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Creating Channels for the Chat System

Josh Nye
2 years ago · Updated
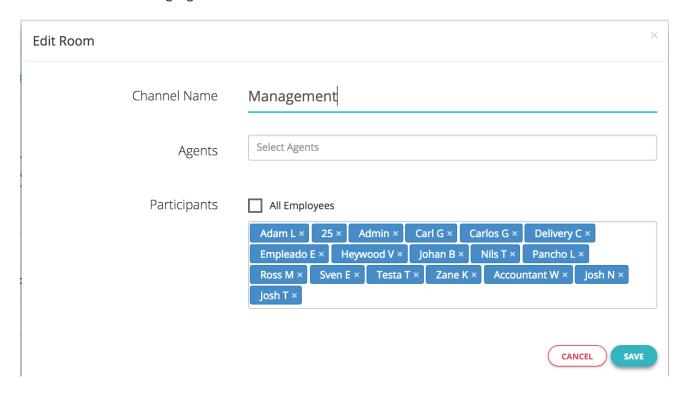
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With our new chat system, you can create different channels within your business to better organize communication and customer service. You can create channels between certain employees, for specific routes and stores, or for your whole operation.

To create a channel go to the Business Settings section of Admin and click on Chat & Notifications and click New Channel.

Help

CHAT CONFIGURATION

NEW CHANNEL

Below is a list of chat channels that you as an admin can administer. You can create new channels, and give access to specific employees, or to all employees. By default, all system notifications are sent to the Everyone`s Notifications channel. If you set `Agent Notifications` on a channel, SMRT will instead route incoming notifications for customers belonging to those agents to that channel.

Name	Agents	Users	Actions
All Employees			
Everyone's Notifications			EDIT
Routes	Route J, Route J Mon, A1, A2		EDIT
Management			EDIT

Creating a new channel for only managers is as simple as giving the channel a name and selecting the managers from the employee list. Now all managers will have a Management channel in the Messaging module in the POS.

Edit Room   ✕

Channel Name	Management

Agents   Select Agents

Participants   ☐ All Employees

Adam L ×   25 ×   Admin ×   Carl G ×   Carlos G ×   Delivery C ×
Empleado E ×   Heywood V ×   Johan B ×   Nils T ×   Pancho L ×
Ross M ×   Sven E ×   Testa T ×   Zane K ×   Accountant W ×   Josh N ×
Josh T ×

CANCEL   **SAVE**

If you want a channel for notifications from specific routes or stores to go to specific employees you can easily select the agents and the employees from the Channel UI.

Edit Room   ✕

Channel Name
Routes

Agents
Route J ×   Route J Mon ×   A1 ×   A2 ×

Participants
☐ All Employees

Nils T ×   Johan B ×   Stephanie Z ×   Josh T ×

CANCEL   SAVE

Check out our guide on the New Messages Module for more information:

https://support.smrtsystems.com/hc/en-us/sections/360003134973-Chat-Messaging-System

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