



QuickStart Guide

Three-Way Messaging
March 2005

Three-Way Messaging

ARKONA QuickStart Guide

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

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

Retrieving and responding to messages

1. Get to the Open Repair Order List screen.

- a. Take option **1=Repair Orders** from the Service Department menu.
- b. Key in your service advisor password and press [FIELD EXIT] to display the Open Repair Order List 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 Open Repair Order List screen.

- Take option **1=Repair Orders** from the Service Department menu.
- Key in your service advisor password and press [FIELD EXIT] to display the Open Repair Order List 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.

```
SD1000DB 3/08/05
QENSIGN Repair Order Entry MESSAGE 12:00:25

Message Selection
1=Select 4=Delete

Opt  Name
-  T  Jim Jen
-  C  Jim Jen

Service Writer Jim Jensen

Tech*  ___
Ctrp*  ___
Subject _____

F12=Cancel

F6=Add  F12=Cancel

Bottom

F3=Exit F4=Select F5=Refresh F6=Appointments F10=Messages F18=Listing
```

Message Subject Window

- Hit F4 on the Tech* or the Ctrp* 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 technician or counterperson 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 Open Repair Order List 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.