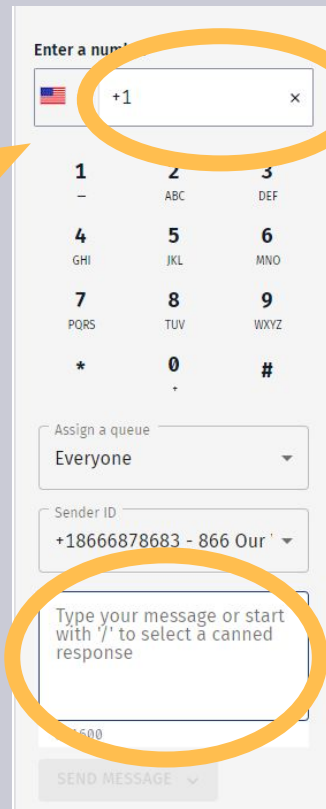
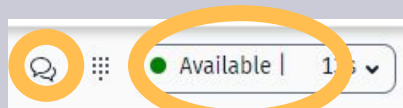


Sending a Text

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



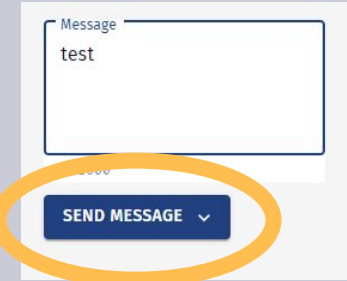
Sending a Text

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 .

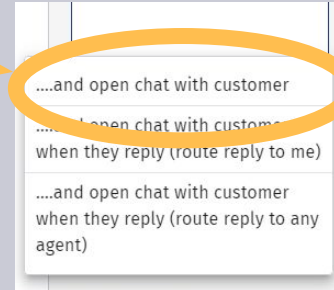


Message

test

SEND MESSAGE ▾

This screenshot shows a message input form. At the top, there is a label 'Message' and a text input field containing the word 'test'. Below the input field is a blue button with the text 'SEND MESSAGE' and a small downward arrow icon. An orange circle highlights the button, and an orange arrow points from step 5 of the instructions to it.



....and open chat with customer

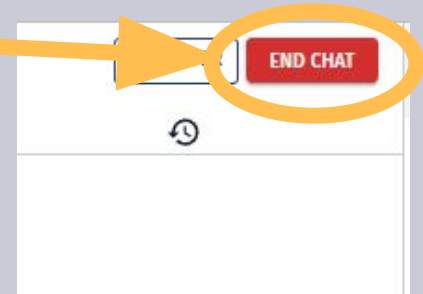
....and open chat with customer

when they reply (route reply to me)

....and open chat with customer

when they reply (route reply to any agent)

This screenshot shows a task panel with three options. The first option, '....and open chat with customer', is highlighted with an orange circle. An orange arrow points from step 6 of the instructions to this circle.



END CHAT

This screenshot shows a task window. In the top right corner, there is a red button with the text 'END CHAT'. An orange circle highlights the button, and an orange arrow points from step 8 of the instructions to it.