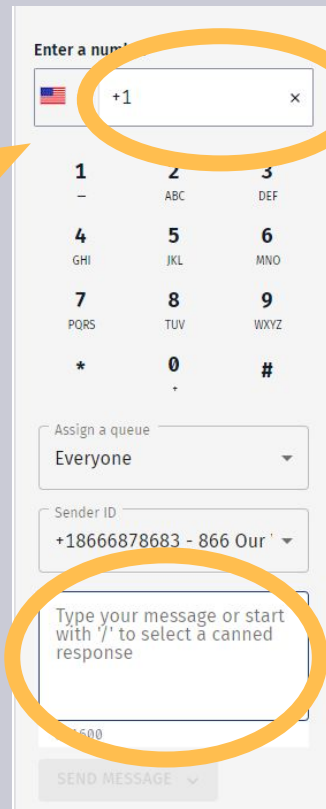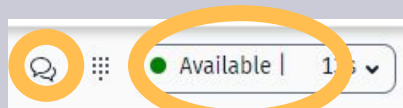# Sending a Text

If you need to text a voter and there is not a related active SMS task, you will need to send an outgoing text.

1. Make sure your status is available

2. Click the chat bubble icon on your taskbar

3. Enter the phone number of the person you're trying to text
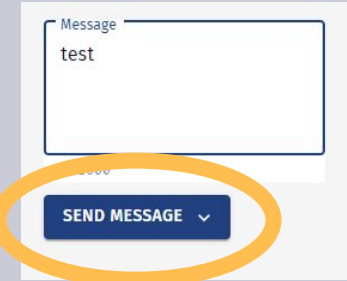
4. Type your message into the chat box Text Box

Sending a Text

5. Click send a message

6. A box with 3 options will pop up. Click "… and open chat with customer" (the first option)

7. Your message will send and a new task will open in the left task panel. From there you can text back and forth with the voter.

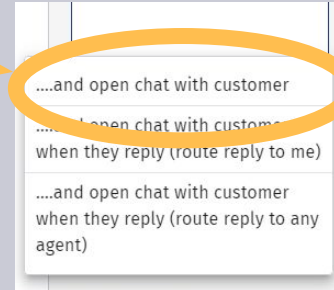**8. When finished click end chat in the top right corner of the task (text) window. Then click complete .**
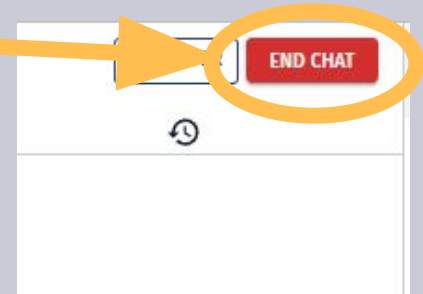
Message
test

SEND MESSAGE ⌄

….and open chat with customer

….open chat with customer
when they reply (route reply to me)

….and open chat with customer
when they reply (route reply to any
agent)

END CHAT