

Chat Groups

Overview

Chat Groups are used for adding users of the CWP to a group, not SMS DIDs

Chat groups allow you to add multiple participants to a conversation. Any messages you send will be sent to all recipients you choose to make a group with.

Creating A Group

- Click the **Create New** button
- **Name** the group and click **Submit**

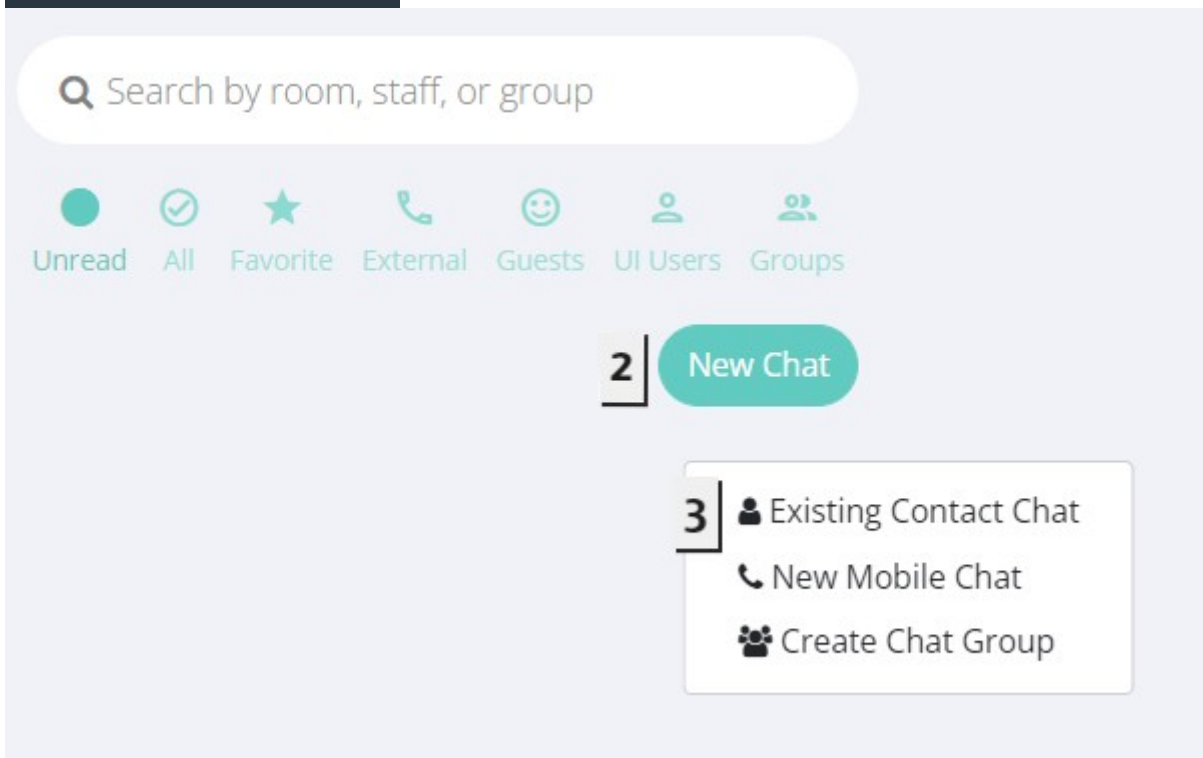
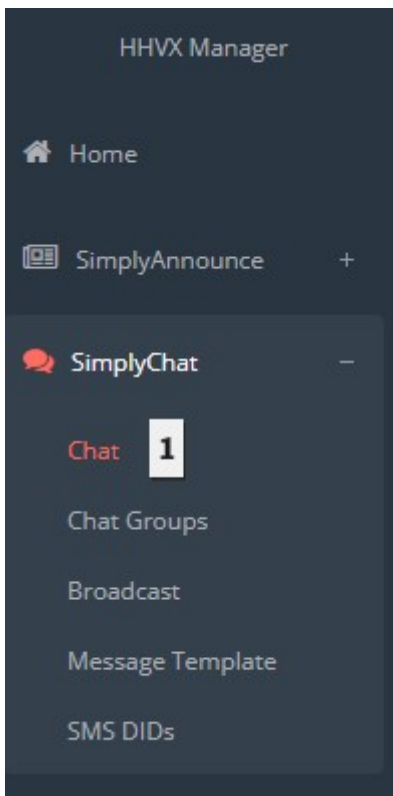
Add Users To A Group

- **Find** the group in the list of groups and click the **Action** button
- Select the **View** button
- In the list of users, click **Attach User** to the users you wish to add to this chat group.
- Once the **Attach** button is pressed, the user is added to the group. To go to the previous screen click the **Back** button

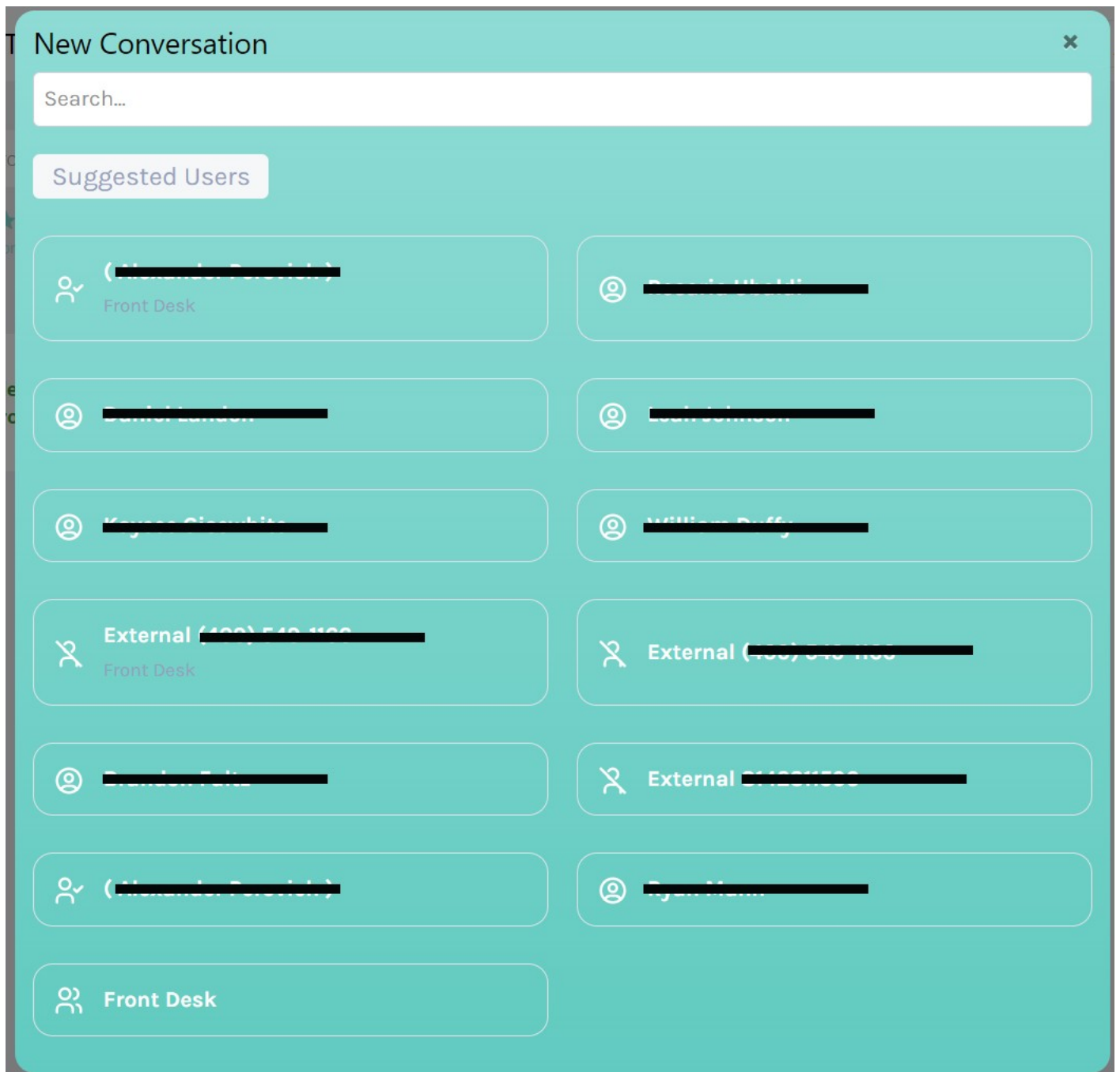
Remove Users From A Group

- **Find** the group you wish to remove users from in the list under **Chat Groups**
- Click the **Action** button and select **View**
- In the list of users, click the **Remove User** button to remove a user from the group

Chat With A Group



1. Click **Chat** in the left hand menu
2. Click the **New Chat** sign on the page that loads
3. Select **Existing Contact** to bring up a list of contacts
4. Select the **Group** you wish to add. In the image below, the multiple person icon indicates a group (ex. *Front Desk*)



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