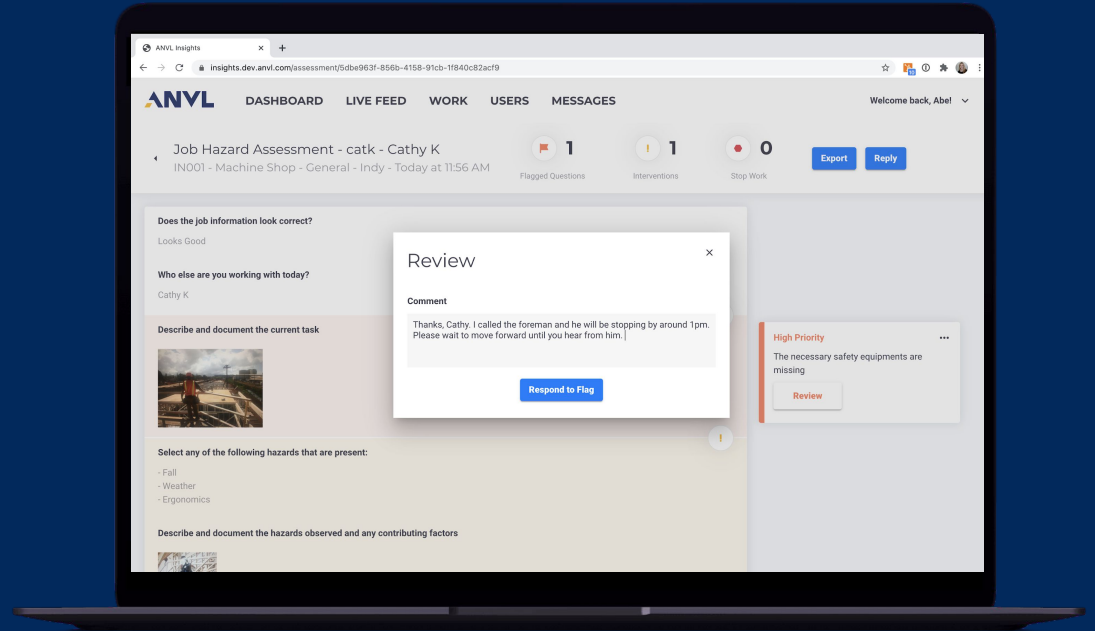




# In-App Messaging Release

February 2021



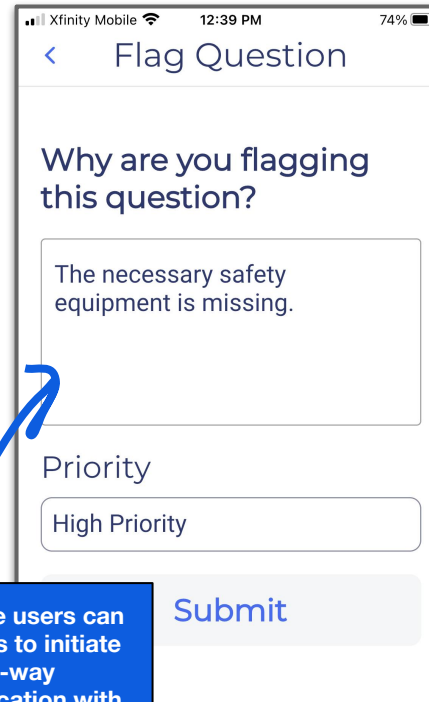
# In-App Messaging Highlights

- 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

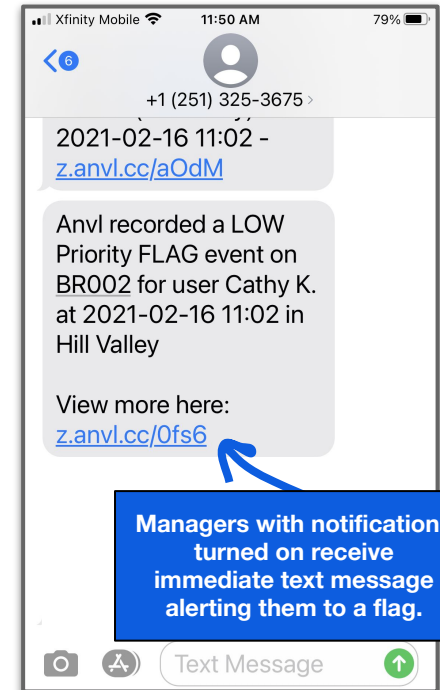
The screenshot displays the ANVL Insights web interface. At the top, the navigation bar includes 'ANVL', 'DASHBOARD', 'LIVE FEED', 'WORK', 'USERS', and 'MESSAGES' (with a red notification badge). Below the navigation, the user is identified as 'Welcome back, Abel'. The main content area shows a 'Job Hazard Assessment - catk - Cathy K' for 'IN001 - Machine Shop - General - Indy - 02/08/2021'. It features three status indicators: 'Flagged Questions' (1), 'Interventions' (1), and 'Stop Work' (0). There are 'Export' and 'Reply' buttons. The workflow content includes a photo of a worker, a question 'Can the hazard be controlled?' with a 'Yes' response, and a section for 'Describe and document specific controls:'. A 'Review' button is visible at the bottom of the workflow. A message box on the right shows a 'High Priority' notification: 'I don't know how to control it. The manager is not on site.' with a 'Review' button. Three callout boxes with numbered arrows highlight key features: 1. 'Go to the Messages page to see past conversations.' (pointing to the Messages tab), 2. 'Use the reply button to begin a conversation with the person who created this workflow.' (pointing to the Reply button), and 3. 'Review and respond to the flag directly from the workflow.' (pointing to the Review button).

# 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



Workforce users can raise flags to initiate two-way communication with managers.



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

# Insights: Reviewing and Responding to Flags

- 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.

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

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

**3** 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.

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

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

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

The screenshot shows the ANVL Insights dashboard with a workflow titled 'Job Hazard Assessment - catk - Cathy K'. The workflow details include 'BR002 - Boiler Room - General - Chi - Today at 11:59 AM'. The dashboard shows 0 flagged questions, 1 intervention, and 0 stop work items. The 'Reply' button is highlighted with a blue callout box. A dialog box titled 'Reply to Assessment' is open, showing the recipient 'Cathy K' and the subject 'BR002 - General'. The message content reads: 'Cathy, I've reviewed your assessment and encourage you to add more detail when you experience any fall hazards in the future. Great job with your JHAs - keep up the good work.' The 'Send Message' button is highlighted with a blue callout box.

# 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

**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.

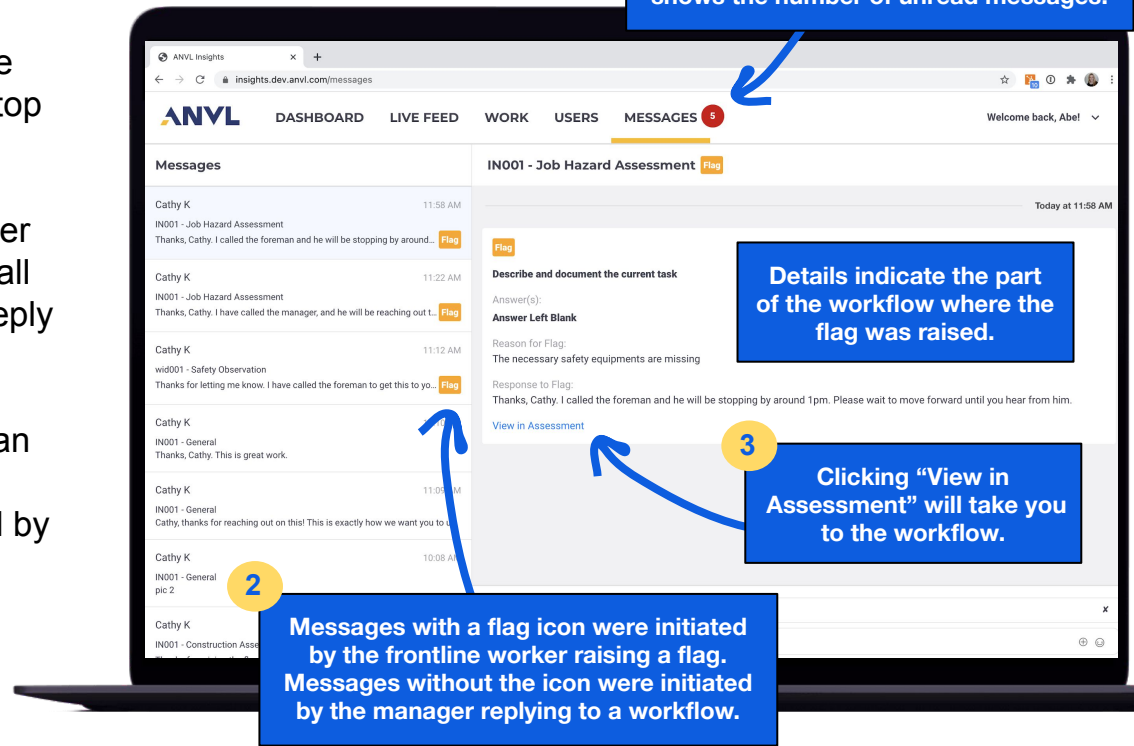
**4** A new “Messages” page can be accessed from the Dashboard. A red indicator shows the number of unread messages.

The diagram shows a mobile phone lock screen with a push notification from 'WORKFORCE' stating 'New message from Abe A'. Below it is a screenshot of the 'Messages' page with a list of messages from 'Abe A'. The messages include a general message, a reply to a workflow, a safety observation with a 'Flag' icon, and another general message. At the bottom, a navigation menu shows 'Work', 'Messages' (with a red '3' indicator), and 'Feedback'.

# 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

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



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

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

2 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.

# Insights: Accessing Messages



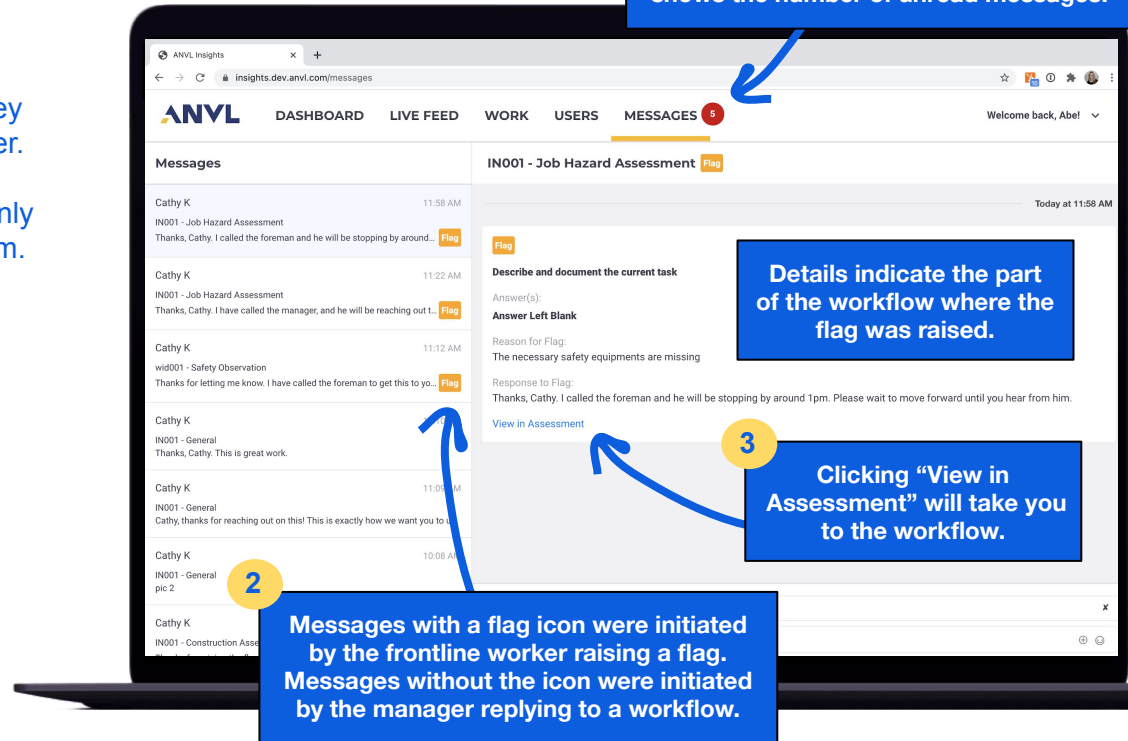
**PRO TIPS: Flags** - Flags from Workforce users will not show in Messages unless they have been responded to by an Insights user.

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.

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



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

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

2 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.



# 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



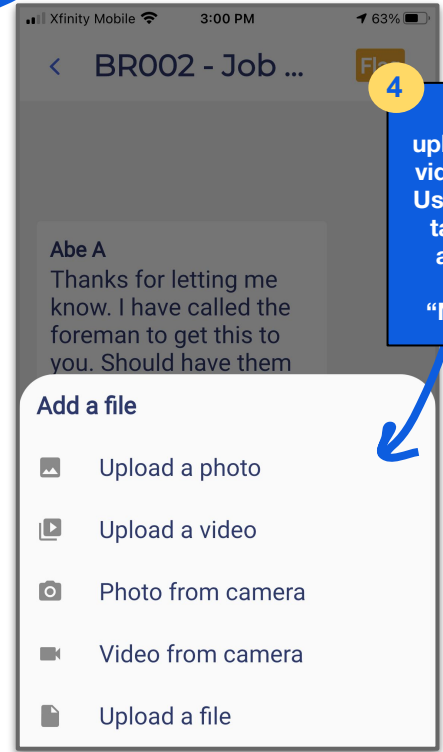
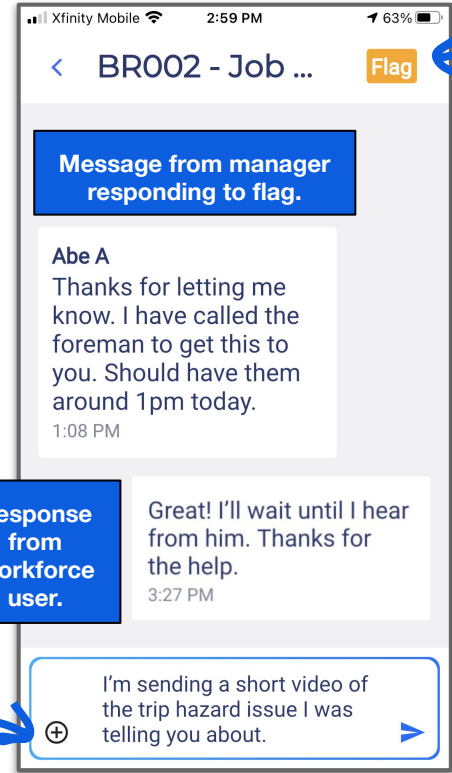
**PRO TIP:** Sending photos and videos from “Messages” is a great way to share outside of a workflow

**3** Workforce users select the “+” to open the menu to choose what to attach to the message.

**2** Response from Workforce user.

**1** The flag icon indicates these messages were initiated from a flag raised by this Workforce user.

**4** Select to upload photos, videos or files. Users can also take photos and videos within “Messages.”



# Sending & Receiving Files

## Insights (Managers)

The screenshot shows the ANVL Insights web interface. The top navigation bar includes 'DASHBOARD', 'LIVE FEED', 'WORK', 'USERS', and 'MESSAGES' (with a red notification badge for 5 messages). The current message is titled 'IN001 - Job Hazard Assessment'. The message history shows a conversation with Cathy K. A PDF file named 'OSHA Warehouse pocket guide.pdf' (742 KB) is attached to the message. A blue callout box with a '1' points to the attachment.

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

2 Use the "+" to attach photos, videos and files.

## Workforce (Frontline Workers)

The screenshots show a mobile app interface for 'IN001 - Job Hazard Assessment'. The top screenshot shows a message from Cathy K with a video attachment. A blue callout box with text and arrows points to the video. The bottom screenshot shows a response from Abe A with a video attachment. A blue callout box with text and arrows points to the video.

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



**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

The screenshot shows the ANVL Insights Live Feed interface. The navigation bar includes DASHBOARD, LIVE FEED, WORK, USERS, and MESSAGES. The MESSAGES tab is highlighted with a red circle and a blue arrow pointing to a callout box. The main content area shows a 'Workflows (3)' section with filters for 'Today', 'This Week', 'This Month', 'Custom Date', and 'All Time'. Below this are four summary cards: All Workflows (54), Stop Jobs (5), Interventions (21), and Flags (4). A table below shows three workflow entries with their status and completion dates. A 'Photo Feed' section on the right shows a photo of a cat.

**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

The screenshot shows the ANVL Insights Live Feed interface. The top navigation bar includes 'ANVL', 'DASHBOARD', 'LIVE FEED' (highlighted), 'WORK', 'USERS', and 'MESSAGES' with a red notification badge showing '2'. Below the navigation, the user's group is identified as 'Hill Valley'. The main content area displays 'Workflows (3)' with a 'Clear All Filters' button and filters for 'Today', 'This Week', 'This Month', and 'Custom Date'. A summary row shows four categories: 'All Workflows' (54), 'Stop Jobs' (5), 'Interventions' (21), and 'Flags' (4). A callout box labeled '2' points to the 'Flags' counter, stating: 'The flag counter will count down as flags are resolved. The goal is for this to be 0 every day.' Below the summary, a list of workflows is shown. A callout box labeled '1' points to the 'Flags' quick filter button in the 'Status' dropdown, stating: 'Live Feed can be filtered for flags by selecting the “Flags” quick filter button'. A third callout box labeled '3' points to the 'Flags' indicator in a workflow card, stating: 'Once flags have been addressed, the flag indicator changes to blue.' The workflow card for 'BR002 Job Hazard Assessment' shows a red flag icon, a blue message icon, and a red stop icon. The status is 'Incomplete 02/16/21'. A second instance of the same workflow card shows the status as 'Complete 02/16/21' with a blue flag icon.

# Pro Tips

New messages can be initiated by the two following ways:

Cancel Flag Question

Why are you flagging this question?

Continue to have issues with second shift: need to bring up in tailgate

Priority

High Priority

Flag Question

Workforce users  
(frontline workers) can  
raise a flag

Insights users  
(managers) can reply  
to a workflow

ANVL DASHBOARD LIVE FEED WORK USERS MESSAGES

Welcome back, Abel

Job Hazard Assessment - catk - Cathy K  
IN001 - Machine Shop - General - Indy - 02/08/2021

Flagged Questions 1 Interventions 1 Stop Work 0

Export Reply

Describe and document the hazards observed and any contributing factors



Once an Insights user 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](mailto:support@anvl.com)**

**We welcome your feedback.**  
**Email [feedback@anvl.com](mailto:feedback@anvl.com)**