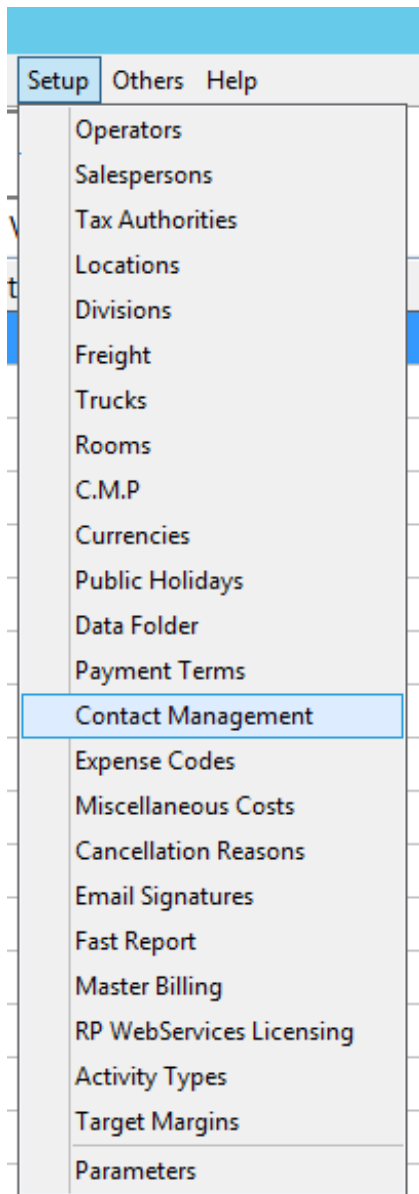


# Messages to other Operators

Last Modified on 04/24/2019 2:47 pm EDT

## Contact Management Preferences

**Goto Setup-->Contact Management to set up parameters for Contact Management**



**From here you can set up Contact Management Preferences, including 'pop up message preference' and 'check message interval' for sending messages between operators in RentalPoint**

RP Contact Management Parameter Setup

Record Cleaning	Customer Custom Fields	Language Terms
Operator Settings	Activity Results	Message Status
Calendar Settings	Pop-ups	Contact Custom Fields
Auto Schedule	Work Days	Auto Schedule
Default Activity Duration	Email Address	Messages
Auto Schedule Re-call In :		

Calendar Settings

Start of Work Day: \_\_\_\_\_

End of Work Day: \_\_\_\_\_

Time Increment (minutes): 30

Pop-ups

Pop-up messages

Enable the 'Pop-up messages' option if you want messages sent to you by other operators to appear as a pop-up message on the screen.

Work Days

Sunday  Wednesday

Monday  Thursday

Tuesday  Friday

Saturday

Email Address

support@rentp.com

Automatically Send Email

Default Activity Duration

0 Hour(s) 1 Min(s)

Messages

Check for messages every 1 Minutes

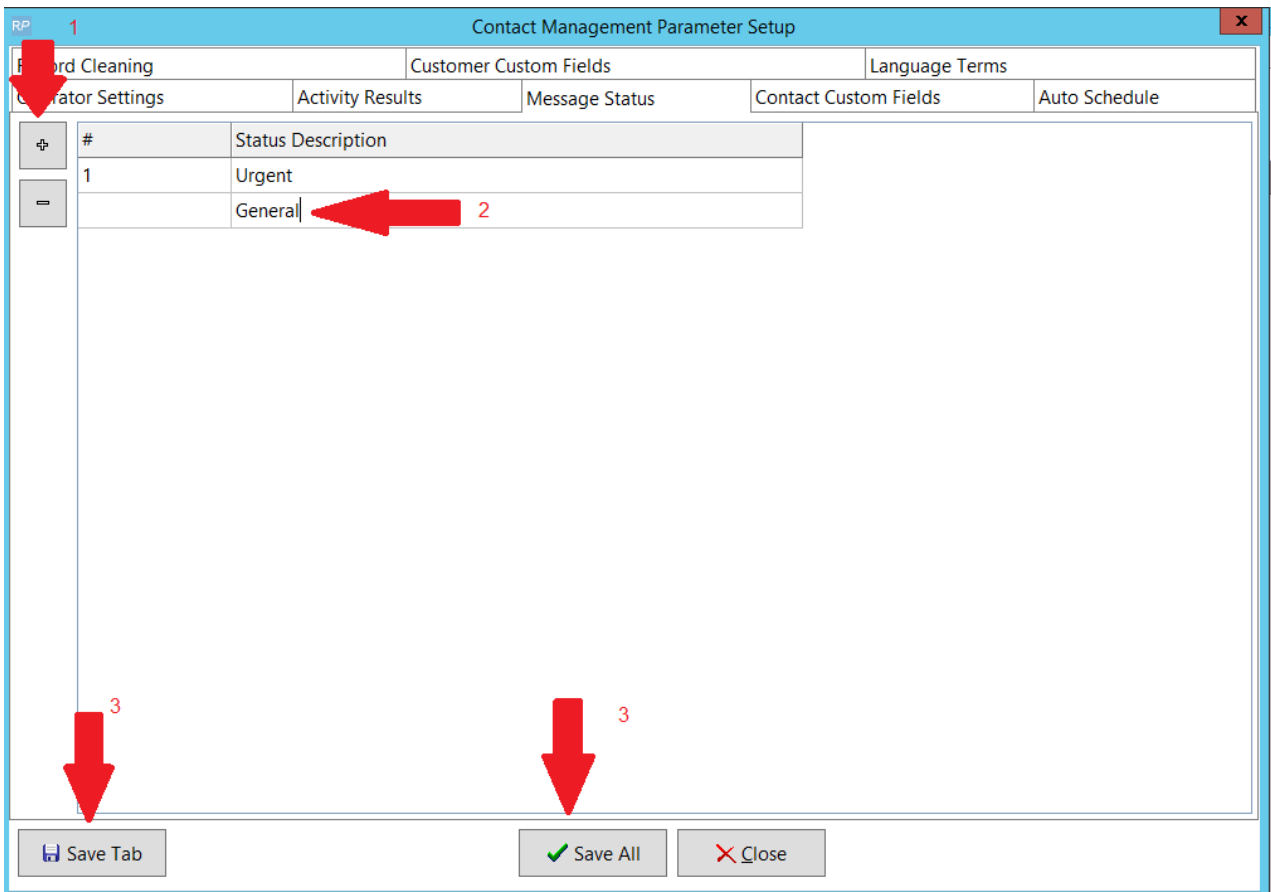
Auto Schedule Re-call In :

0 Day(s)

Save Tab Save All Close

**'Status' for message sending is set up via the 'Message Status' tab**

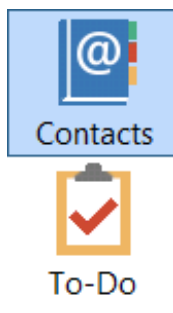
1. Click the plus sign to add status description
2. Enter the description (the code is populated automatically)
3. Click Save Tab to save and stay in Contact Management Parameters OR click 'Save All' to save changes from all tabs and exit.



**Status Descriptions will then be visible in the drop down when sending a message**

## Sending a Message

From the Contacts or To Do Menu



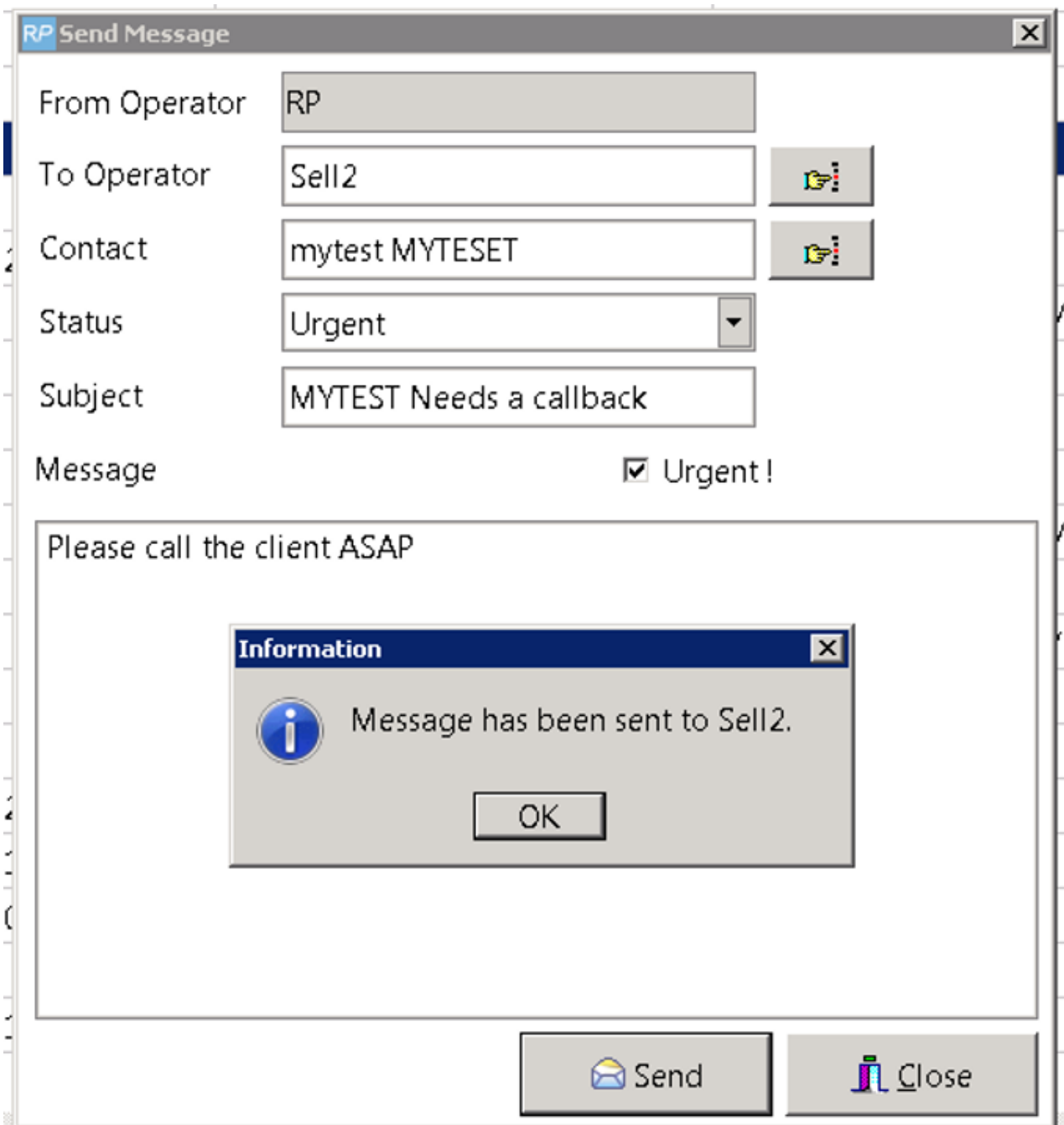
Right Click anywhere on the grid

Click Work-->Send Message (or Ctrl Alt S)

523	2588		jgreen@http://
			lloyd@rentp.co
768		020 7259 0682	scottiamie82@
344			
282			sta
234			il.
2798			
250-3000			
236-9879			gn
342-9897			gn
7709 0391		020 7723 3150	henric@ms10@

- New
- Open
- View
- Work**
- Print
- Admin
- Refresh
- Options

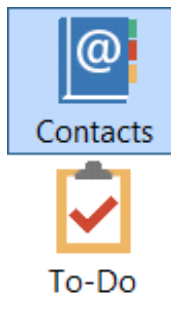
- Outlook Synchronization
- @ Send E-mail Ctrl+Alt+E
- @ Send E-mail to Distribution List
- Build Distribution List
- Build Call List
- Schedule Call List
- Make Call
- Receive Call
- Build Telemarket Script
- Leave Desk
- Send Message Ctrl+Alt+S**
- Setup Shows
- Setup Campaigns



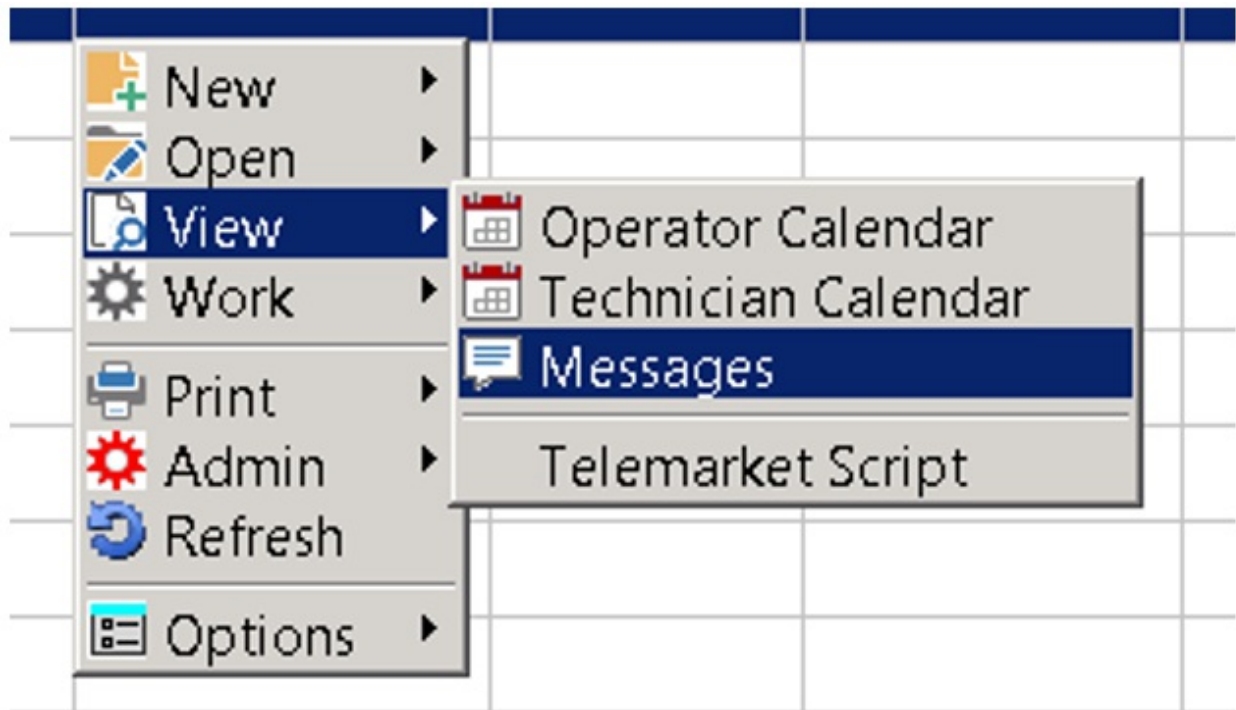
Note! If you have not set up your Contact Management Parameters, you'll run into issues with Message Status. See Contact Management Parameters for information on how to address this

## View Messages Received

From the Contacts or To Do Menu





Right Click anywhere on the grid




RP View Messages


Date	Time	From	Subject	Read	Resolved
2016-02-22	05:05 PM	RP	testing	N	N
2016-02-22	05:27 PM	RP	MYTEST Needs a callbac	N	N

View Details 

Mark Read 

Mark Un-Read 

Mark All Read 

Mark All Un-Read 

Remove Read Messages Over  Days Old  Remove

 Close