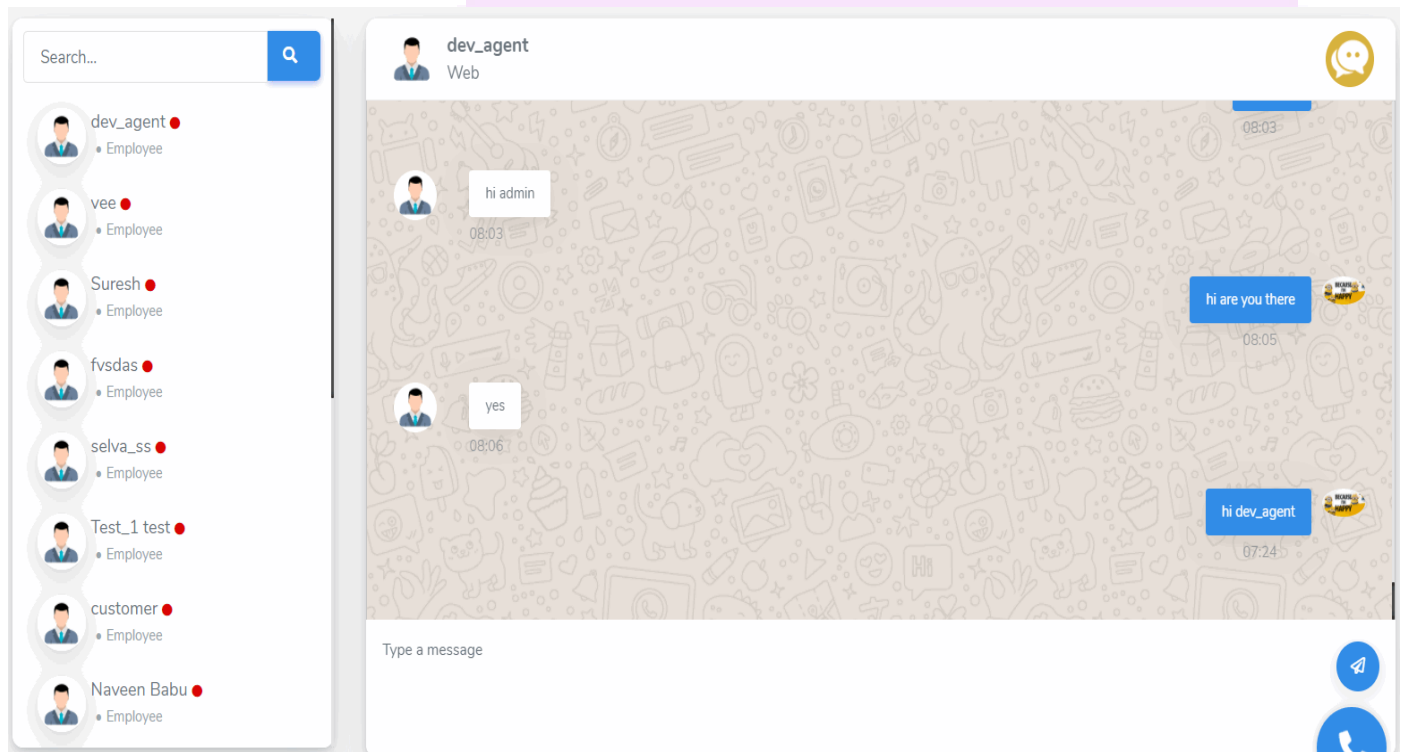# Help manual for Internal Chat

Internal chat solution helps in saving time and comes handy for short messages like quick questions, fast confirmations, urgent permissions, active enquiry and to reach out to co-staff in remote.

- Go to **Messaging** and click on **Internal Chat**.
- A page where all the Agents are listed will open.
- Colour indication **Red** states **Logout** status and **Green** indicates **Loggedin** status of the staff.
- Click on the Agent/Admin/Manager to whom you want to chat with.
- The chat widget will open and you can see a display of old chats.
- Enter the message in the **Type a Message** column and send.
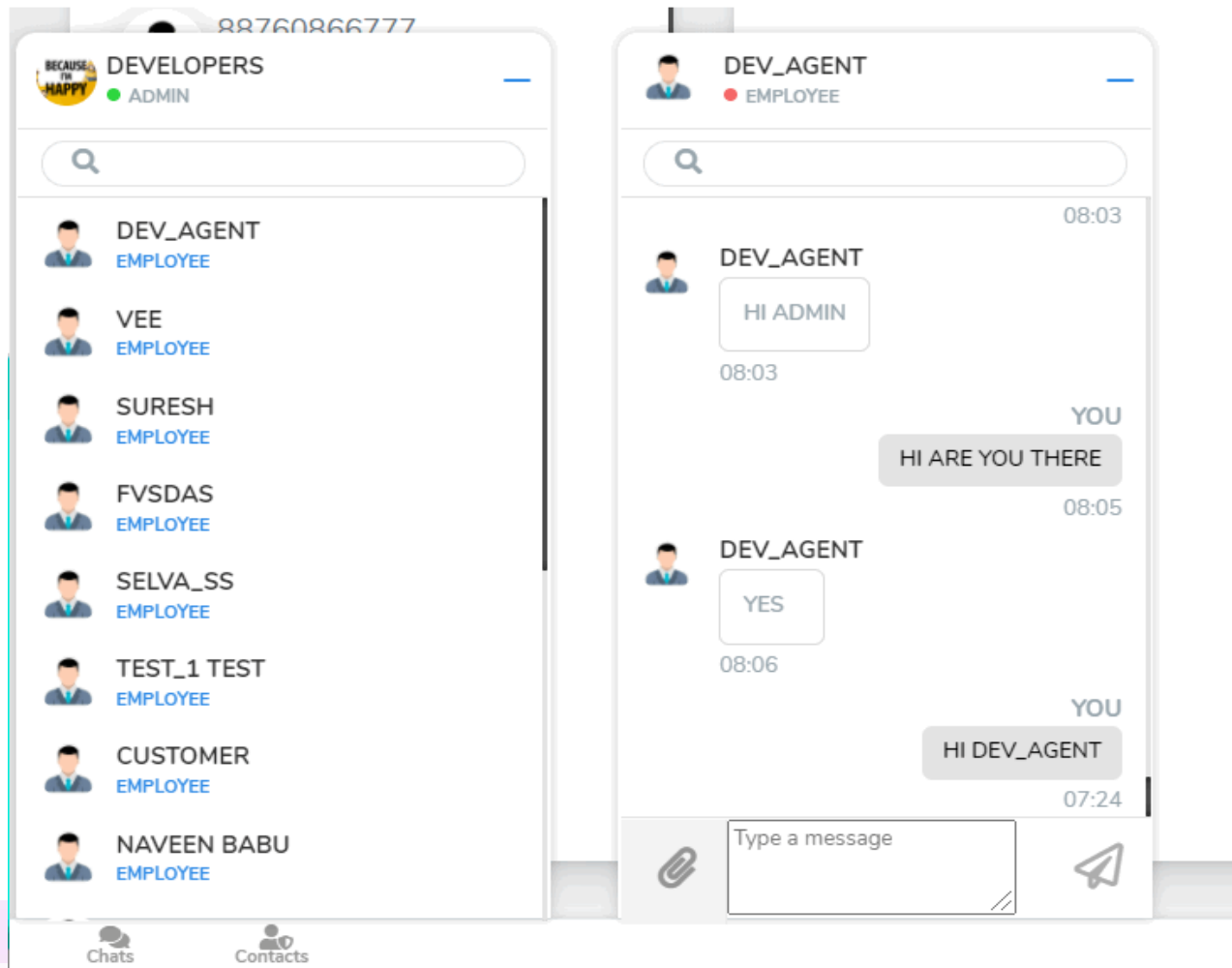
Chat internally through Contact icon in the Footer:

- Click on the **Contact** icon found in the **Footer** of all the modules.

- A pop up will appear listing out all the Agents.

- Click on the Agent/Admin/Manager to whom you want to chat with.

- A **chat-widget** will open.

- Enter the message and send.

- The receiver of the message can view the message and reply in the **Type a Message** column and send.