



# Internal chat between users

Noviembre 2018



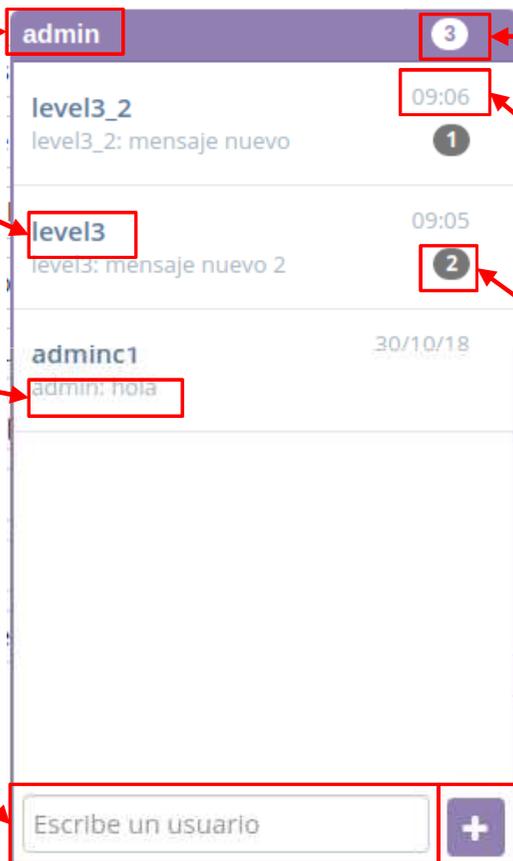
# Main sight chat

User's name with the initiated meeting.

User's name with whom a conversation is supported.

Content of the last message of the conversation (indicating the user who ordered it).

Stand out for a new conversation with a user.



Number of not well-read messages of all the conversations.

Date of the last message of the conversation.

Number of not well-read messages of the conversation limits.

Button of new conversation with a user.



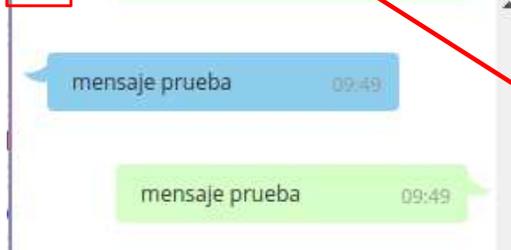
# Seen conversation

Comeback button at sight main.



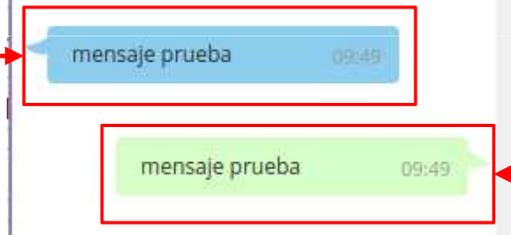
Button to contract the chat.

Received message.



Name of the user with whom a conversation is supported.

Indicator of which all the later messages are not well-read.



Sent message.

Stand out to write a new message.



Hour of mailing of the message.

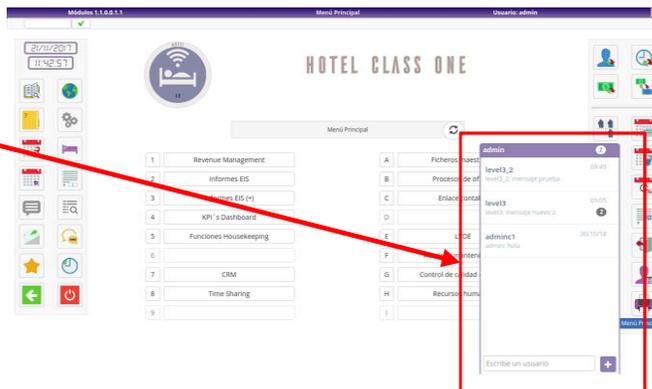
Button of mailing of the message.



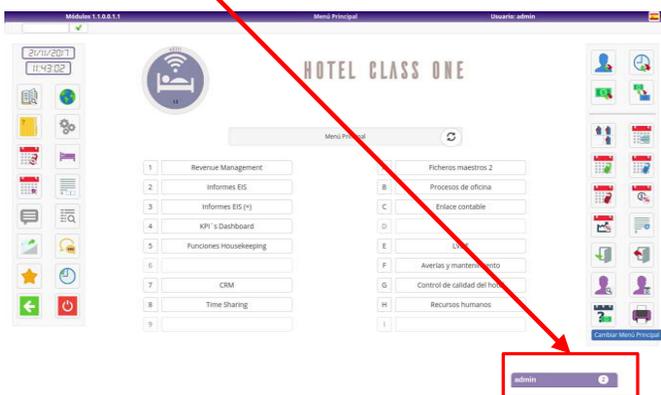
# The chat as a whole with the application

The chat is in the right low part of the application and appears on all the pages.

Pressing in the top part of the chat, this one is compressed proving to be alone the user who initiated the meeting and the entire number of not well-read messages.



The chat for defect is secret, but it is possible to modify this configuration from: **Main menu-> B. Backoffice-> 7. Setup - General**. Once on the configuration page, it is in "General parameters".

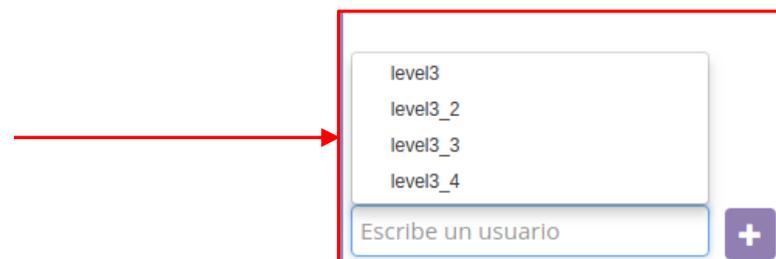


(20) Mostrar chat

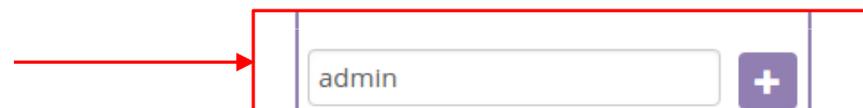


# New conversations

To begin a conversation with a user it is necessary to write its login and a drop list will be generated with the users who coincide.



In the drop list there will only appear the users who are not managers. To have a conversation with a user manager is enough to write its login.



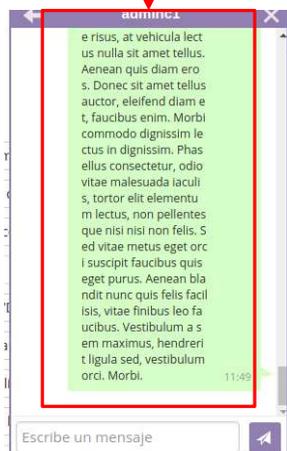
**I WARN:** it is possible only to have a conversation with every user. In case of there introduces in the field one login with whom the user registered already has a conversation, instead of a new conversation is created, the same one will be opened.



# Long messages

**IT NOTICES:** The maximum length allowed for the messages is 1024 characters.

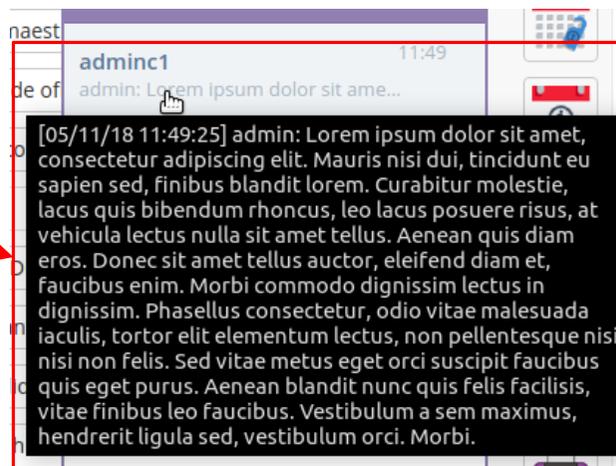
In the conversation sight if a message does not enter a line it is placed in several.



Nevertheless in the main sight it is cut so that it occupies only one line.



To be able to see the finished message it is necessary to place the cursor on the message and there will appear a tooltip where the hour of the message appears, the issuer and its content.





# It dates messages

mensaje prueba 09:49

In every message the hour appears and the minutes in which the message was sent.

mensaje prueba 09:49

02/11/18 09:49:40

To know the finished date of mailing of the message it is necessary to place the cursor on the date and a tooltip will appear with the finished date.



# Follow-up of the chat

There exists a page where there can be looked the messages of the whole application from different filters. This page is in the alternative menu from the option: **B. Office processes-> F. Chat consultation**

In the left part of the application one finds the different filters. The only ones that are obligatory are those of “Date from” and “Date up to”.

The values for defect of the obligatory fields are:

- It dates from: date activates of the application - 1.
- It dates even: date activates of the application.

In case of leaving an obligatory field in target an error will appear.

Fecha desde	04/11/2018
Fecha hasta	05/11/2018
Hora desde	
Hora hasta	
Usuario desde	
Usuario hasta	

Refresh button

To look for the messages with the filters it is necessary to touch the button of refreshing.

Field Description cannot be empty



# Follow-up of the chat

Once executed the search with the filters the results will appear in a table initially arranged in the date of the messages (first the most ancient). This appearance order into the table can change pulsating in the different columns.

Fechas entre: 04/11/2018 - 05/11/2018

Fecha	Usuario Origen	Usuario Destino	Leido	Mensaje
20181105 10:30:20	admin	adminc1	false	mensaje
20181105 10:30:36	admin	adminc1	false	mensaje prueba
20181105 11:49:25	admin	adminc1	false	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris nisi duj, tincidunt eu sapien sed...

**IT NOTICES:** the too long messages are cut.



# Class One

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