

1 Message Tab

Kitomba™ has a new Message Tab with new features and functionality. Now with the Message Tab, you can:

- Check your incoming Text Messages
- Confirm or Cancel Appointments when customers reply to Text Messages
- Reply to Text Messages from Clients
- Check the message that was sent to a client

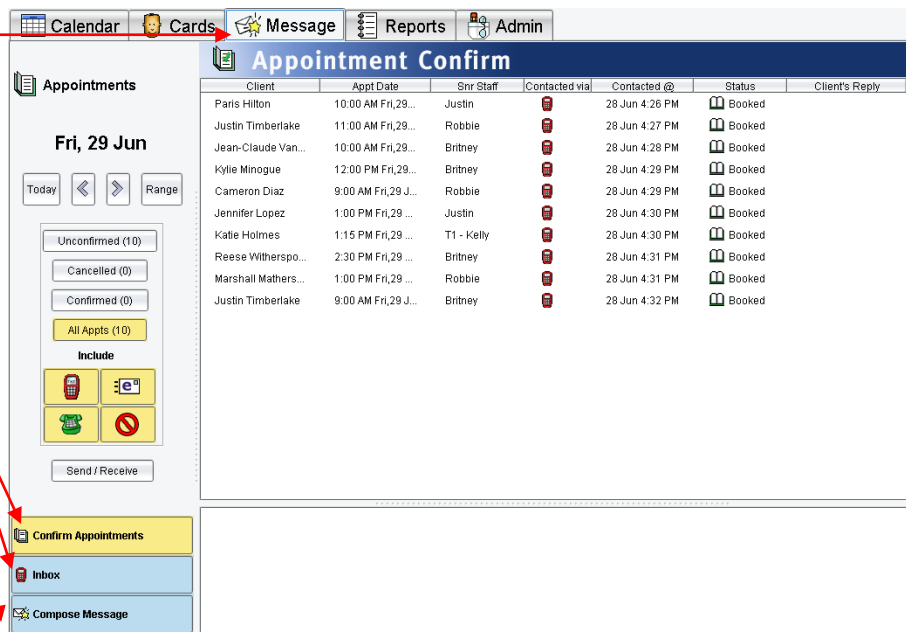
1.1 Navigating the Message Tab

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You can click these to choose which part of the Message Tab you wish to see.

When you first visit the Message Tab, you will be in the **Confirm Appointments** Window.



To change which part you want to look at, you can click on the three window options.

1.2 Before you Send New Messages

With the new Text Message features in Kitomba™ there are some important changes to Text Messaging.

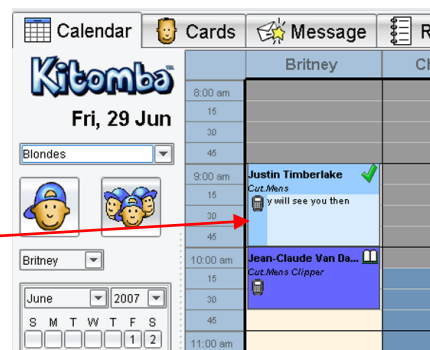
Now your customers can reply to their Text Messages and you can read and reply to them through your Kitomba™ Message Tab.

When customers send you a reply from their Appointment Reminder Text Message, you can set Kitomba™ up to automatically confirm or cancel their appointment on your calendar by the words they reply with. So when you are sending clients their reminder messages, don't forget to remind them that they can reply to them by clicking reply on their cellphone.

When they reply, all text they reply with will appear in Kitomba™ in three places:

1. In the Message Tab Inbox Screen
2. In the Message Tab Confirm Appointments Screen
3. On the Appointment on the Calendar Screen

The message will only appear on the Calendar Appointment if the client has additional text than the confirm/cancel text.



1.2.1 Setting Reply Text Preferences

Before you start using the new features, there are a few things you can customise about your Text Message reminders in the Admin Tab.

You can choose two words, one word which when the customer replies with, will confirm their appointment and one word which when the customer replies with will cancel their appointment.

The screenshot shows the 'Preferences' window with the 'Appointment Messages' section expanded. The 'Confirm text' field is set to 'y' and the 'Cancel text' field is set to 'n'. Red arrows point from the text on the right to these fields.

Choose your two preferred words and set them in the **Admin Tab** under **Preferences**

When your customers reply with either of these words, Kitomba™ will automatically Confirm or Cancel that clients appointment on the Calendar Screen.

1.2.2 Updating The Confirmation Message Templates

You will need to edit your Appointment Reminder Message to remind your clients that they can text back, also reminding them what to text back with.

Do this by going to the **Admin Tab** and clicking on **Message Templates**, then clicking on the **Message Name**.

The screenshot shows the 'Message Template' window. The 'Appt Reminder' template is selected in the left sidebar. The 'Short form' field contains the text: 'Hi #CUST_FIRST#, you're booked in @ Blondes #APPT_DATE_TIME# with #APPT_STAFF#. Txt a reply - Y to confirm or N to cancel. It'll b great 2 C U!'. Red arrows point from the text on the right to the 'Short form' field and the 'Appt Reminder' template name in the left sidebar.

You should only need to edit your **Short Form** Message, as your email won't change.

1.3 Appointment Confirmation Screen

1.3.1 The Appointment Confirmation Navigation

In the new Appointment Confirmation Screen you will see on the left hand side, some new sections.

The Date. → Fri, 29 Jun

Date navigation buttons so you can check other days and date ranges. → Today < > Range

Buttons to **Show** different types of Appointments:
You can choose to show All Appointments, or to show only Unconfirmed Appointments, only Cancelled Appointments or only Confirmed Appointments. → Unconfirmed (9) Cancelled (0) Confirmed (1) All Appts (10)

You can also **Hide** Appointments based on the confirmation method. When the square is highlighted, and the picture is coloured, you can see them. If you click on the picture a second time, so the picture becomes grey, Appointments with that type of confirmation message will be hidden from view. → Include icons

The **Send and Receive** button is so you can check for new messages on the server. → Send / Receive

1.3.2 The Appointment Confirmation Screen

In the top right hand pane, you will see the list of Appointments booked for the date(s) shown at the top left. → Justin Timberlake

If you click on a name to highlight it, you will see information appear in the bottom right pane. → Justin Timberlake

Information you will see when you have clicked on the client's name, will include :

1. Client name,
2. Client contact details,
3. Booking details,
4. Last message sent,
5. Client's reply.

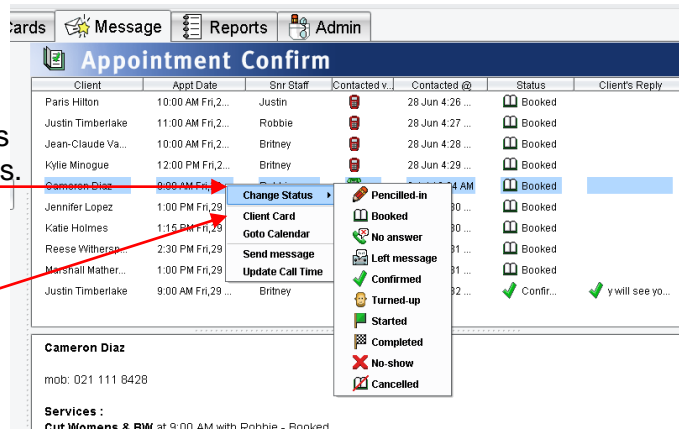
If the client sends a reply text with the correct message words in this case, Justin replied with a message beginning with a **y** the Appointment was confirmed automatically when the message was received.

The additional text Justin sent, will be displayed in the **notes** section on the Appointment in the Calendar Tab. → Notes

1.3.3 The Appointment Confirmation Menu's

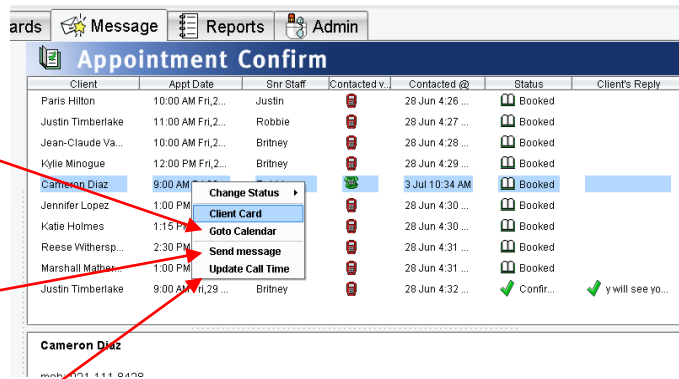
You can right click on a client's name and access a menu like on your Calendar Screen.

Just like the menu on the Calendar Screen, you can change the Status of this Client's Appointment with the Status Icons.



You can choose to go directly to the Clients Card in the Cards Tab by choosing the **Client Card** option.

You can go directly to the Calendar Tab by clicking on the **Goto Calendar** option.



You can reply to a Text Message, send an updated Text Message or send an Email to the client you have selected by clicking on the **Send Message** option.

You can also use the new **Update Call Time** option.

This is a new option, which you can use for clients who have requested a call me message, or even clients who you have telephoned as well as sent a Text Message.

When you click on the **Update Call Time** option, it will update the **Contacted @** column with the current time and date.

This is great for when you have different people confirming Appointments as you can quickly see how long ago this client was phoned!



Kitomba™ Tip:

Don't forget to press **Send/Receive** during the day to check who has sent you a Text Message!!!

1.4 The Inbox Screen

Kitomba™ now has an Inbox screen where you can see the incoming Text Messages for the day.

On the left hand side, you will see the navigation options.

You can see here, the date you are looking at.

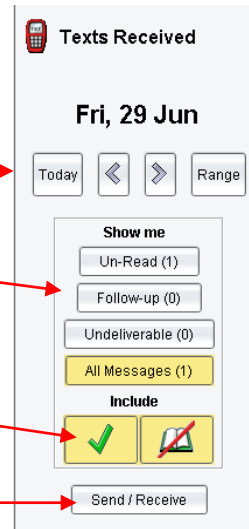
These buttons let you choose a date, or date range to view.

By clicking and un-clicking these buttons, you can choose which messages you can see. The filters mean you can decide to show or hide messages to make the list easier to manage. This is only temporary, it doesn't delete them.

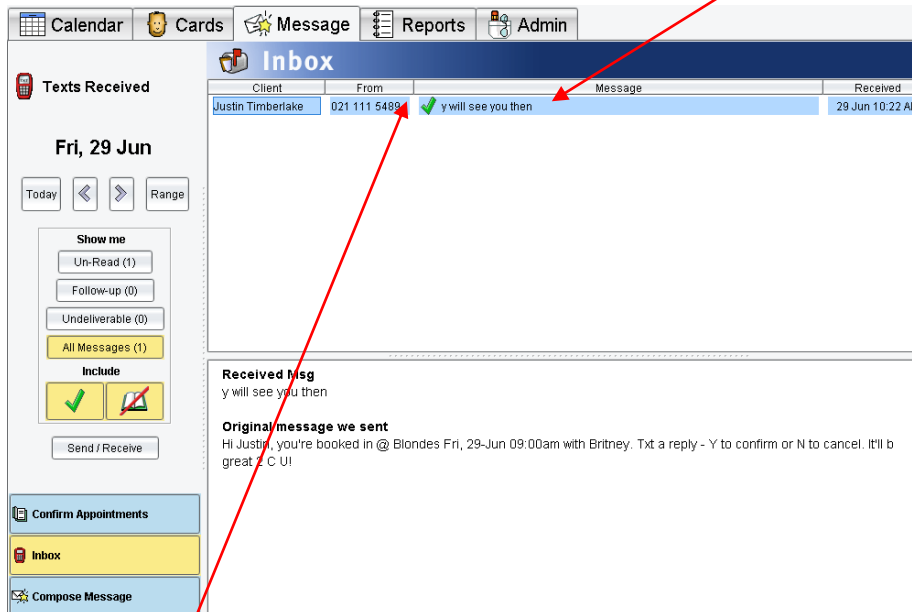
These buttons, let you hide and show messages that have been automatically Confirmed or Cancelled

This is your **Send / Receive** button that allows you to check messages.

Clicking the **Send / Receive** button, will check the server to see if there are any messages for you there. When there are, they will show on the screen for you.

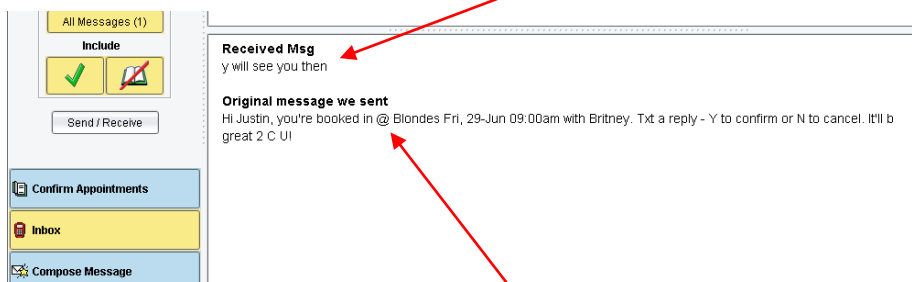


You will be able to see unread messages in **bold** and read messages will appear not bold.



When you click on a message, so it is highlighted, you will see information about it appear in the lower panel.

You will see the new message you have received at the top of the pane.

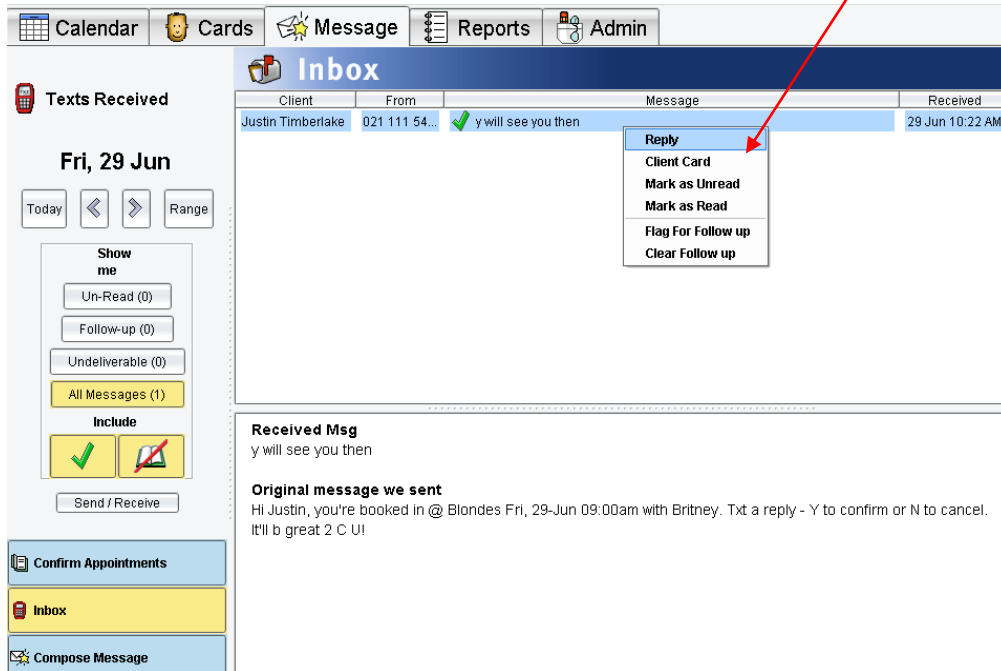


Under that, Kitomba will show you the Text Message that the client has replied to.

1.4.1 Inbox Menu's

While you are in the Inbox Screen, you can also right click on the client's message to access a menu of things you can do such as;

- Reply to the message
- Go to the Client Card
- Mark the message as Unread (which makes the text appear **bold**)
- Mark the message as Read (which makes the text appear normal)
- Flag the message for Follow Up (which makes the text turn red)
- Clear the Follow Up Flag (which makes the text turn back to black)



1.5 The Compose Message Screen

Kitomba™ still has the familiar screen to allow you to send your clients messages by Email or Text.

