**9.1 Livechat: Regulator & Driver**

**Scope:** For all Regulators, Call Center Staff, Drivers, and Clients.

**Procedure Steps:**

1. Click the chat icon to open the livechat interface.
2. Select an active conversation from the list.
3. Type your message in the input field and press Enter to send.
4. Click the "angle up" icon to access Quick Reply phrases.
5. Click the photo icon to upload and send an image.

**9.2 Livechat: Regulator & Client**

Same procedure as 9.1, used when the regulator communicates with a client via chat.

**9.3 Livechat: Call Center & Client**

Same procedure as 9.1, used when a call center operator chats with a client.

**10. QUICK REPLY MANAGEMENT**

**10.1 Quick Reply Phrases for Livechat in FMS**

**Scope:** For livechat leaders managing Quick Reply content in the FMS.

**Procedure Steps:**

1. Click the "System Configuration" tab.
2. Navigate to the "Quick Reply" page.
3. Click the "New" button.
4. Fill in the mandatory fields:
   * **Application** (FMS, DA, CA)
   * **Chat Type (From)**: Regulator / Driver / Client
   * **Chat Type (To)**: Regulator / Driver / Client
   * **Content**: The message text

*Note:*

* + "Application" defines where the quick reply will be used.
  + "Chat Type From/To" defines who sends and receives the message.

1. Click "Submit" to save the phrase.

**6. WORKGROUP MANAGEMENT**

**6.1 Create Workgroup in FMS**

**Scope:** For assigning regulators and vehicles to workgroups in FMS.

**Procedure Steps:**

1. Click the "Fleet Management System" tab.
2. Navigate to "Workgroup Management" under "Operations Management".
3. Click "Add".
4. Fill in the mandatory fields:
   * **Workgroup Name**
   * **Depot**
   * **Livechat Leader**

*Note:*

* + Each workgroup can only have one Livechat Leader.
  + Only users with the "Regulator" role can be added or assigned as leader.

1. Click "Submit".

**6.2 Bind Vehicle to Workgroup in FMS**

**Scope:** For associating vehicles with workgroups.

**Procedure Steps:**

1. Click the "Fleet Management System" tab.
2. Go to "Workgroup Management" under "Operations Management".
3. Filter for unbound vehicles.
4. Select the desired vehicles.
5. Click "Binding Workgroup".
6. Choose the target workgroup.
7. Click "Confirm" to finalize.

**6.3 Edit Workgroup in FMS**

**Scope:** For updating workgroup information or removing vehicle bindings.

**Procedure Steps:**

1. Click the "Fleet Management System" tab.
2. Open "Workgroup Management" under "Operations Management".
3. Click "Edit" on the selected workgroup.
4. Modify the information or unbind vehicles as needed.
5. Click "Confirm" to apply changes.