



Team messaging

^ Table of contents

▸ From your computer

- Enable messaging for your organization
- Allow employees to create channels and send direct messages
- Create a channel
 - Add participants to channel
 - Edit channel
- Send Direct Messages

▸ From your mobile

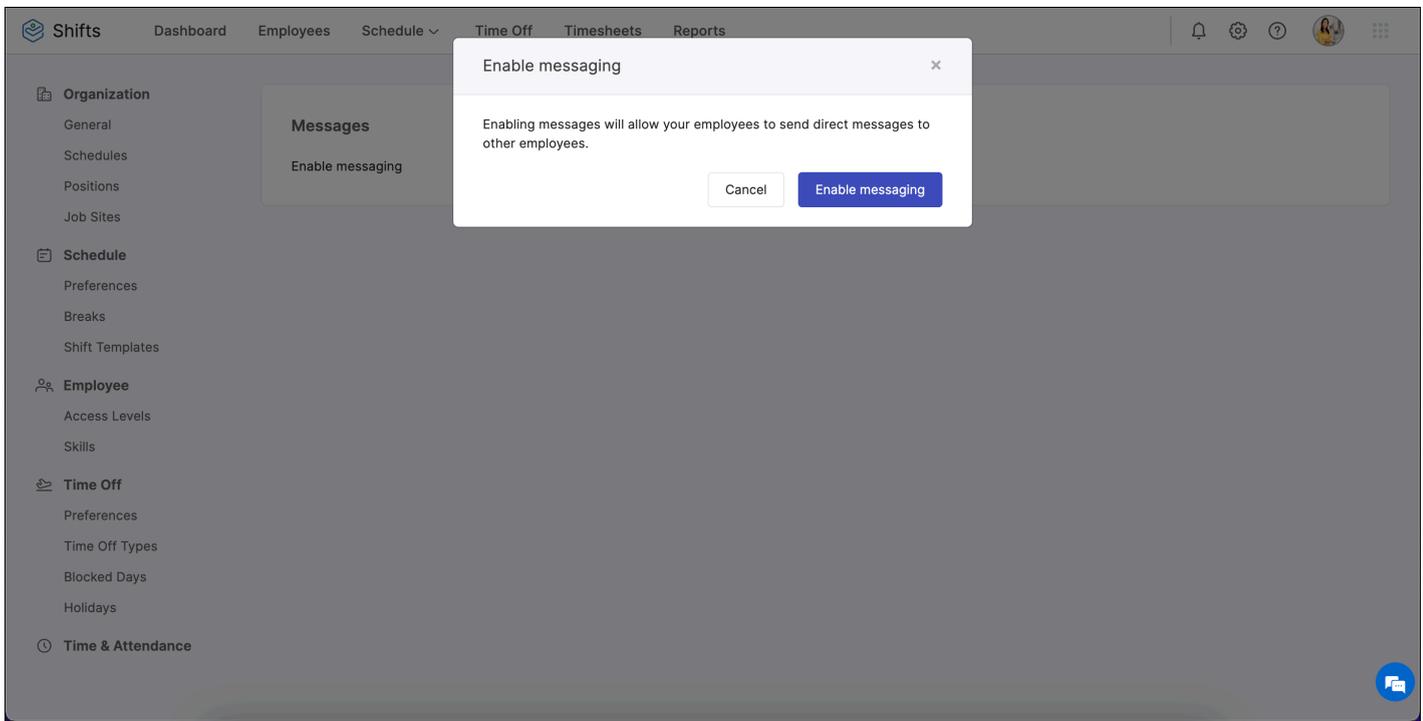
Communication between employers and staff is important in any organization. Zoho Shifts allows you to communicate with your team effectively. Apart from direct messaging, the admin can create channels for different teams or schedules. They can also create announcement channels where they can restrict the participants from posting on the channel.

The admin can provide access to employees to create channels or send messages to other colleagues. Employees will be notified on their desktop and mobile devices when they receive a message.

From your computer

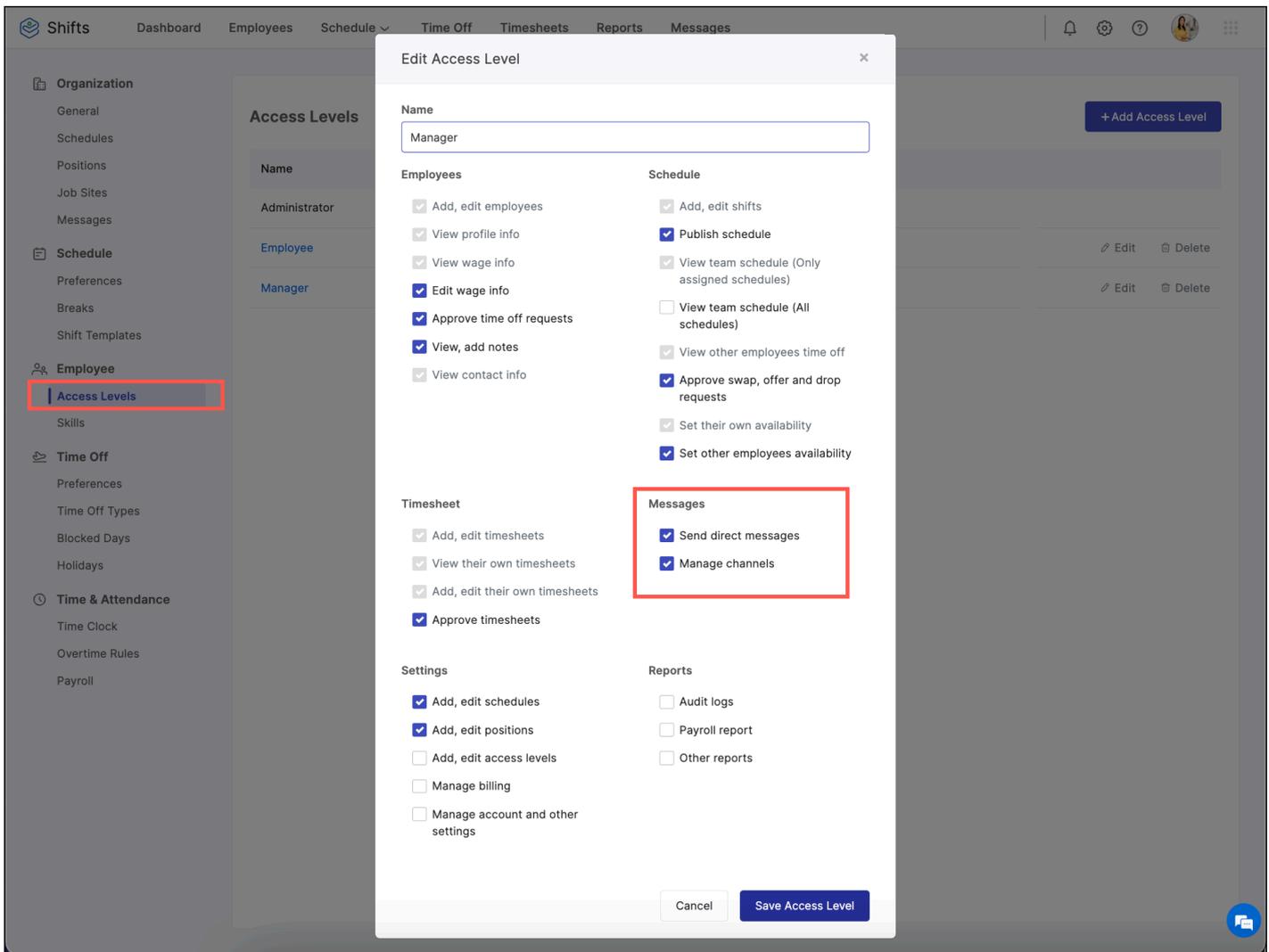
Enable messaging for your organization

1. Go to **Settings** in the top-right corner.
2. Navigate to **Organization** in the left pane and click **Messages**.
3. Turn the **Enable messaging** switch on. *A confirmation pop up window will appear.*
4. Click **Enable messaging**.



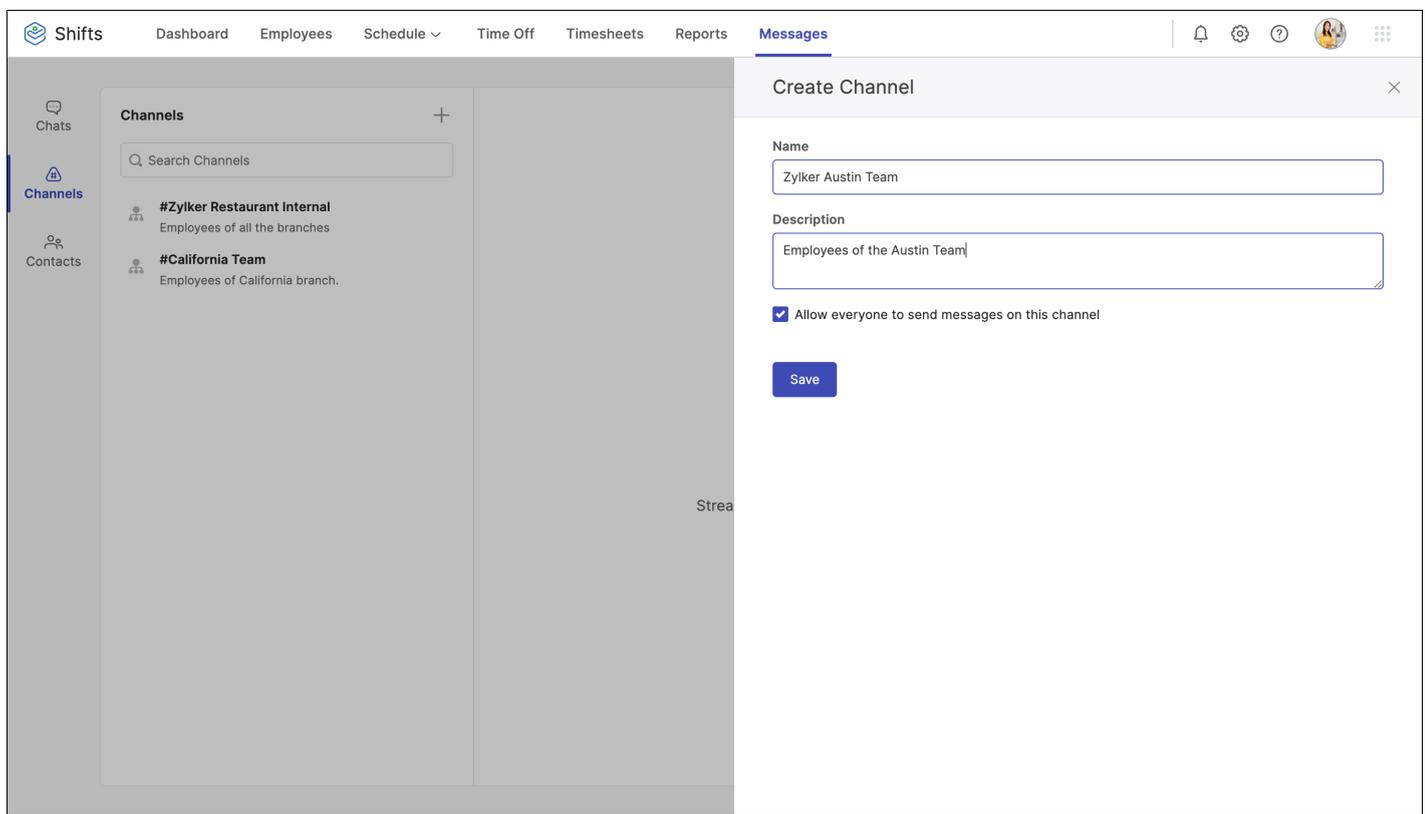
Allow employees to create channels and send direct messages

1. Go to **Settings** in the top-right corner.
2. Navigate to **Employee** in the left pane and click **Access Levels**.
3. Click **Edit** next to the access level already set by you, say *Manager* or *Employee*.
The Edit Access Level window will appear.
4. Navigate to the **Messages** section.
5. Check the **Send direct messages** box to allow them to send messages to other employees.
6. Check the **Manage Channels** box for employees to create a channel and add or remove participants.
7. Click **Save Access Level**.



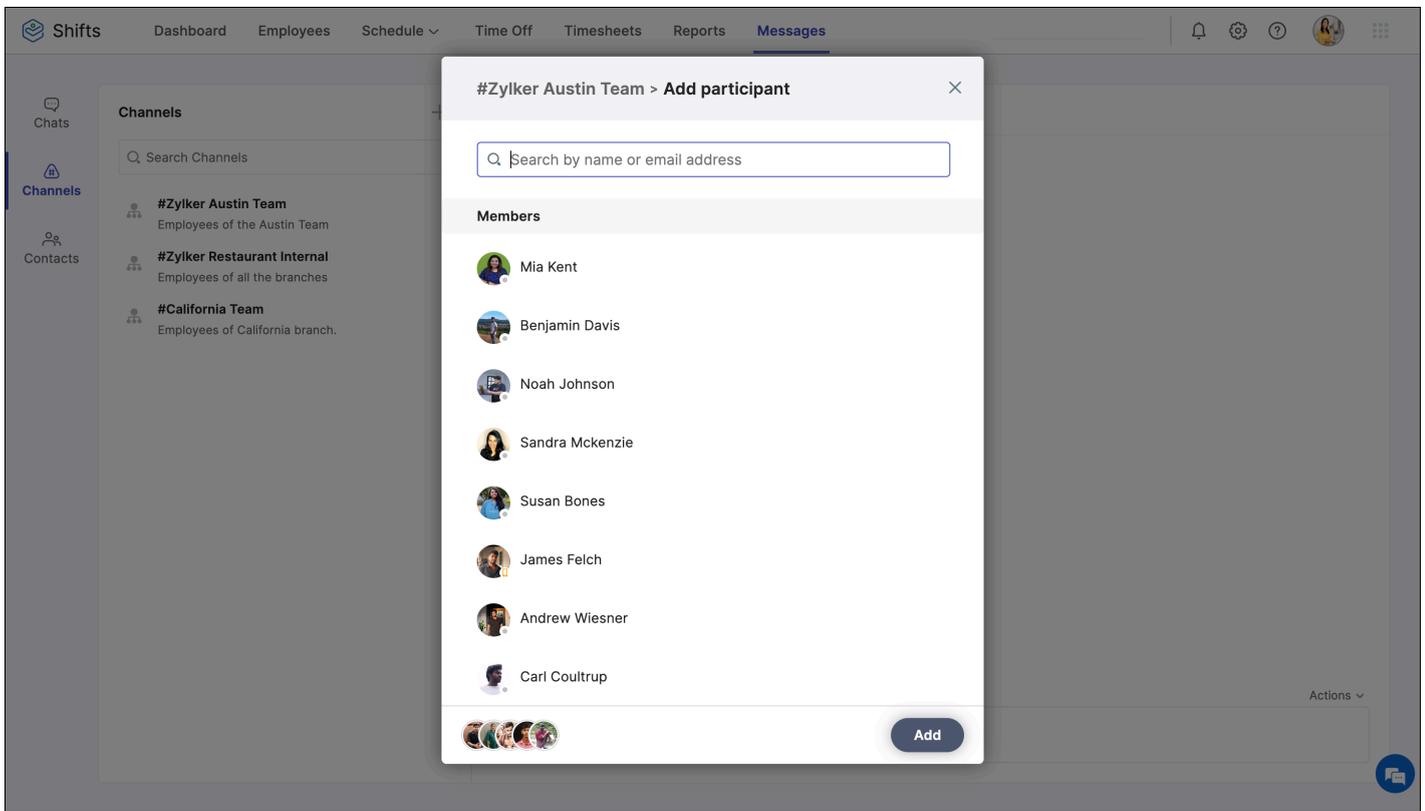
Create a channel

1. Select **Messages** from the top.
2. Click **Channels** from the left pane.
3. Click the + icon next to *Channels*. *The Create Channel window will appear.*
4. Enter a name and description for the channel in the space provided.
5. To create a private channel for announcements, uncheck the **Allow everyone to send messages on this channel** box.
6. Click **Save**.



Add participants to channel

1. Click 1 participant below the channel name.
2. Select **Add participant** and search participants by name or email address.
3. Click on the names of the contacts to add them to the channel.
You can also click on multiple contacts to add them to the channel.
4. Click **Add**.

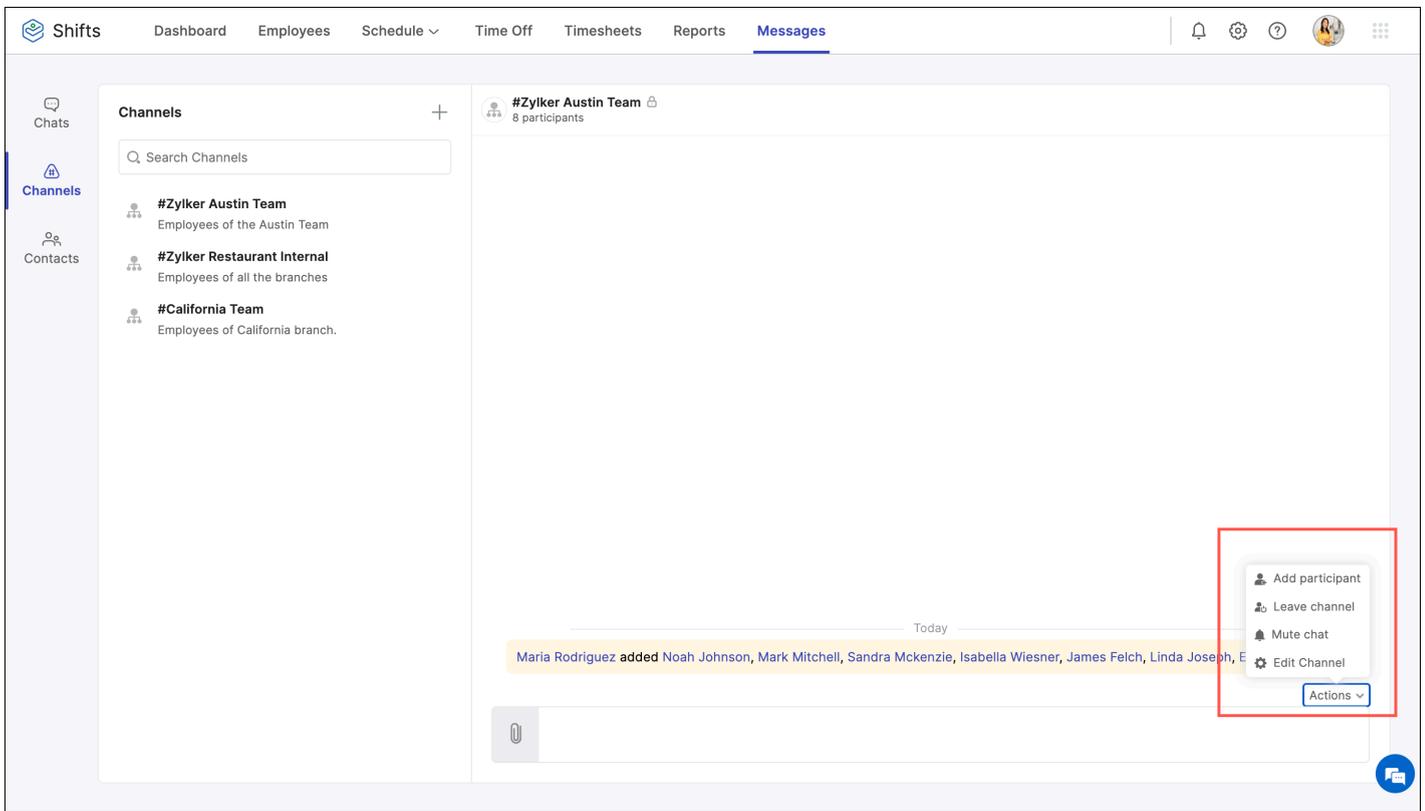


5. Click  to share files.

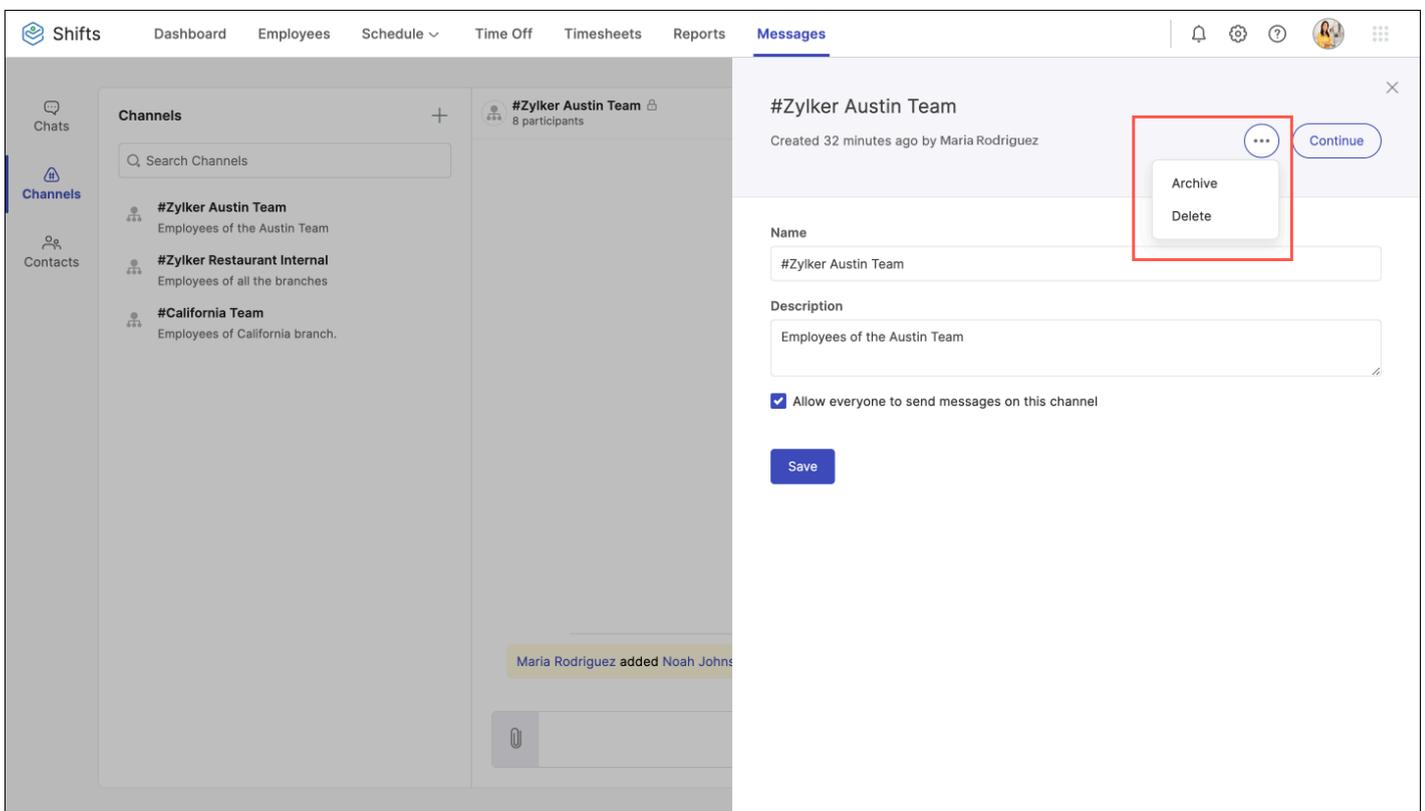
Click **Actions** dropdown in the bottom right corner of the chat window to perform the below actions:

Edit channel

1. Click **Actions** dropdown in the bottom right corner of the chat window.



2. Click **Edit Channel** to rename or change the description of the channel.
3. Check or uncheck the **Allow everyone to send messages** on this channel box to create a channel or private channel.
4. Click **⋮** next to the *Continue* button to:



Archive:

If the channel isn't needed at present, you can Archive and select Unarchive when needed.

Delete:

If you choose to delete the channel the conversation history can not be retrieved.

- i. Click **Delete**. A confirmation dialog will appear.
- ii. Select **Yes, delete**.

Leave channel:

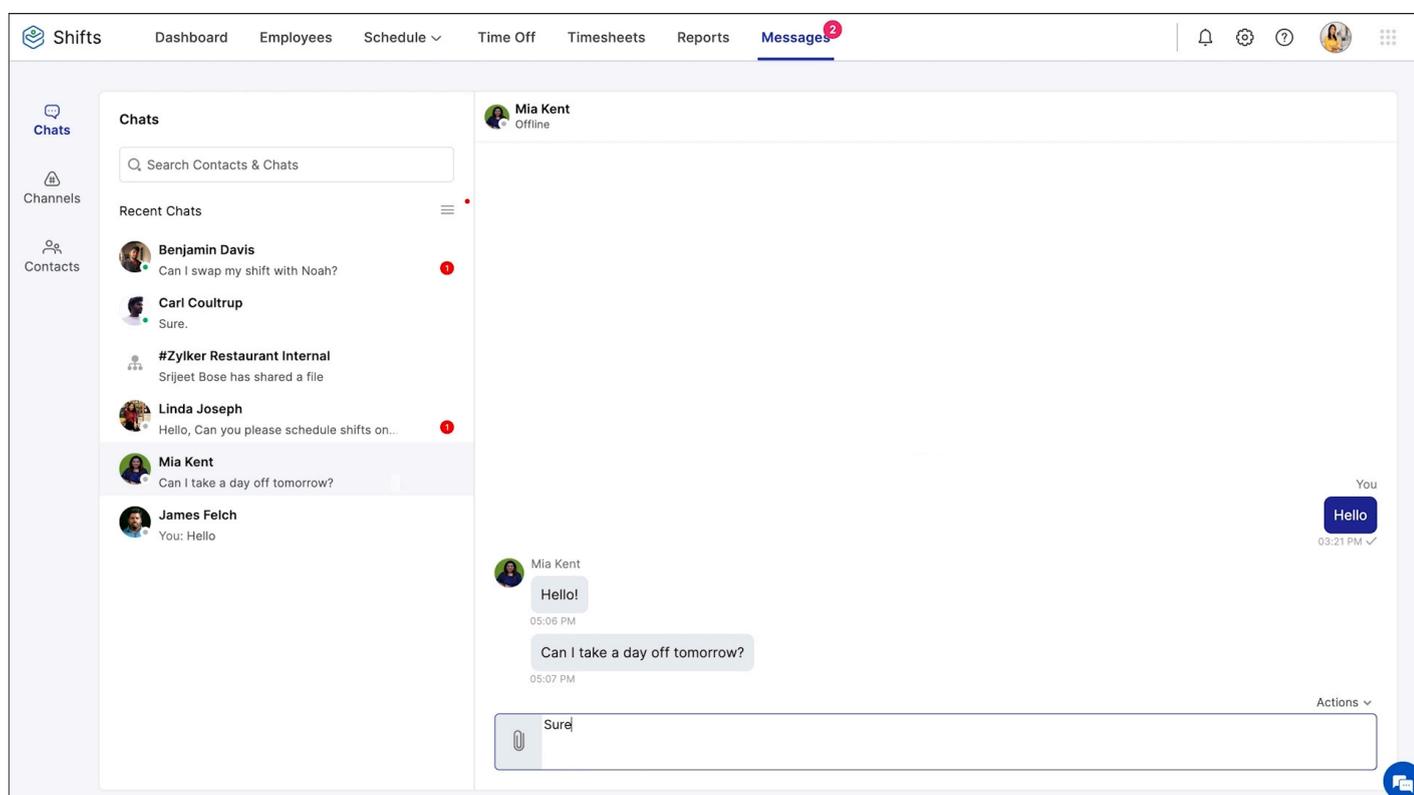
Click **Leave channel** to exit the channel.

Mute channel:

Click **Mute channel** and choose the time you want to mute the channel.

Send Direct Messages

1. Select **Messages** from the top.
2. Click **Contacts** from the left pane.
3. Enter the name of the employee in the *Search Contact* space and click on the contact to open the chat window.
4. To attach and send files to the contact, click the .
5. To mute the chat, select **Actions**, click **Mute chat** and choose the time you want to mute.



From your mobile

With the Shifts mobile app you'll be able to send and receive messages from your team. You will be able to initiate a new chat with a colleague but not create a new channel.

1. Tap Messages from the bottom of the screen.
2. Tap + at the top-right corner. *The Start Chat screen will appear.*
3. Tap on the contact to initiate a new conversation.
4. To send images to an individual chat or channel:
 - i. Tap + in the bottom-right corner of the chat window
 - ii. Tap **Camera** to take a photo and send to your contact.
 - iii. Tap **Photo Library** to select any photo from your device's gallery.

