

View Offline Messages

To view Offline Messages, go to the **Offline Messages** menu item.

From here, you can also view the chat. Simply click on "View Conversation" in the message column.

The screenshot shows the 'ENGJ Chat Dashboard for Care Manager' with the 'Offline Messages' tab selected. The dashboard displays a list of 33 offline messages. The first message is from Steve Smith on 08-08-2023 at 06:50:29 PM, with the phone number (223) 713-6213. The 'View Conversation' button for this message is highlighted with a red box. Other messages in the list include 'No Name' and 'Bot Conversation'.

| DATE | VISITOR NAME | YOUR EMAIL | YOUR PHONE NUMBER | MESSAGE | WEBSITE | STATUS | NOTES | ASSIGN USER |
|------------------------|--------------|----------------|--|--------------------------|----------------|---------------|-------|-------------|
| 08-08-2023 06:50:29 PM | Steve Smith | No Email Given | (223) 713-6213 <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:32:49 PM | No Name | No Email Given | (345) 678-9000 <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:22:15 PM | No Name | No Email Given | <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:21:35 PM | No Name | No Email Given | <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:20:25 PM | No Name | No Email Given | <i>Not Okay to contact</i> | Bot Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:13:51 PM | No Name | No Email Given | <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:12:37 PM | No Name | No Email Given | <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |
| 08-08-2023 05:11:27 PM | No Name | No Email Given | <i>Not Okay to contact</i> | View Conversation | SYMITS Recruit | Select Status | | Select |

The dialogue box for the chat will open up.

The screenshot shows the 'Chat History' window open over the 'Offline Messages' list. The chat history displays a conversation with Steve Smith. The messages are as follows:

- System: Great, now please provide me your Cell Phone Number (Just in case we call you): (Text)
- Steve Smith: muhammadsharjeel.symits@gmail.com
- System: Nice to meet you Steve, what is a good Email Address for you? (Text)
- Steve Smith: Steve Smith
- System: Please tell me your First and Last Name only: (Text)
- System: Thank you for joining with us. Let's start by gathering your information. (Message)
- System: (223) 713-6213
- System: Thank you, now I will ask some questions, please answer them honestly. (Message)
- System: Which certification do you have? (Radio)
- Steve Smith: CCA
- System: How much caregiving experience do you have? (Radio)
- Steve Smith: More than 1 Year
- System: Do you have valid driver's license? (Radio)
- Steve Smith: Yes
- System: what is/are your caregiving (you may choose

Updated 7 December 2023 14:43:28 by Engyj