

Chat Feature: Real-Time Communication Made Easy

1. Executive Summary

This report introduces the new Chat feature, designed to simplify and speed up communication within your organization. It allows you to send instant messages to individuals or groups, fostering quicker collaboration and providing immediate support. With Chat, you can easily share information, resolve issues on the fly, and keep everyone connected, ensuring less time spent coordinating and more time focusing on critical tasks.

2. Introduction

In today's fast-paced environment, the need for instant communication is crucial. Waiting for emails or playing phone tag can slow down operations, especially for teams on the go, like drivers, delivery personnel, or transport managers. The Chat feature addresses these pain points by providing a direct and efficient way to communicate in real-time.

Purpose: The Chat feature's primary purpose is to enable seamless, instant text conversations, allowing for quick collaboration and immediate support. It helps you stay connected with your team, share updates, ask questions, and get immediate answers, all within a user-friendly interface.

Key Terms:

- **Chat:** Real-time text conversation between users.
- **Group Chat:** A chat conversation involving three or more people.
- **Mention (@):** A way to specifically tag and notify a person within a group chat.

3. Main Content (User-Focused Sections)

What This Means for You

The Chat feature empowers you with:

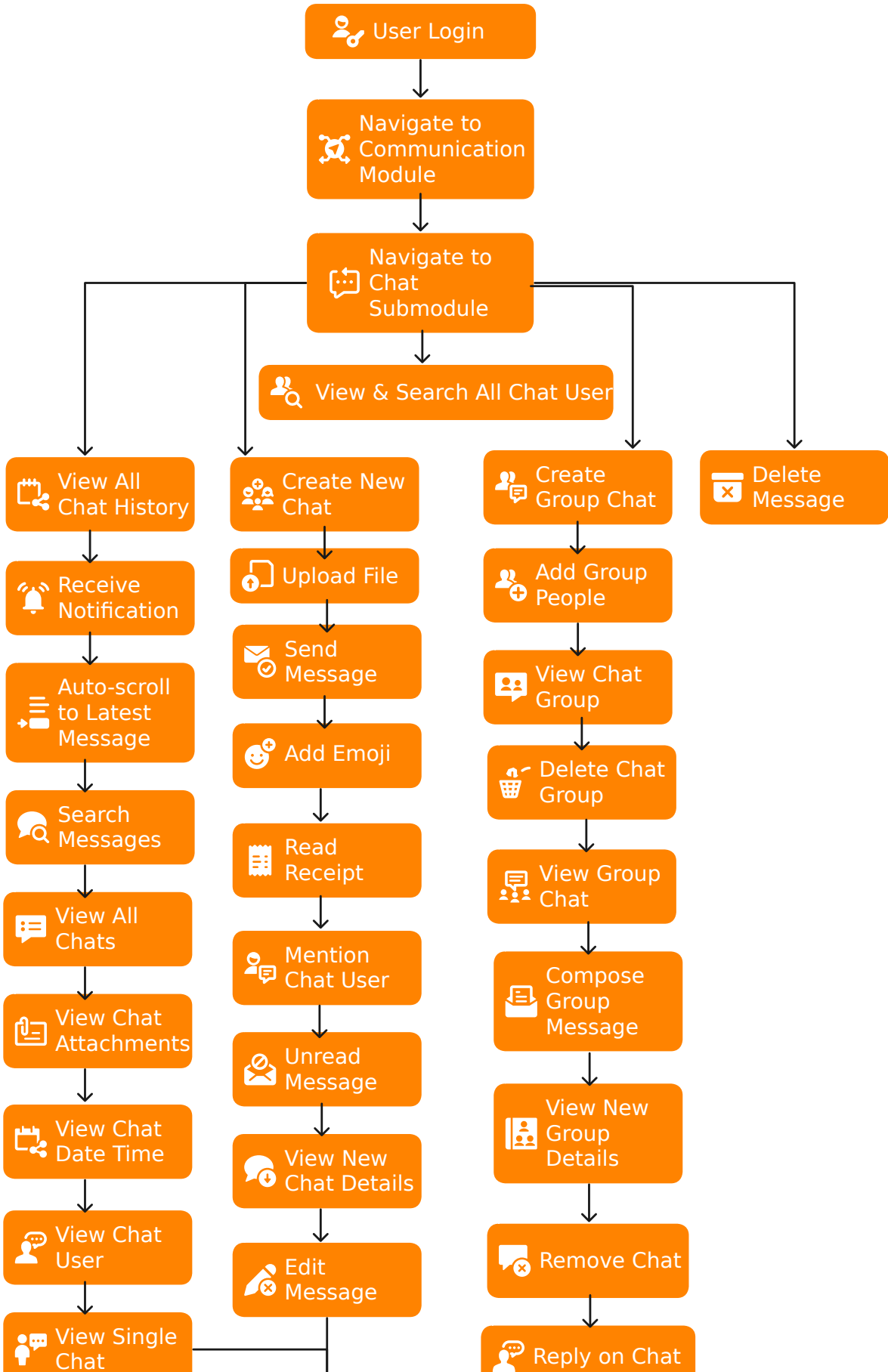
- **Instant Communication:** Send and receive messages in real-time, reducing delays in critical communications.
- **Quick Collaboration:** Easily connect with colleagues and teams to discuss tasks, share updates, and resolve issues efficiently.
- **Error Correction:** Edit your sent messages to fix typos or clarify information, ensuring your messages are always accurate.
- **Efficient Group Management:** Create and manage group chats, add new members, and view group details with ease.
- **Organized Conversations:** Keep track of all your individual and group discussions in one centralized place.
- **Peace of Mind:** Knowing you can instantly reach out and get responses when you need them most.

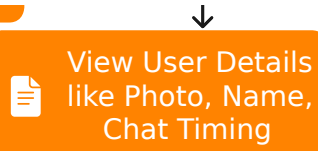
How It Works

The Chat feature provides a straightforward way to communicate. You can initiate new conversations, reply to existing ones, and manage group discussions. The overall flow involves navigating to the Communication module, accessing the Chat submodule, and then choosing to start a new chat, manage groups, or interact with existing conversations.

Here's a simplified view of the user workflow:

Chat Flowchart





Made with  Napkin

Getting Started

Follow these steps to start using the Chat feature:

1. To Start a New Chat:

- Navigate to **Communication** in the main menu.
- Click on the **Chat** submodule.
- Click the **New Chat** button.
- On the Compose Message page, **select the user(s)** you wish to message from the list.
- **Type your message** in the message box.
- Click **Submit** to send your message.

2. To Edit a Sent Message:

- Go to **Communication > Chat**.
- Open the specific **chat conversation** containing the message you want to edit.
- Locate your sent message and click the **three dots (...)** next to it.
- Select **Edit** from the options.
- **Modify your message** in the text box.
- Click **Save** or **Update** to apply your changes.

3. To Add Members to a Group Chat:

- Navigate to **Communication > Chat**.
- Go to the **Group** section.
- Open your desired **group chat**.
- Click the **three dots (...)** menu within the group chat header.
- Select **Add People**.
- In the pop-up window, **choose the members** you want to add from the list.
- Click **Add** to include them in the group.

Key Features You'll Use

The Chat feature offers several functionalities to enhance your communication:

- **Individual and Group Chats:** Start one-on-one conversations or create groups for team discussions.
- **Message Composition:** Easily type and send messages to selected recipients.
- **Message Editing:** Correct or update messages you've already sent.
- **Group Management:** Add new members to existing groups and view details about group participants.
- **Mentions (@):** Tag specific individuals in group chats to draw their attention to a message.
- **Attachments and Emojis:** Share files and express yourself with emojis (functionality will be available when composing a message).

- **Chat History:** View all your past conversations, including chat dates and times.
- **Search Functionality:** Easily find specific users or messages within your chat history.
- **Group Creation:** Create new groups by selecting multiple users and assigning a group name.
- **Group Deletion:** Remove groups that are no longer needed.

Common Scenarios

Here are some real-world examples of how you might use the Chat feature:

- **Urgent Dispatch Update:** A transport manager needs to quickly inform a driver about a change in the delivery route. They can open a new chat with the driver, type the updated instructions, and send them instantly.
- **Correcting a Mistake:** You sent a message with a typo to your team. Instead of sending a new message, you can easily open the chat, edit the incorrect message, and fix it directly.
- **Onboarding a New Team Member:** A new delivery person joins the team. An admin can quickly add them to the "Delivery Team" group chat, ensuring they receive all relevant updates and can communicate immediately.
- **Checking Group Participants:** You need to confirm who is part of the "Weekend Shift" group. You can go to the group chat, click "About," and see the full list of members.
- **Getting Attention in a Busy Group:** In a lively group chat, you need input from a specific colleague, John. You can type @John followed by your question, ensuring he receives a direct notification.
- **Removing an Inactive Group:** A project group chat is no longer active. You can easily delete the group to keep your chat list clean and organized.

What to Expect

After successfully using the Chat feature:

- **New Message Sent:** Your message will appear in the chat window with the recipient, clearly showing the date and time it was sent. The recipient will receive a notification.
- **Message Edited:** Your updated message will replace the old one in the chat history, indicating that it has been modified.
- **New Group Member Added:** The newly added person will appear in the group's member list, and they will receive a notification about being added to the chat.
- **Group Details Viewed:** A pop-up window will display a clear list of all members within that group.
- **Group Created:** The new group will appear in your 'Group' chat list, ready for communication, and all members will be notified.
- **Group Deleted:** The group will be removed from your chat lists, and it will no longer be accessible for communication.

4. Visual Elements & Supporting Information

Screenshots & Field Details

Below are screenshots illustrating different aspects of the Chat feature, along with details for key input fields.

Compose Message

This page allows you to write and send new messages to individuals.

100 Vehicles Online

Compose Message

To

Select Person...

Subject

Enter Your New Subject...

Content

Type Your Message...

Cancel

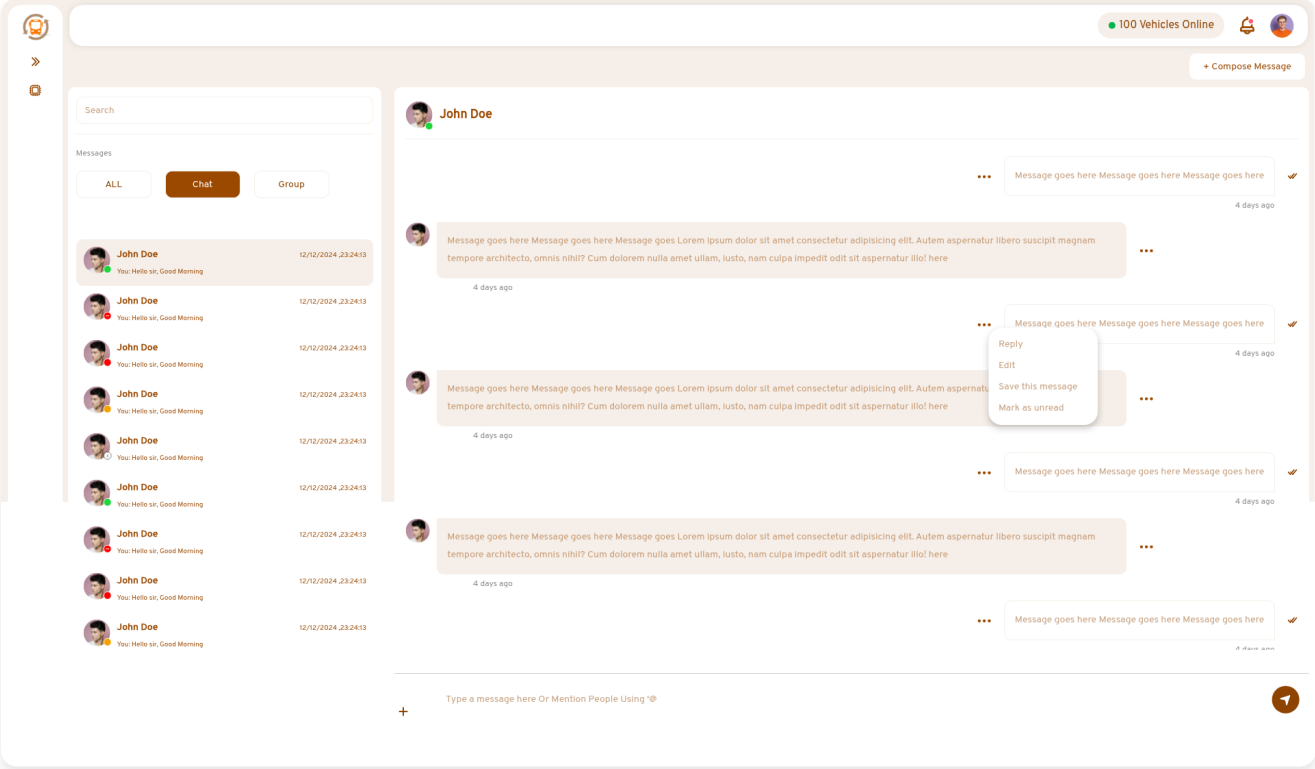
Submit

Field Validation Table: Compose Message

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Recipient(s)	Yes	Dropdown/Selector	String	N/A	Yes	Choose the individual or group you want to send a message to.
Message Text	Yes	Textarea	String	Up to 1000 characters	Yes	Type your message here. You can also mention people using '@'.

Edit Chat

This page allows you to modify a message you have already sent.

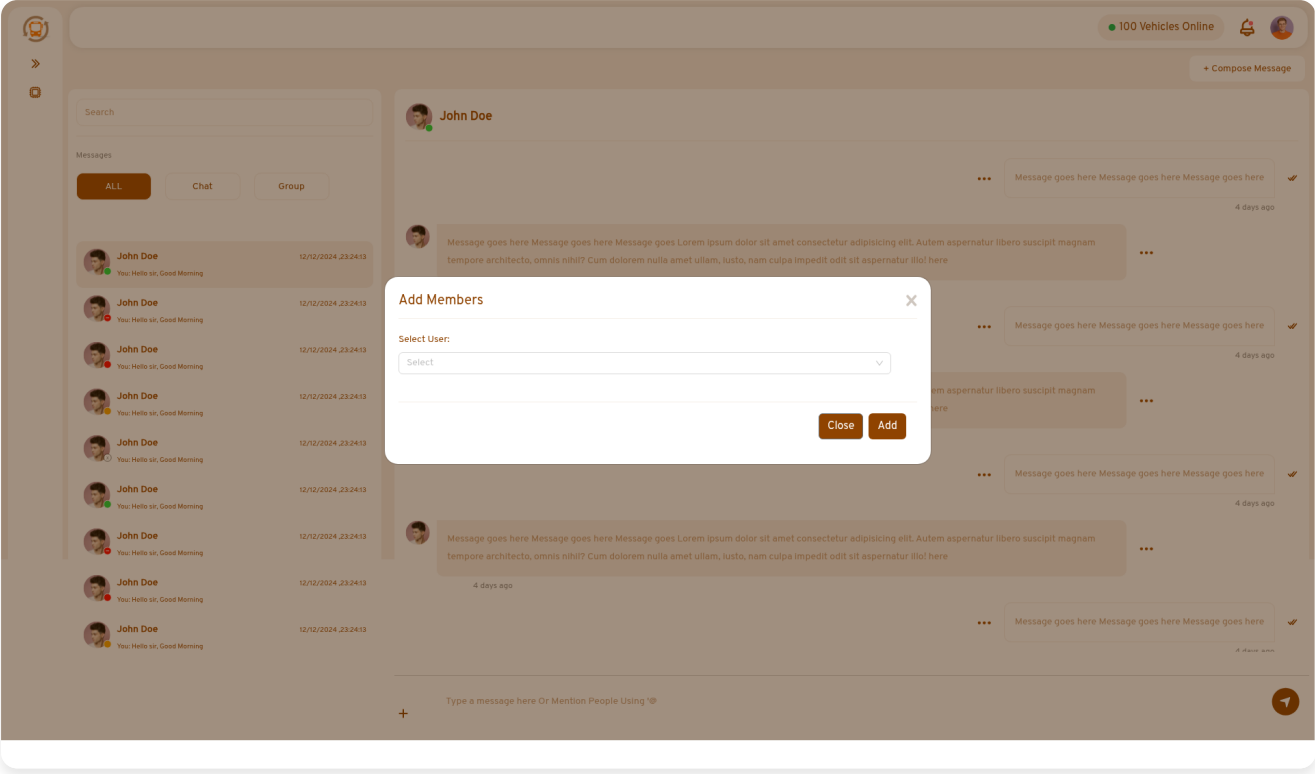


Field Validation Table: Edit Chat

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Message Text	Yes	Textarea	String	Up to 1000 characters	Yes	Modify the content of your previously sent message.

Add Group People

Use this page to include additional members in an existing group chat.

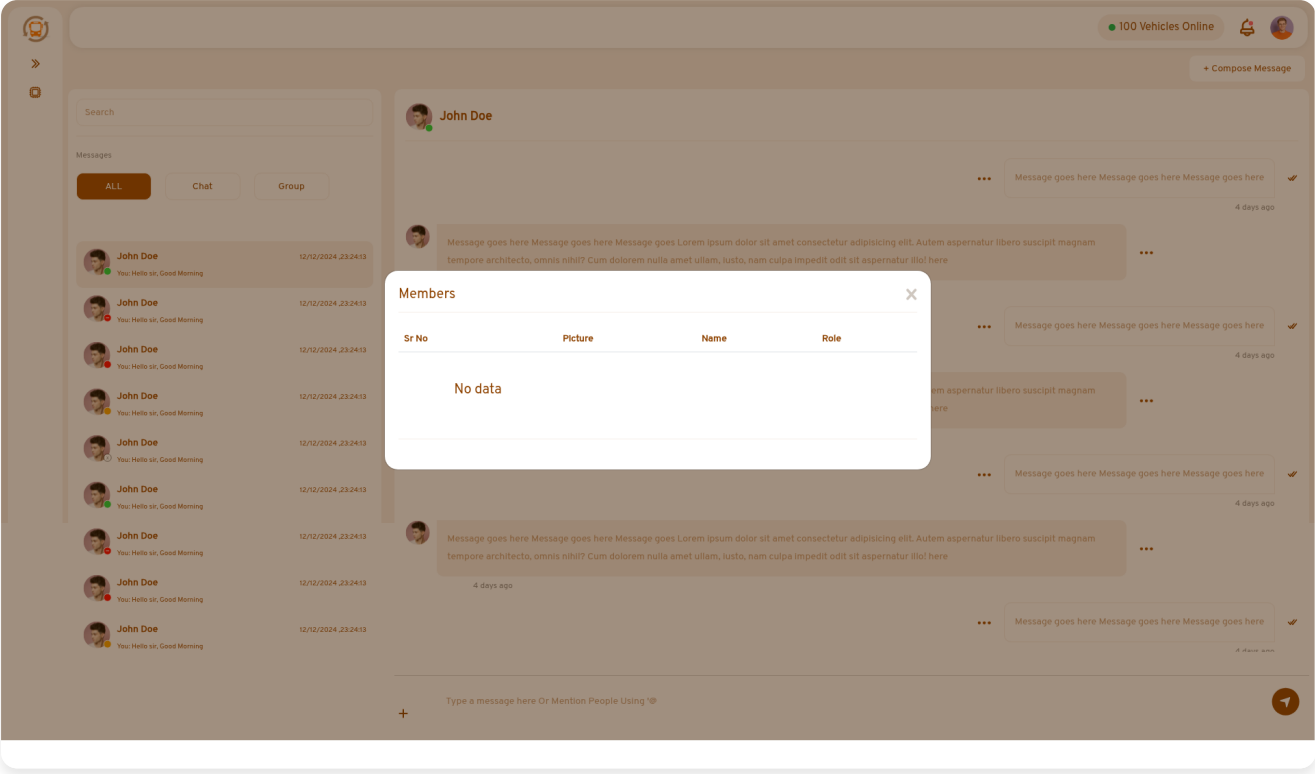


Field Validation Table: Add Group People

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Select Members	Yes	Multi-select List / Checkboxes	String	N/A	Yes	Choose the users you want to add to your existing group chat.

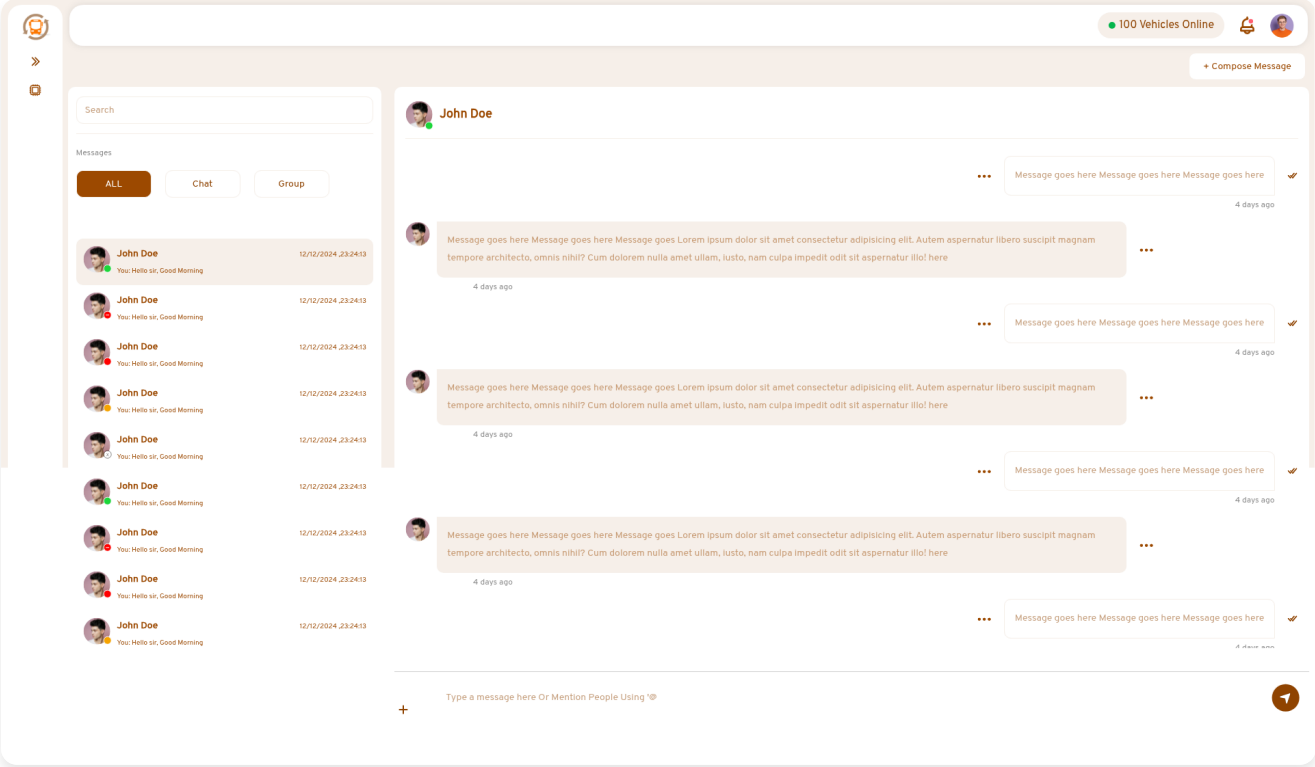
About Group Member

This view shows details of members within a specific group.



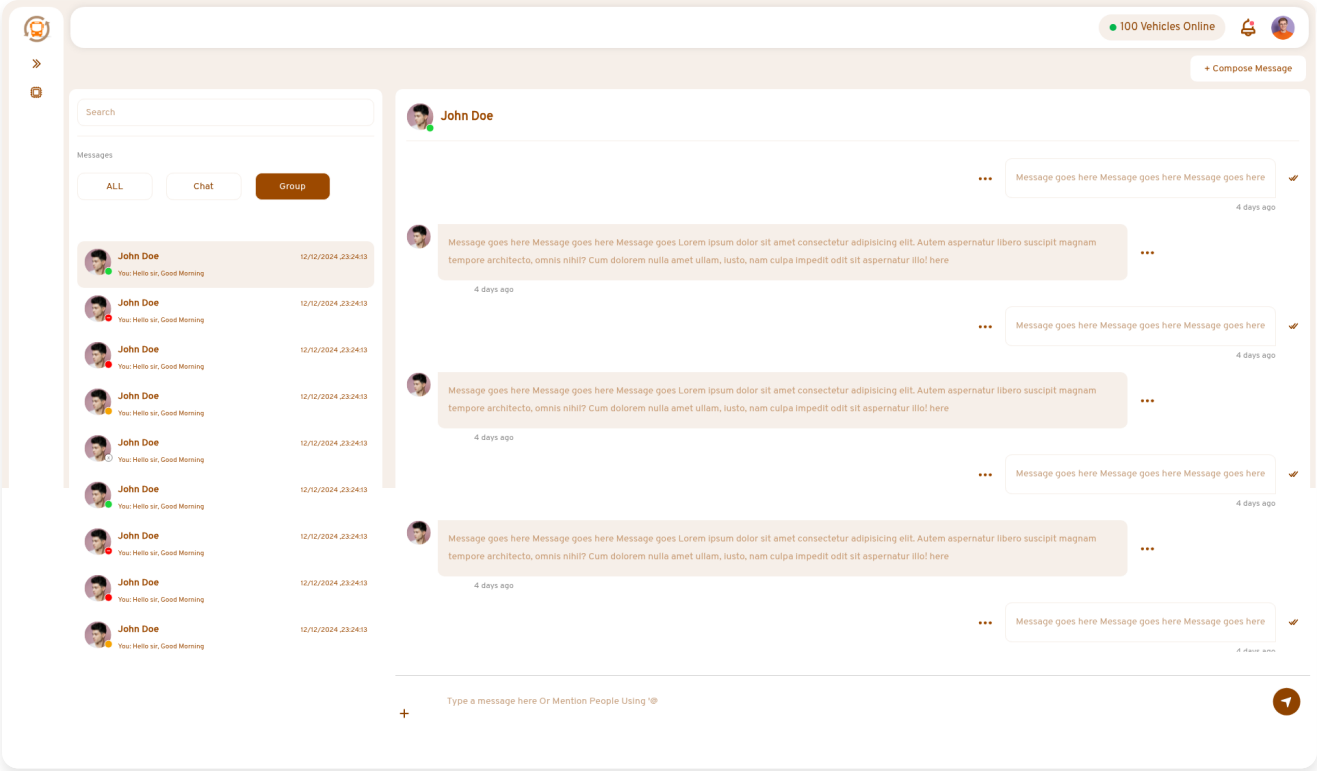
Chat Feature Overview

This screenshot provides a general view of the Chat module, showing sections like Group, Chats, and All.



Group Chat View

This view focuses on displaying group chats.



5. Summary & Benefits

The Chat feature is more than just a messaging tool; it's a vital component for streamlined operations and efficient teamwork. By providing real-time, user-friendly communication capabilities, it directly addresses the need for instant collaboration and quick support.

You benefit from:

- **Reduced Communication Gaps:** Ensuring all team members, from drivers to managers, are always connected.
- **Faster Decision Making:** Instant messaging facilitates quicker exchanges, accelerating problem-solving.
- **Improved Operational Efficiency:** Less time spent on communication means more time for core tasks.
- **Enhanced Team Cohesion:** Easy group chats help build a stronger, more connected team.

Ultimately, the Chat feature empowers you to communicate smarter, work faster, and achieve your goals with greater ease and confidence.