In-App Messaging Highlights

- Allows Insights users (managers) and Workforce users (frontline workers) to communicate with each other within Anvl
- Workforce users raise a flag to initiate a conversation with managers
- Managers respond to flags within Insights to begin two-way communication with frontline workers
- Managers can also start a conversation by replying to any workflow

1. Go to the Messages page to see past conversations.
2. Use the reply button to begin a conversation with the person who created this workflow.
3. Review and respond to the flag directly from the workflow.
Workforce: Raising a Flag

- Workforce users can start a conversation by raising a flag on any screen within a workflow.
- Insights users with notifications turned on will receive a text and/or email notification alerting them to the flag.
- The notification takes supervisors directly to the workflow with the raised flag within Insights.
- Supervisors can respond to a flag and engage in two-way conversation with the person who raised the flag.

Managers with notifications turned on receive immediate text message alerting them to a flag.

Workforce users can raise flags to initiate two-way communication with managers.
Responding to a flag initiates In-App Messaging between the Insights user (manager) and the frontline worker who raised the flag.

Once a manager responds, the Workforce user will receive a push notification and be able to review and respond within Workforce.

Responses to flags are automatically saved for future reference and can be accessed from the “Messages” page in Insights and Workforce.

**PRO TIP:** The manager who responded to the flag is the only person who can see the messaging in Insights. Other managers will see when the flag has been addressed and who responded to it.

Clicking “Review” opens a dialogue box for responding to the flag.

Clicking “Respond to Flag” sends a message directly to the Workforce user. They will receive a push notification alerting them to the message.

Once a flag has been responded to, it will show as “Resolved.” The manager who responded will be able to view the conversation on the “Messages” page.
Insights: Replying to a Workflow

- An Insights user can also use the “Reply” button to start a conversation with the frontline worker.

- Once a message is sent, the Workforce user will receive a notification and be able to review and respond to the message within Workforce.

- Messages are automatically saved for future reference and can be accessed from the “Messages” page in Insights and Workforce.

**PRO TIP:** The manager who replied to the workflow is the only person who can see the messaging in Insights. Other managers will not see the reply.

In addition to responding to flags, Insights users can send a message by hitting “Reply” from any workflow.

Hitting “Reply” opens a dialogue box where managers can compose a message related to the workflow.

Selecting “Send Message” sends a message directly to the Workforce user. They will receive a push notification alerting them to the message.
Workforce: Accessing Messages

- Workforce users with notifications turned on will receive a push notification alerting them to a new message.

- Workforce Users will notice a new menu option for “Messages” that is selectable from the bottom (phones) or left side (tablets) navigation menu.

- When they have received a new message, a red icon will display the number of new messages.

- The Messages page provides access to all new and historical messages.

### Diagram:

1. Workforce users will receive a push notification letting them know they have received a new message.

2. Messages with darker text indicate they have not been opened yet.

3. Messages with a flag icon were initiated by the frontline worker raising a flag. Messages without the icon were initiated by the manager replying to a workflow.

4. A new “Messages” page can be accessed from the Dashboard. A red indicator shows the number of unread messages.
Insights: Accessing Messages

- Insights users will notice a new page called “Messages” available on the top navigation bar.

- Clicking “Messages” will take the user to the page where they can access all the previous messages as well as reply to existing ones.

- Supervisors and frontline workers can communicate back and forth once a messaging thread has been created by responding within a workflow.

Details indicate the part of the workflow where the flag was raised.

Messages with a flag icon were initiated by the frontline worker raising a flag. Messages without the icon were initiated by the manager replying to a workflow.

Clicking “Messages” will take Insights users to a new page that includes previous messages. The red indicator shows the number of unread messages.

Clicking “View in Assessment” will take you to the workflow.

Flag responses and workflow replies are only viewable by the manager who initiated them.

* “Messages” will be hidden in the three-line menu (top right) in phone view.

**Flags from Workforce users will not show in Messages unless they have been responded to by an Insights user.**
Insights: Accessing Messages

PRO TIPS: Flags - Flags from Workforce users will not show in Messages unless they have been responded to by an Insights user.

Flag responses and workflow replies are only viewable by the manager who initiated them.

PRO TIPS: Messages - New messages must be initiated from the workflow details page.

The “Messages” page will be hidden in the three-line menu (top right) in phone view.

Messages with a flag icon were initiated by the frontline worker raising a flag. Messages without the icon were initiated by the manager replying to a workflow.

Details indicate the part of the workflow where the flag was raised.

Clicking “Messages” will take Insights users to a new page that includes previous messages. The red indicator shows the number of unread messages.

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Details indicate the part of the workflow where the flag was raised.
Workforce: Replying to Messages

- Workforce users can reply from the “Messages” page in the Workforce app and continue two-way communication with Insights users.

- Users can upload photos and videos from their device’s gallery, take photos or videos within “Messages” as well as upload a file (e.g., PDF) from their device.

- **PRO TIP:** Sending photos and videos from “Messages” is a great way to share outside of a workflow.
Sending & Receiving Files

**Insights (Managers)**

Files can be attached and sent from the Messages page in Insights.

**Workforce (Frontline Workers)**

Workforce users can send and receive files, photos and videos and save for future reference.

1. Use the “+” to attach photos, videos and files.

PRO TIP: There is a 20 MB file size limit for videos, photos and documents.
Accessing Flags & Messages from Live Feed

- Live Feed is your one-stop shop to see what should be reviewed each day
- Use the quick filter buttons to quickly review stop jobs, interventions and flags
- Click through to the the details
- Reply to interventions and stop jobs as needed

1. Clicking “Messages” takes Insights users to In-App Messaging page. The red indicates there are new messages.

2. The filtered list shows high level details on flags to be reviewed. Click the link to see the workflow details and respond to flags.
Accessing Flags & Messages from Live Feed

- Respond to flags (notice when you come back to Live Feed the flag counter will count down)
- Reply to interventions and stop jobs as needed
- Responses to flags and replies to workflows will kick-off In-App Messaging

Live Feed can be filtered for flags by selecting the “Flags” quick filter button. The flag counter will count down as flags are resolved. The goal is for this to be 0 every day. Once flags have been addressed, the flag indicator changes to blue.
Pro Tips

New messages can be initiated by the two following ways:

- Workforce users (frontline workers) can raise a flag.
- Insights users (managers) can reply to a workflow.

Once an Insights users has responded to the flag, the flag will be shown as “Resolved” to all other Insights users. The user who responded is the only person who will have access to the messaging around that flag.
Pro Tips

- Flags raised prior to the launch of In-App Messaging do not have messaging capabilities

- In-App Messaging currently supports one to one conversation between the Insights user who responds to the flag first and the Workforce user who raised the flag  
  - Currently not available between Insights users or Workforce users  
  - Additional recipients cannot be added at this time

- The subject is auto populated for the messages using the “Work ID” and “Workflow Category” and cannot be edited

- The Insights user who has replied to a workflow will be the only person who has access to the messages around that response
Questions?
Email support@anvl.com

We welcome your feedback.
Email feedback@anvl.com