



## **QuickStart Guide**

**Three-Way Messaging**

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## Three-Way Messaging

ARKONA QuickStart Guide

*Use this QuickStart Guide to learn how a counterperson can retrieve and respond to technician and service advisor messages while working in the electronic repair order environment.*

- When a counterperson enters their password the word MESSAGE appears in the top left area of the screen to indicate the service writer or technician has a message waiting.

### Retrieving and responding to messages

#### 1. Get to the Parts Transaction screen.

- a. Take option **1=Parts Transactions** from the Parts Department menu.
- b. Key in your counterperson password and press [FIELD EXIT] to display the Parts Transaction screen.

#### 2. Select the message you want to review.

- a. Use function **F10=Messages** to display the Message Selection window.
- b. Take option **1=Select** by the message you want to review.
  - The technician's messages appear following the T.
  - The service advisor's messages appear following the S.
  - The counterperson's messages appear following the C.

#### 3. Respond to the message.

- a. Key in your response on the lines at the bottom of the screen and press [ENTER] to add the comments to the message.
- b. Use function **F12=Cancel** to return to the Message Selection window and **F12=Cancel** again to return to the Open Repair Orders List screen.

## Initiating Messages

### 1. Get to the Parts Transaction screen.

- Take option **1=Parts Transactions** from the Parts Department menu.
- Key in your service advisor password and press [FIELD EXIT] to display the Parts Transaction screen.

### 2. Display the messages.

- Use function **F10=Messages** to display the Message Selection window.

### 3. Add a message.

- Use function **F6=Add** to display the Message Subject window.

The screenshot shows a terminal window with the following content:

```
PD1000DB                               3/08/05
QENSIGN                               Parts Transactions - Counter Sale 12:52:11

Message Selection
1=Select  4=Delete

Opt  Name
-----
Counterperson  Jim Jensen
Swtr*  _____
Tech*  _____
Subject  _____
F12=Cancel

F6=Add  F12=Cancel

F3=Exit  F9=Accept Catalog  F10=Messages  F14=Delete  Total
```

**Message Subject Window**

- Hit F4 on the Swtr\* or the Tech\* field to display the list and take option **1=Select** by the name;
  - You may have to page down to see additional names on the list.
- Or, key in the service advisor or technician ID and hit [FIELD EXIT] if you know it.

- d. Type a subject of the message, if desired, and press [ENTER] to display the Message Entry window.
- e. Type the text of the message and press [ENTER] to add the text to the message.
- f. Use function **F12=Cancel** to return to the Parts Transaction screen.
  - **To remove a message that is no longer needed**, take the following steps:
    1. Use function **F10=Messages** to display the Message Selection window.
    2. Take option **4=Delete** by the message you want to remove.