

Chat+ Desktop Quick Reference Guide

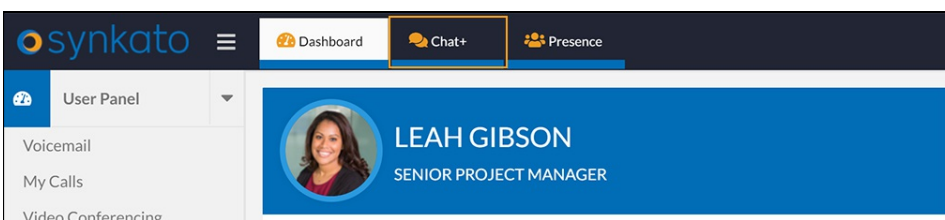
Last Modified on 12/31/2020 12:29 pm EST

Chat+ is Synkato's web chat, collaboration, and file sharing platform allowing users to communicate in real time.

Chat+ benefits include:

- Streamlined project collaboration
- Reduced email clutter (Chat+ is proven to have reduced emails by as much as 80%!)
- File Sharing (no more attaching files, sharing links, etc.)
- Searchability and indexability to quickly find information

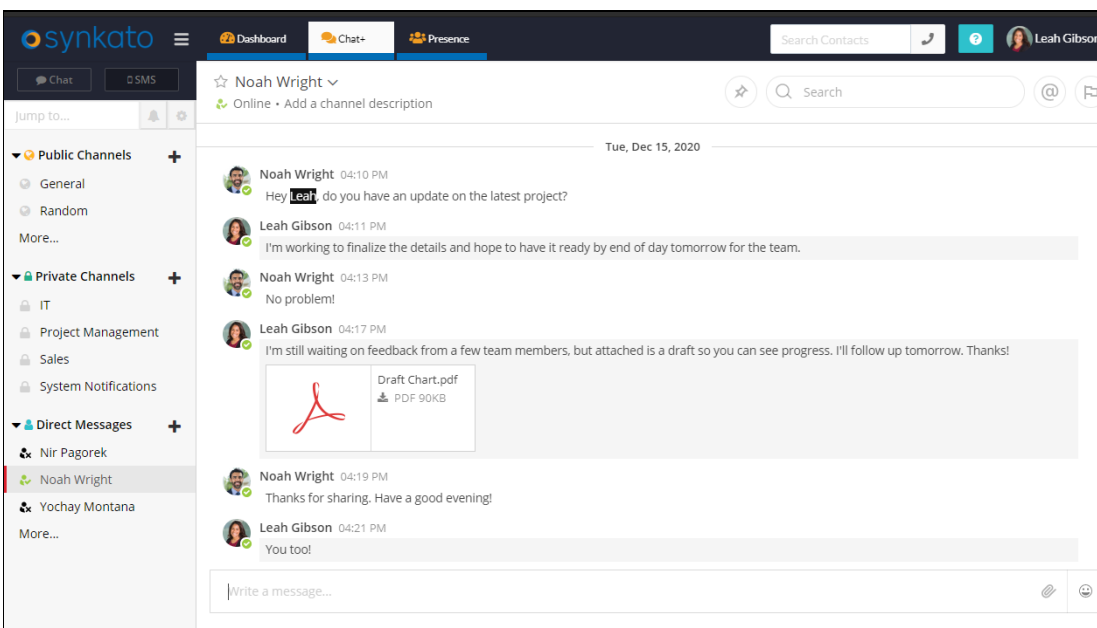
Access Chat+ from the top navigation bar within Synkato.



Layout & Navigation

Chat+ provides a variety of tools to use while communicating with others. A best practice is to open Chat+ at the beginning of each workday.

Main View:

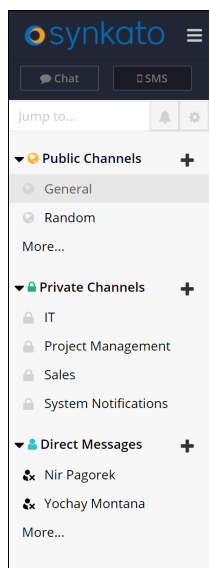


Channels

Chat+ channels are used to organize conversations across many different topics, departments, or functions. They are located on the far left-hand side of the Chat+ Application.

There are three types of Chat+ channels:

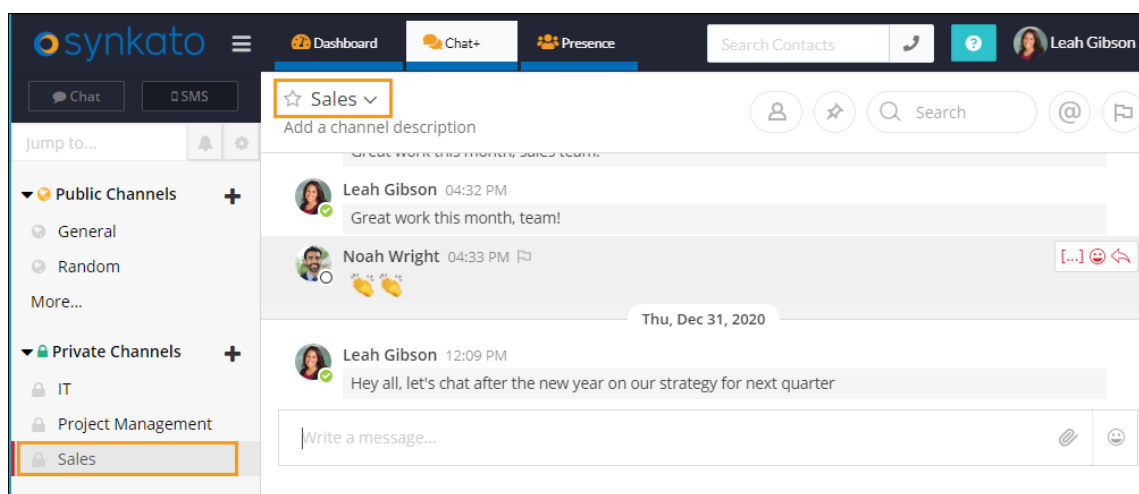
Channel Type	Description
Public	Open to all Chat+ participants.
Private	Visible only to members added to a channel.
Direct Messages	Visible only to the users involved in the conversation.



Users with SMS access configured can also send SMS messages through Chat+. [Learn more about SMS.](#)

Chat Space

Click on an individual channel on the left side of the screen to populate the focus window with the corresponding chat thread.

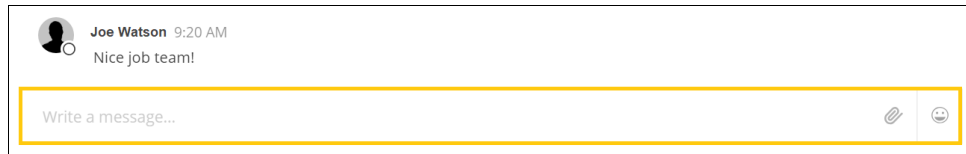


When working in different areas of UCaaS, Chat+ displays your most recent conversation upon your return.

Interaction Tools

Correspondences

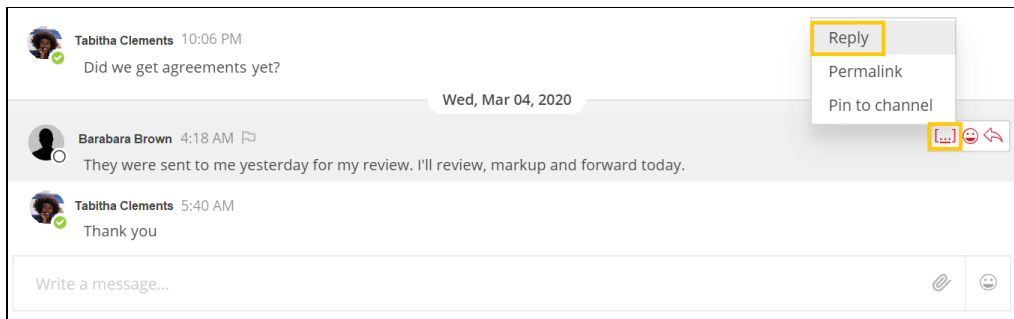
Interact with Chat+ participants via the chat writing space at the bottom of each chat channel.



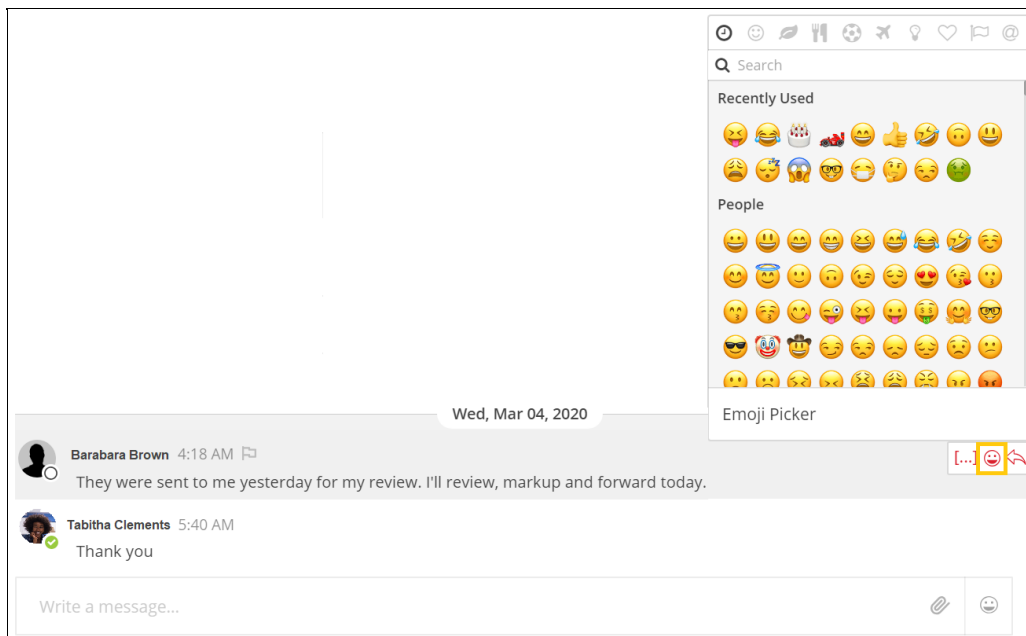
Share attachments and add emojis as needed.



Click the more icon [...] next to a corresponding message to respond to a messages in a thread. This option tags the user you are responding to in your response and helps organize messages.

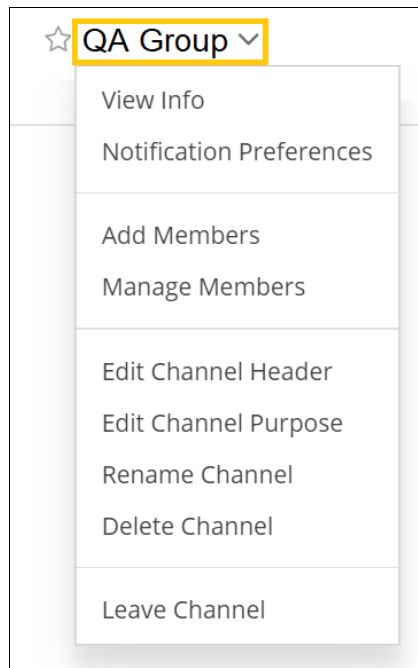


Click the emoji icon next to a corresponding message to react to messages.



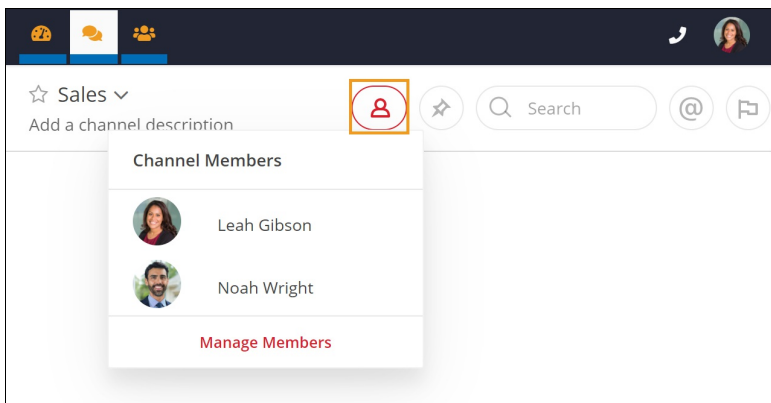
View Channel Details

Click the Channel header name to access a variety of settings including notification preferences, manage members, edit channel details, or to delete an inactive channel.



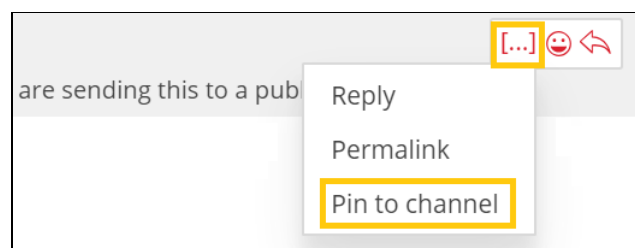
View Channel Members

Click the user icon to view a list of channel participants. Click on any single member to open an existing message thread or start a new Direct Message.

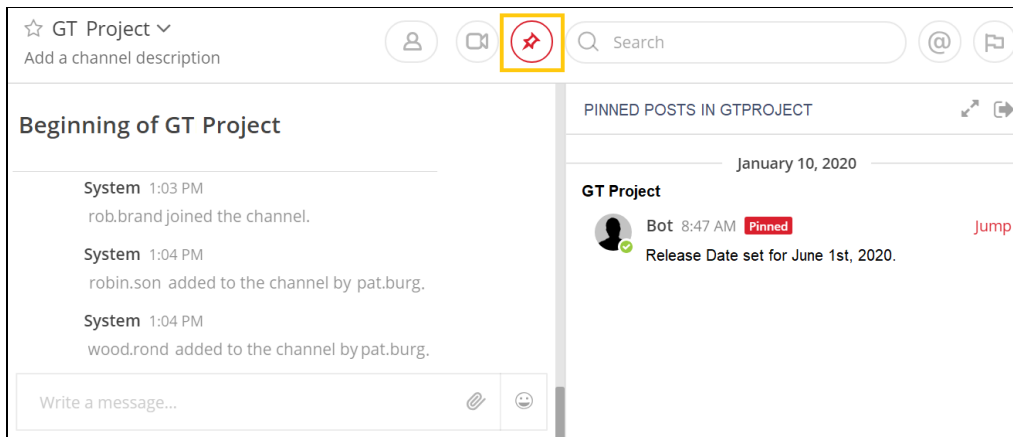


Pin Messages

Use this feature to pin important or useful messages in the channel, visible to all channel members. Hover over the options on the far right of a message, click the more icon [...] and click **Pin to Channel** to pin a message for all users to view.

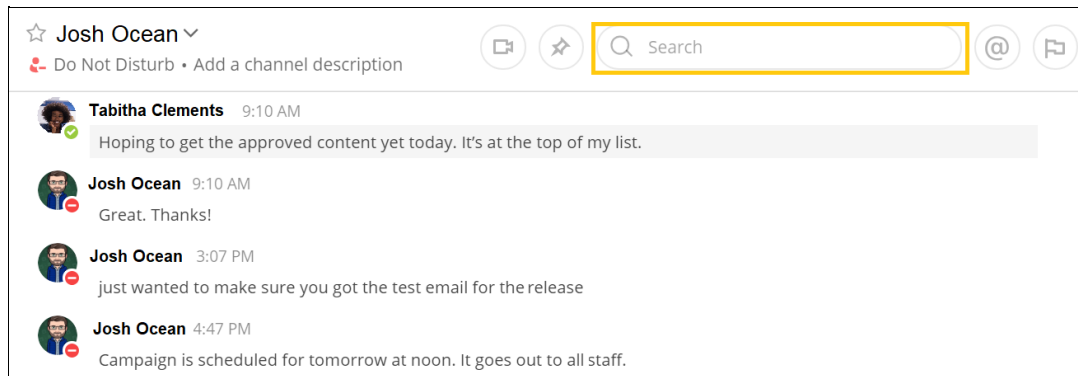


Click the pin icon to view pinned posts in a sidebar to the current channel view.



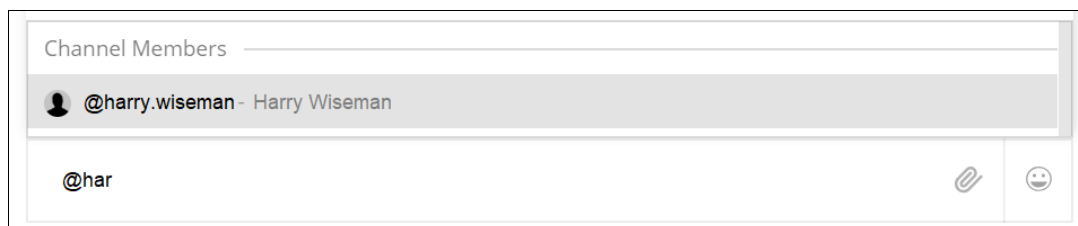
Search Channel

Use the search bar to locate specific content, members or messages.

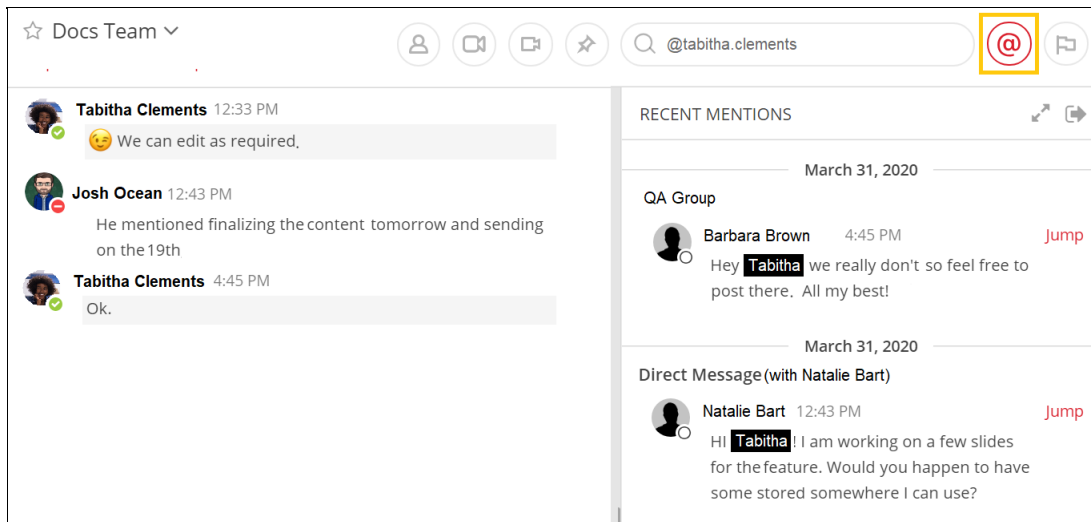


Mention Users

To mention a user in a thread, type the at (@) sign followed by their username. A list of available names matching the entered criteria displays. Select the user from the list and populate the message body. The mentioned user receives a notification of the content.

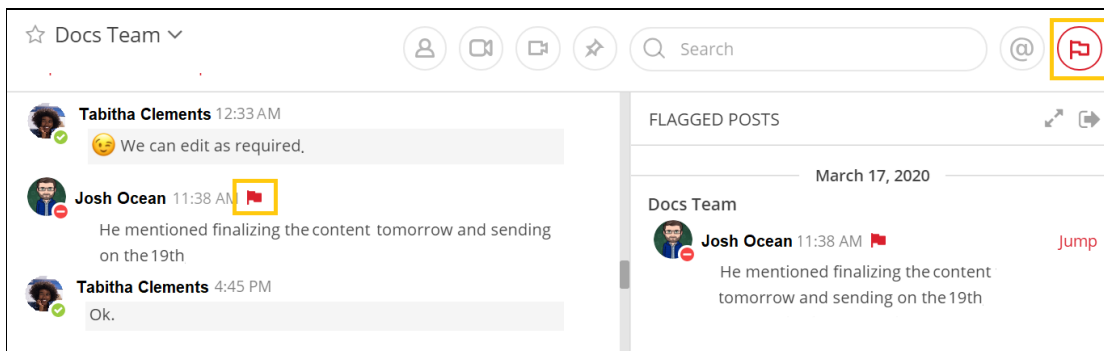


Click the mentions icon at the top of the navigation bar to view threads you are mentioned in across all channels. Mentions display in a sidebar to the current channel view. The name of the corresponding channel or direct message appears at the top of each mention.



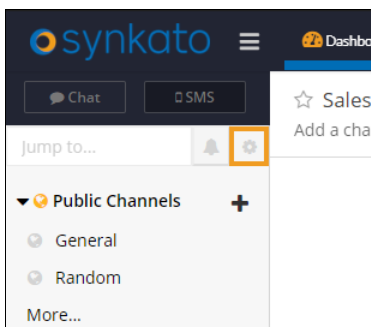
Flag Posts

Mark messages for follow-up or response. Click the flag icon next to any message to flag it. Click the large flag at the top of the navigation bar to view all flagged posts in a sidebar to the current channel view.



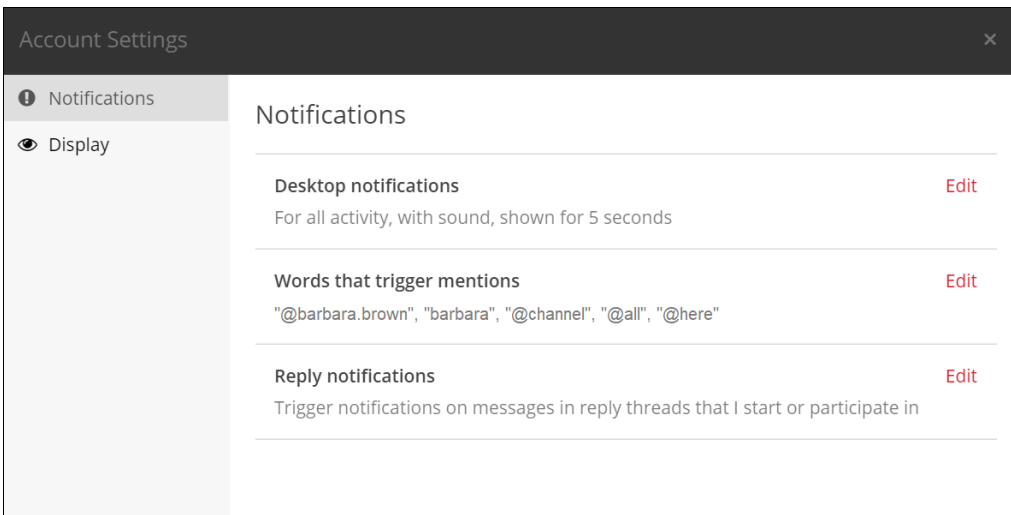
Notification Settings

Click the gear icon in the channel navigation window to adjust Chat+ notification settings.

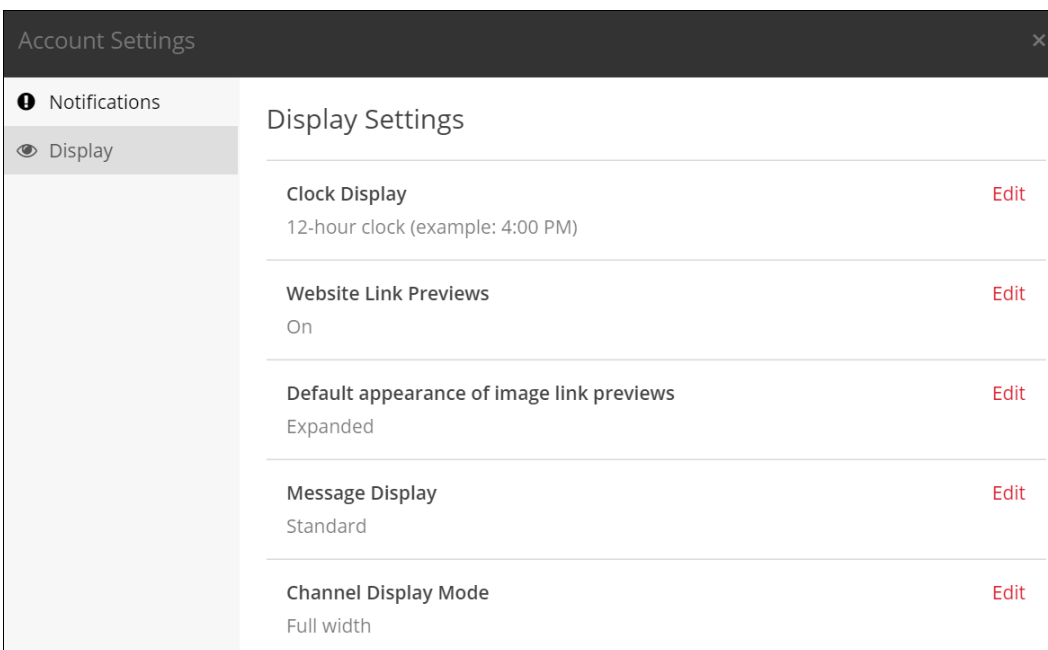


Adjust notification settings as needed from the **Notifications** tab.

Note: Edits made on this screen apply to all channels. To set notifications for an individual channel, navigate to the specific channel, click the Channel Header name, and select **Notification Settings**.



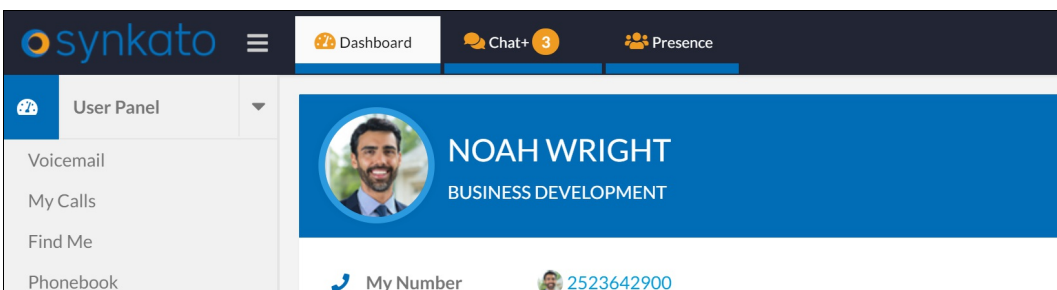
Display settings such as time clock, image previews and message display can also be customized as needed from the **Display** tab.



Chat+ notifications display in a variety of locations within UCaaS.

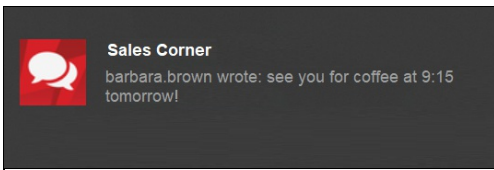
User Panel:

The number of unread Chat+ messages displays next to the Chat+ tab.



Desktop Notification:

Message notifications display in the bottom right corner of your desktop when Synkato is not the focus application.



Manage Channels

Public Channels

Public Channels are accessible to all Synkato Chat+ users on the system. Click the plus sign (+) next to the Public Channels header to add a new public channel. Populate the new channel information and click Create New Channel.

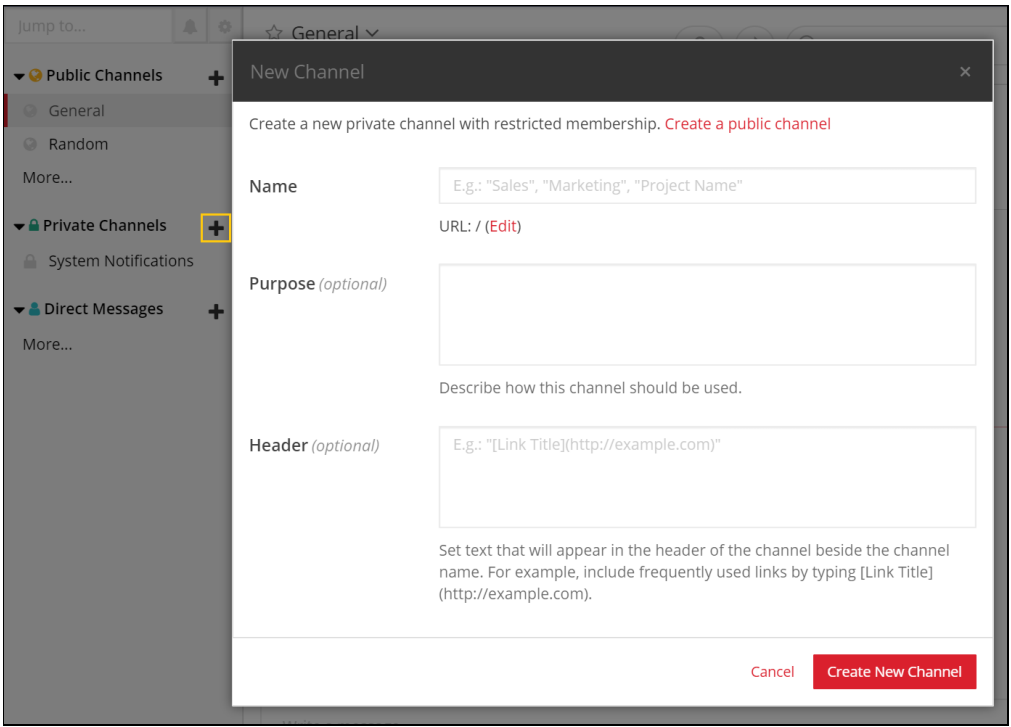
A screenshot of the Synkato interface showing a "New Channel" dialog box. The dialog box is titled "New Channel" and has a close button (X) in the top right corner. It contains the following fields and options:

- A header: "Create a new public channel anyone can join. [Create a private channel](#)"
- A "Name" field with a placeholder: "E.g.: 'Sales', 'Marketing', 'Project Name'" and a "URL: / (Edit)" label below it.
- A "Purpose (optional)" field with a placeholder: "Describe how this channel should be used."
- A "Header (optional)" field with a placeholder: "E.g.: '[Link Title](http://example.com)'" and a description below it: "Set text that will appear in the header of the channel beside the channel name. For example, include frequently used links by typing [Link Title] (http://example.com)."
- At the bottom right, there are two buttons: "Cancel" and "Create New Channel".

The background shows a sidebar with "Public Channels" selected and a plus sign next to it.

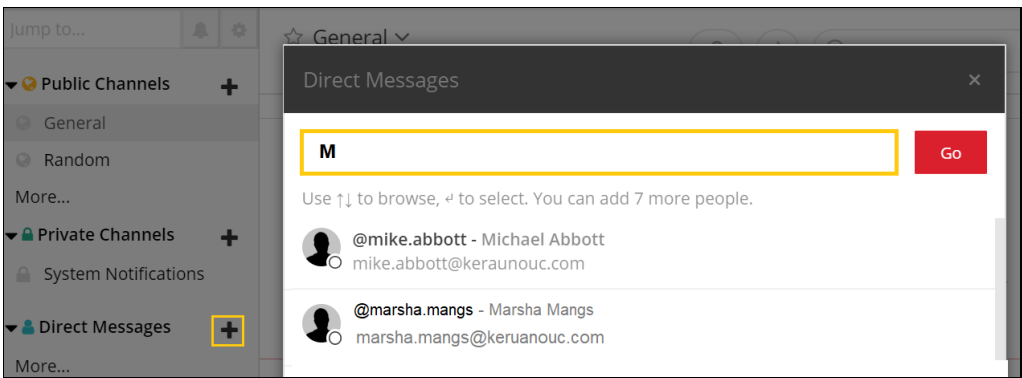
Private Channels

Private Channels can only be accessed by Chat+ users that have created a channel or are added to the channel by another channel participant. Click the plus sign (+) next to the Private Channels header to add a new private channel. Populate the new channel information and click **Create New Channel**.

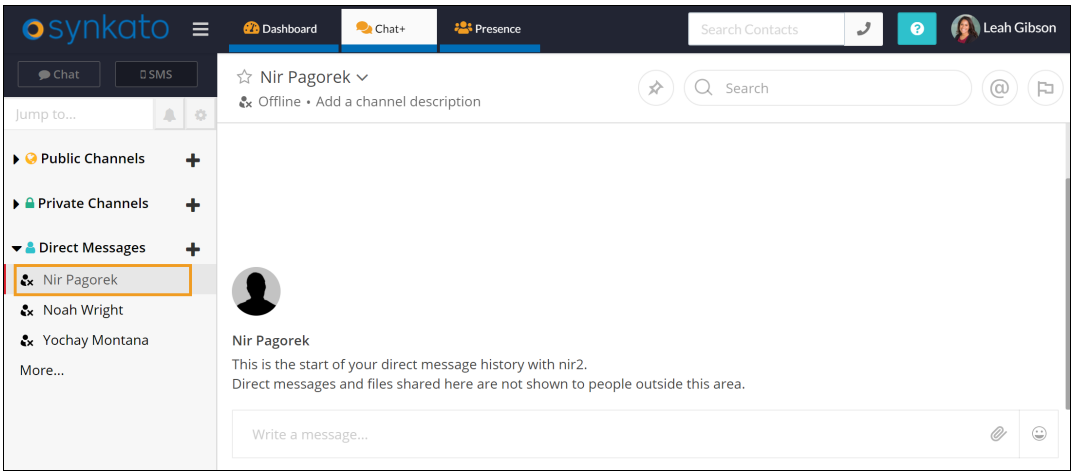


Direct Messages

Direct Messages are private correspondences viewable only by the members in the channel. Click the plus sign (+) next to the Direct Messages header to create a new direct message with one or more Chat+ users. Search for and select each desired user from the available list to add them to the channel. Click **Go** when finished.



The new Direct Message channel displays with the added user(s).



Click the Channel header name to access a variety of settings including notification preferences, manage members, edit channel details, or to delete an inactive channel. To set notifications for single channel, click the Channel Header and select **Notification Settings**.

