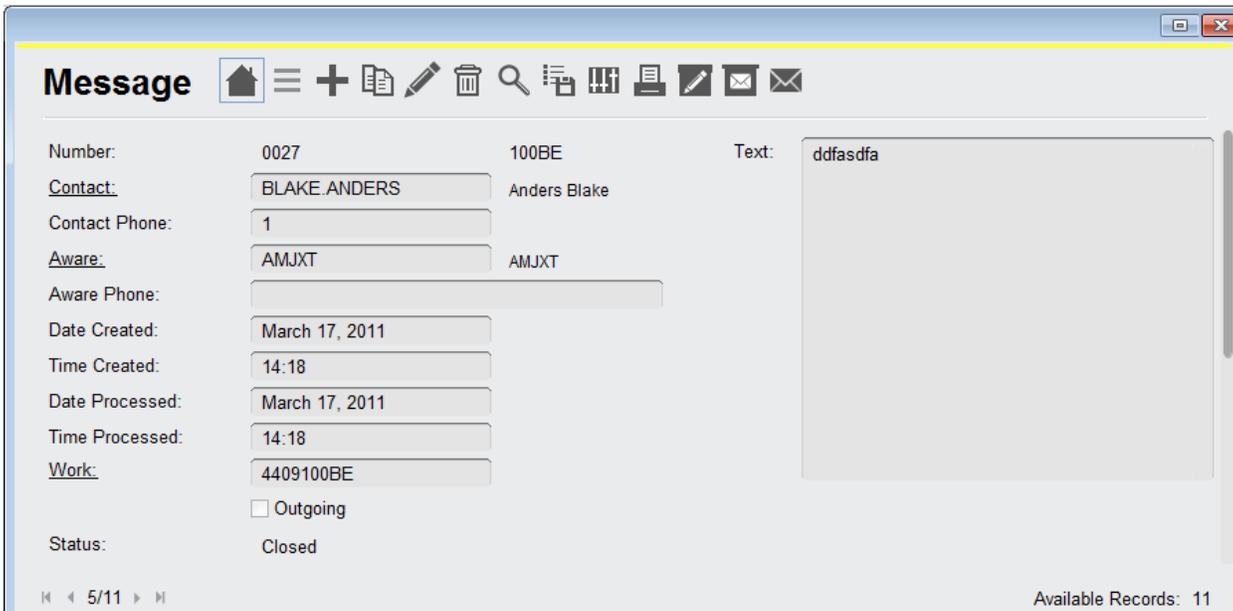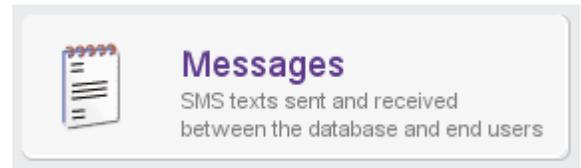
<u>Status</u> refers to whether or not the text message thread has been closed.

To find text messages from a particular day/event, use the magnifying glass to open the search window and search by the field <u>Date Created</u>.

Complete your search by clicking on the "search" button to bring up a list of all relevant Message records:
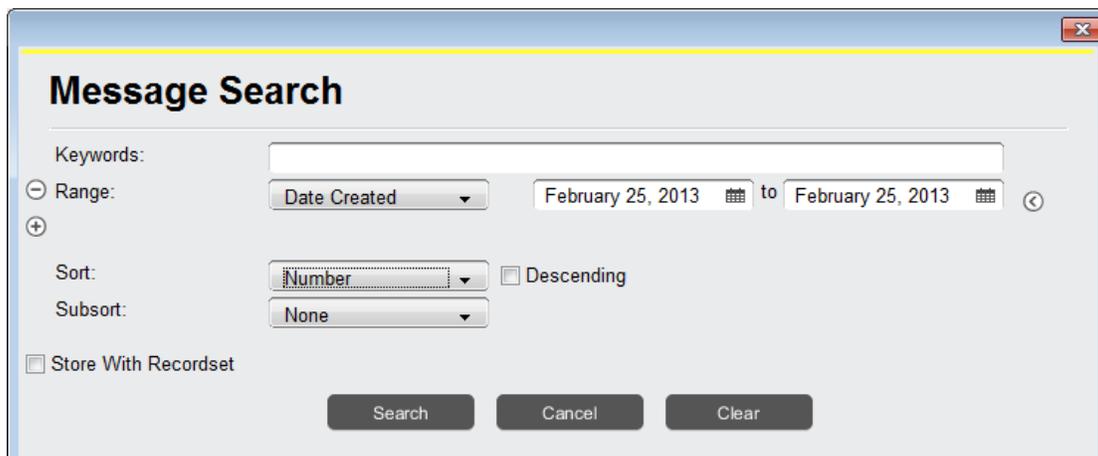
Remember, you can resize, rearrange, and shift your columns so that they appear to your liking.

To print a report of these text messages, go to the Print Options icon.

You can then print a report with a Custom Title, which will allow you to control the heading.
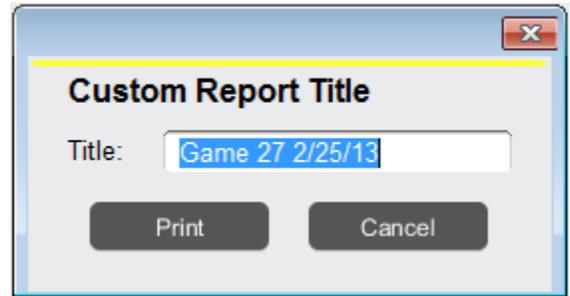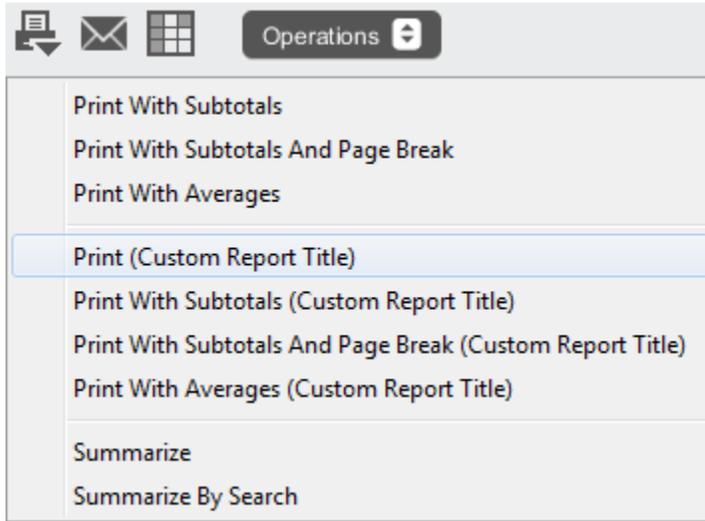
When you print from the List view, keep in mind that the printed report will display the columns exactly in the order and the width they appear and will cut off the text at some point as you get to the right of the screen (limited by what can be printed).

Set up

To use the texting features in AwareManager, the signed-in user must have "Enable Message Count" selected on their User Settings.

Remember, User Settings are applied on a *per user basis*. Each user who wishes to have texting features must enable it in their user settings.

Currently, both the Status Control Panel and TXT Messaging cannot be enabled at the same time.
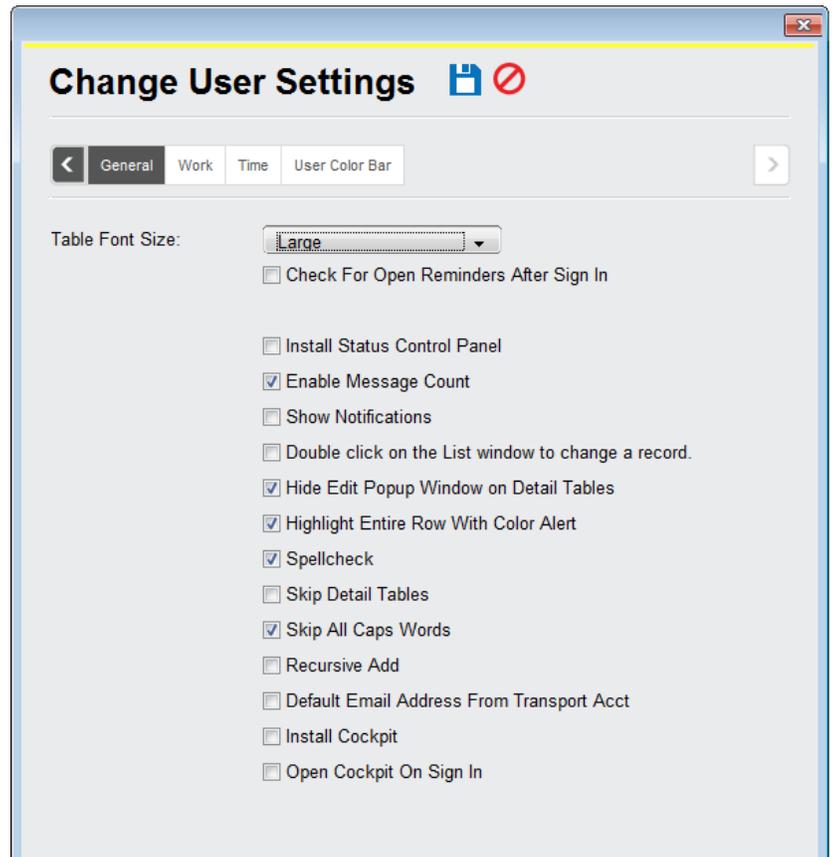
Configuration

On the Settings tab, you can also find **Program Settings**. The Messages tab contains settings for the texting features.

If the **Create Work Records** checkbox is selected, any incoming text messages will automatically create a new Work record.
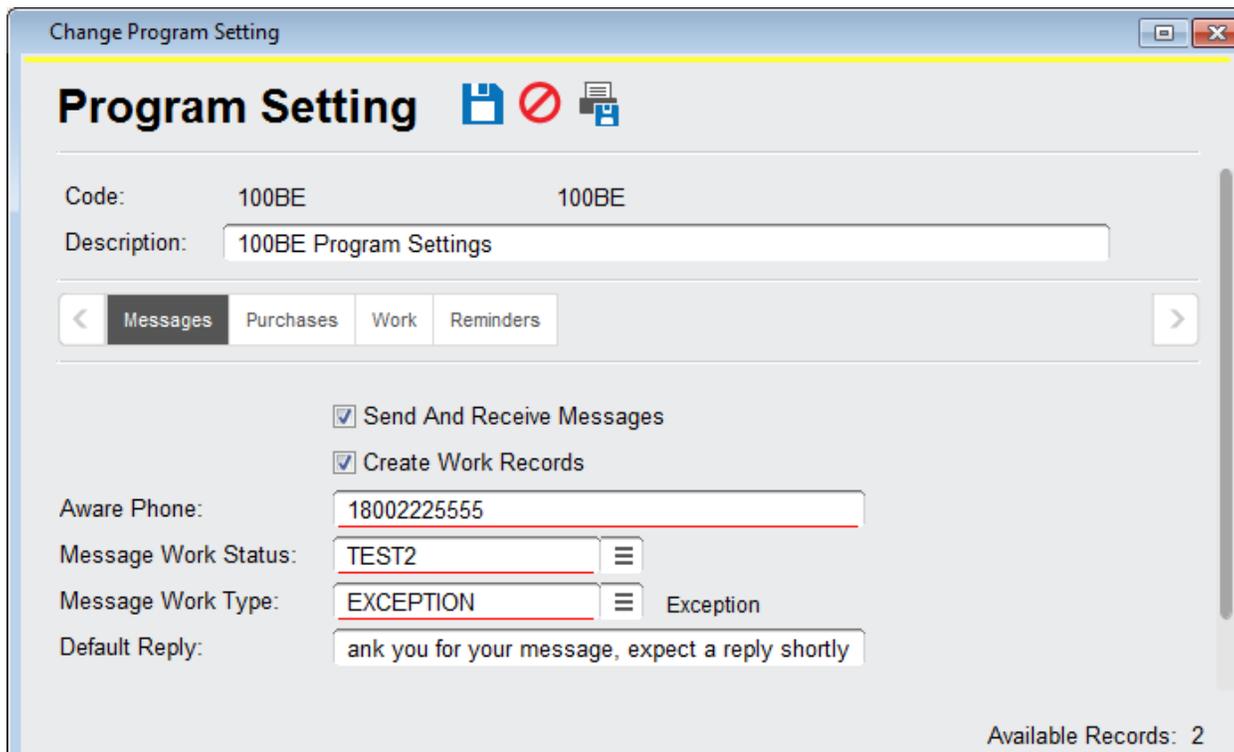
The Aware Phone field stores the phone number used for texting.

Message Work Status defines the default Work Status when Work records are created from a text message.

Message Work Type defines the default Work Type when Work records are created from a text message.

The Default Reply field is used if you'd like to have a standard reply message sent to any texts that come into the system.