# ConnectionsGT Platform FAQs

## Account Settings

### How do I edit Account Settings?

- Follow the steps to access Account Settings.
- Once you're on the Agent Information page, look over the information. If no information needs to be changed or added, click Cancel to exit. If information needs to be updated, click Edit.
- Once updates are completed, click Save. You will then be routed back to the Agents page.

### How do I access Account Seeting?

- You can access Account Settings in one of two ways.
- The first is to click on the Profile/Gear icon in the upper right of your screen, and then choose Account Settings from the dropdown menu.
- The second way to access Account Settings is to click on Agents in the Application section of the Administrator, Supervisor, Agent Menu.
- Then click on the Info/Profile icon to the left of the agent whose account you'd like to access.
- NOTE: Agents will only be able to update their own information.

## Agent

### I'm an Agent. Can I change or update my co-worker's information?

- No. Agents can only update their own information.

## Agent Groups

### How do I create or edit an Agent Group?

- To get started either creating or editing an agent group, click on the Agents Group link under the Application section of the Administrator Menu.
- On the Agents Group page, click Add New to create a new agent group. To edit an existing Agent Group, click on the pencil icon to the left of the corresponding agent group.
- To set up a new Agent Group, on the Agent Group Information page enter the Company the agent group belongs to, the Internal Name (the name the company will call the agent group internally) and the Nice Name (the public group name).
- The Internal Name and the Nice Name can be the same or different names.
- If you're editing an existing Agent Group, you can update the Internal Name and the Nice Name. The Company section cannot be updated.

### Who can create or edit an Agent Group?

- An Administrator or Supervisor can create or edit an Agent Group.

### What can be assigned to an Agent Group?

- You can assign both agents and conversations to a specific Agent Group.

## Business Numbers

### Who can add Business Numbers to the User Interface?

- Both Administrators and Supervisors can add Business Numbers to the User Interface.
- NOTE: Even though Supervisors can add Business Numbers, they cannot delete them once added

### Can I assign a specific business number to an Agent or Agent Group? If so, how?

- Yes, you can assign a specific business number to an Agent or Agent Group.
- NOTE: You can assign a number to an Agent and an Agent Group simultaneously, but you must ensure the Agent is part of the Agent Group.
- To begin, select Business Numbers from the Application section of the Administrator menu.
- Locate the number you want to assign by doing a search or scrolling through the options until you find it. Once you do, click on the pencil icon to the left of the number you want to assign.
- Enter the Agent and/or Agent Group name you want to assign the number to.
- When you're done, click Save.

### How do I add a Business Number to the User Interface?

- You can add a business number by clicking on Business Number under the Application section of the Administrator Menu.
- On the Business Numbers page, click on Add New.
- Fill in the information and click Save.
- The newly added number will show in the list of business numbers.

### How do I get a business number text enabled?

- Text enabling a business number requires various approvals from multiple companies.
- Currently, you must submit all requests to your ConnectionsGT representative or send a request via email to This email address is being protected from spambots. You need JavaScript enabled to view it.. A Letter of Authorization (LOA) must be submitted with your request. This process typically takes two to five business days.
- ConnectionsGT can also provide you with a text-enabled number, if needed. You can request one by speaking with your ConnectionsGT representative.

## Company Profile

### How do I access the Company Profile?

- There are two ways to access the Company Information page so you can make any changes or updates to the company profile.

- The first way is to click on the Profile/Gear icon and choose Company Profile from the dropdown menu, which will take you directly to the Company Information page.
- The second way is to click on the Companies link under the Application section of the Administrator Menu.

### What is an Endpoint?

- An endpoint is simply one end of a communication channel - a URL designated to receive data. In ConnectionsGT context, the endpoint is where status updates and mobile originating messages (MOs) are sent.

### What information can I edit on the Company Profile?

- You can edit the Company Name (1), Waiting for Reply Flag (2), Business Hours (3), Timezone (4), Endpoint (5), and Logo (6).

### I'm a company Administrator. How do I edit a company profile?

- Follow the steps to access the Company Profile. Once the Companies page pulls up, click on the Info/Profile button to the left of your company's name.
- When the Company Information page pulls up, click the edit button.
- Once changes or updates have been made, click Save and you will return to the main Companies page.

### Why can't I edit a company profile?

- You can't edit a company profile, most likely, because you are either a Supervisor or Agent. Only an Admin can edit a company profile.
- If you are an Admin and can't edit a company profile, please contact ConnectionsGT Customer Support at customersupport@ConnectionsGT.com

## Dashboard

### The Administrator/Supervisor/Agent Menu disappeared. How do I get it back?

- You can show the Administrator/Supervisor/Agent menu by clicking on the three-line hamburger menu to the right of the company logo.

### I navigated away from the dashboard. How do I return to it?

- You can return to the dashboard from any screen by clicking on the company logo in the upper left-hand side of your screen.

### My Dashboard view looks different from my co-worker's. Why?

- Your Dashboard view depends on your level of access. An Agent's Dashboard will be different from the dashboard for an Administrator or Supervisor.

## Distribution Lists

### Who can upload distribution lists?

- Both Administrators and Supervisors can upload distribution lists.

### How do I upload a distribution list?

- To upload a distribution list, start by clicking on Distribution List in the Applications section of the Administrator or Supervisor Menu.
- NOTE: The Supervisor Menu will say Supervisor rather than Administrator at the top of the menu, but they are otherwise identical. Then click on Create New List.
- Give the list a name. If you want the list disabled, toggle that on. Toggling on Add to Inbox will ensure that the original message shows in the Conversation thread when someone replies to the message sent.
- Upload the CSV file, and then click Submit or Submit & Schedule. Clicking submit will simply add the Distribution List to the User Interface. Once you click Submit, the distribution list will show on the Distribution List page.

## Inbox

### Why can't I see a conversation?

- There are typically two reasons why you can't see a conversation.
- The first is that the conversation was closed. In this case, the conversation can be accessed by selecting Closed from the left-hand sidebar menu.
- NOTE: The Agent Menu will look different from the Administrator Menu shown below, but the Closed option will be in the same location. A list of closed conversations will show.
- The second reason is that the message was claimed by another Agent or assigned to an Agent Group you're not part of. If you'll an Agent, you'll need to have your Administrator or Supervisor verify this and add you to an Agent Group, if needed.
- If you're an Admin or Supervisor, you can verify this information by selecting All Open from the left-hand sidebar menu.
- On the All Open Conversations page, you can see if a specific message has been assigned to an Agent or an Agent group by looking at any information in the Group or Agent columns next to the message.

### How can I transfer a message to an Agent or Agent Group?

- You can assign a message to an Agent or Agent Group by navigating to the inbox and highlighting the message you'd like to assign. NOTE: You don't not have to assign a message to both an Agent and Agent Group at the same time, though these steps have you do so.
- Scroll down until you see the blue + icon in the SMS section and click on it.

- Once the menu pulls up, click on the Owner icon. NOTE: The name of the icon won't show until you hover your cursor over it.
- When the Change Conversation Ownership popup opens, click on the section that says No Assigned Agent and choose the person you'd like to transfer the conversation to. You can assign a conversation to yourself or to another agent.
- NOTE: If you assign a conversation to another agent, the message will disappear from your inbox. You will be able to view it by clicking the All Open link under the Conversations section of the Administrative/Supervisor Menu.
- Those with agent-level access will not have an All Open option and will not be able to view a message once it's transferred. To assign the conversation to an Agent Group, click on the section that says No Assigned Group and choose the group you'd like to assign the message to. Once the Agent Group has been chosen, click Transfer.
- Once the message has been assigned to an Agent and/or Agent Group, the Agent name and/or the Agent Group name and color code (if a color has been assigned) will show under the Group and Agent section. NOTE: If you are not assigned to the same Agent Group as the message, the message will not be viewable in your inbox. To view the message, click on All Open in the Conversations section of the Main Menu.
- Those with agent-level access will not have an All Open option and will not be able to view a message once it's transferred.

### How do I claim a conversation?

- NOTE: While the screen shots show the Administrator menu, the process to claim a message is the same for Administrators, Supervisors, and Agents.
- To claim a conversation, start by navigating to the Inbox and highlighting the message you'd like to claim. Scroll down until you see the blue + icon in the SMS section and click on it.
- Once the menu pulls up, click on the Claim icon. NOTE: The name of the icon won't show until you hover your cursor over it.
- Once you click Claim, your name will show under the Agent column in the Inbox, and the claim will be noted in the SMS section.

### How do I add an emoji to a new message?

- You can add an emoji to a new message by navigating to the Start New Conversation page, enter all the applicable information, and then click on the smiley face icon to access the emoji library. After you've added the emojis you'd like, you can send your message when it's ready.

### How do I add graphics to a new message?

- To add graphics to your new message, navigate to the Start New Conversation page, enter all the applicable information, and then click on the green MMS icon.

- Once the popup box opens, choose where you'd like to pull the graphic from. You have several options to choose from: your computer or device, a link to an online image, a web search, Facebook, Instagram, or Google Drive. After you add your media, you will be back on the Start New Conversation page, and from there you can send you message when you're ready.

## How do I add Notes to an open conversation?

- You can easily add notes to an open conversation. Start by accessing the Notes section, which you can do in one of two ways.
- The first is to click on the conversation you'd like to add a note to, and then click on the profile icon in the SMS section. Then click on Notes at the top right.
- The second way is to reach the Notes section is to, again, click on the Conversation you'd like to respond to, and then scroll down until you see the blue + icon in the SMS section.
- Click on the blue + icon, and then choose the Notes icon from the popup menu.
- NOTE: The icon name won't show until you hover your cursor over the icon.
- In either case, once you click on the Notes icon, the Notes section will open. You can enter a note and click Save Notes. The note will show in the Notes thread. The note will also show in the Conversation thread. It will be clearly marked as a note.

## How do I view a closed conversation?

- Closed conversations can be viewed by Administrators, Supervisors, or Agents.
- NOTE: the Dashboard for Agents will look different from the Administrator Menu used in the screenshots below, but the process is the same, regardless.
- The first way is to click on the Closed link in the Conversations section of the Administrator, Supervisor, or Agents Menu. A list of closed conversations will show.
- Chose the closed conversation you'd like to view - using the Search function, if need be - and the conversation will show up on the right-hand side of the screen.
- The second option is only available when an MEU sends a text. If there are any previous conversations with the same MEU which have been closed, a red message icon will appear in the upper right-hand corner of the SMS section. When you click on the red message icon, a list of closed conversations will appear. In this example, there is only one closed conversation.
- Click on the closed conversation you'd like to read, and the text will open in a popup box. To exit, click anywhere outside of the popup box, and you will return to the main closed conversations page.

## Can I edit closed conversations?

- No, you cannot edit closed conversations.

## Can I re-open a closed conversation?

- No, you cannot re-open a closed conversation. If you need to further communicate with an MEU, you will have to open a new conversation.

### How do I close a conversation?

- To close a conversation, start by selecting the conversation in the inbox you want to close.
- When the SMS section populates, select the blue + icon at the bottom left of that section.
- After the menu pops up, click the "Close Conversation" icon (a small box with a right-facing arrow.) NOTE: The name of the icon won't show until you hover your cursor over it.
- After you click on the Close Conversation, you will receive a popup confirming you'd like to close the conversation. Once you click YES, the conversation will be closed, and it will no longer be viewable in the inbox.

### How do I start a new conversation?

- To start a new conversation, choose the Start New Conversation icon from the top left of the Inbox section. Next, fill out the Start New Conversation form. You must add the Business Number to open up the SMS and WhatsApp radio buttons (WhatsApp is currently in process and not yet available) as well as the option to add a new Mobile End User.
- For Business Numbers, choose the appropriate number given to you by your company. Select the business number you want to send the text from the dropdown menu. MEU Search allows you to search for the name or number of the recipient you would like to start a conversation with. You will need at least three (3) characters to perform a search.
- You also have the option to include options beyond simply drafting a new message; you can add a quick reply, a graphic, or emojis.

### I'm an Administrator or Supervisor. How do I close multiple conversations at the same time?

- You can easily close multiple conversations. Start by selecting All Open from the Conversations section of the Administrator or Supervisor menu. On the All Open Conversations page, click the very top box to close ALL of the open messages, or click the box to the left of each message you'd like to close. When you've made your choices, click Close Selected.

### How do I locate specific conversations in the inbox?

- You can locate specific conversations in the inbox by using the search box located just above the inbox headers.
- Additionally, if you need to do a more specific search, simply hover your cursor over the section header you want to search by and click on the hamburger menu. Choose your search parameters and enter your search terms in the filter box.

### How do I sort messages in the inbox?

- You can sort messages in the inbox by clicking on one of the headers across the top of the inbox.
- For example, if you want to sort by date, click on Date. If you want to sort by the mobile user, click on Mobile/User.

### Who can view all open messages?

- Only Administrators or Supervisors can view all open messages.

### How do I access my messages?

- How you access your messages depends on your level of access.
- For Administrators and Supervisors: After you log in, you can access your messages by clicking the Inbox link under the Conversations section of the Administrator or Supervisor menu.
- For Agents: Your inbox is your Dashboard page, so you will automatically see any messages when you log in. If you navigated to another page, you have two choices to return to the Inbox.
- Click the Company Logo in the upper left-hand side of the page. Select Inbox from the Conversations section of the Agent Menu

## Login

### How do I change my username that shows in the UI?

- You can change your username which shows in the UI by accessing your Account Settings.
- Click on the Profile/Gear icon in the upper right-hand side of your screen, and then choose Account Settings from the dropdown menu.

### Why can't I log in using my selected username?

- You may be trying to use the username which shows in the User Interface (UI) after you log in. Use your company email in conjunction with your password to log in.

### I'm an Administrator or Supervisor. How do I reset a password?

- To reset or change a password, begin by clicking on the Agents link in the Applications section of the Menu. Once the Agents page pulls up, search for the agent by name using the Search Box or the scroll bar (which will show on the right-hand side of the white section) and the page navigation menu (at the bottom right of the white section), if the list spans multiple pages. When you have located the agent's name, click on the Key icon.
- When the Change Password popup box appears, enter the new password, confirm it, and click Save.The Agent may then log in using the newly created password and update their own password using the same process.
- If for any reason you choose NOT to change the password, click Cancel to return to the list of Agents. If you run into any problems, reach out to ConnectionsGT Customer Support at This email address is being protected from spambots. You need JavaScript enabled to view it.. We'll be happy to help!

### I forgot my password / my password isn't working. I don't see a link to reset it. How can I update my password?

- As a security precaution, if an Agent is locked out, their password can only be reset by either a company Administrator or Supervisor. Please contact the appropriate person at your company if you can't log into your account.

## Messages

### How do I add a Quick Note to a Message?

- Start by following the same steps to add a Note, but instead of typing in a note, click on the Quick Note button and choose the Quick Note you'd like to add. Once the Quick Note populates the message section, click the Save Note button. The note will show in the Notes thread.
- The Note will also show in the Conversation thread. It will be clearly marked as a note, and is viewable internally, but not by the Mobile End User.

### How do I add a Note to a Message?

- Adding a Note to a message is easy. Start by accessing Notes, which you can do in one of two ways. The first is to click on the conversation you'd like to add a note to, and then click on the Profile icon. Click on Notes at the top right.
- The second way is to click on the Conversation you'd like to respond to, and then scroll down until you see the blue + icon in the SMS section. Click on the blue + icon, and then choose the Notes icon from the popup menu. NOTE: The icon name won't show until you hover your cursor over the icon.
- Once you click on the Notes icon, the Notes section will open. You can enter a note and click Save Notes. The note will show in the Notes thread. The Note will also show in the Conversation thread. It will be clearly marked as a note and is viewable internally, but not by the Mobile End User.

### How do I add Emojis to a message?

- To add Emojis to an existing Conversation, click on the Conversation you'd like to respond to, and then scroll down until you see the blue + icon in the SMS section. Click on the blue + icon, and then choose the Smiley Face icon from the popup menu. NOTE: The icon name won't show until you hover your cursor over the icon.
- Once you click on the Smiley Face icon, the Emoji Library will pop up. Choose the Emoji or Emojis you'd like to insert, and they will populate the message section. NOTE: the Emoji Library will not disappear until you click anywhere outside of the library popup. After you click the Send arrow, the Emoji(s) will show in the Conversation thread.

### How do I add graphics to a message?

- To add graphics to a message, start by choosing the Conversation you'd like respond to, and then scroll down until you see the blue + icon at the bottom of the SMS section of the inbox.
- Click on the blue + icon, and then choose the MMS icon from the popup menu. NOTE: The icon name won't show until you hover your cursor over the icon. Once you click on the MMS icon, a box will pop up.

- Choose where you'd like to pull the graphic from. You can see text which indicates what the icon means by hovering your cursor over the list of icons. Follow the steps to attach the graphic of your choice. In this example, an image has been chosen from a device. Once the image is attached, there will be options to crop, circle, or rotate the image. When you're satisfied with the image, click Upload. The image will be attached in the Message section. After you click the Send arrow, the graphic will show in the Conversation thread.

### How do I insert Tag Replace?

- To start, choose the Conversation you'd like respond to, and then scroll down until you see the blue + icon at the bottom of the SMS section of the inbox.
- Click on the blue + icon, and then choose the Tags icon from the popup menu. NOTE: The icon name won't show until you hover your cursor over the icon. Once you click on the Tag icon, the list of available tags will popup.
- Click on the Tags you'd like to use, and they will populate the message section. NOTE: The available tags list will not disappear until you click anywhere outside of the popup. After you click the Send arrow, the chosen tags will show in the Conversation thread.

### What is Tag Replace?

- Tag Replace allows an agent to insert their name and/or the company name without having to type it.

### Can I sent a message to an MEU if there's already an open Conversation?

- No. If there is an open conversation with a MEU, you will be unable to open another conversation **with that MEU** until the original conversation is closed.

## Mobile End Users (MEUs)

### How do I manually add a new MEU?

- There are two ways to add a new MEU. The first is, after navigating to the Mobile End Users page by clicking on Mobile End Users in the Data section of the main menu, choose Add New.
- When the Mobile End User Information page pulls up, enter the MEU's information, and then click Save when finished. The second way is to start a new conversation. This method will only work if there is no existing open conversation. Choose the Message Box icon to start a new message.
- When the Start New Conversation page pulls it, it will be an empty page. You'll need to add the business number you'll be sending a message from to continue. After you enter the business number, additional options will be available. Click the box to the left of Click to enroll new mobile user. On the page that pulls up after you click the box, enter the new MEU's information, and then click Save.

- After you click save, you will be returned to the previous Start New Conversation page.NOTE: The new MEU's information will NOT automatically populate in the designated spot. You will still need to manually add the new MEU's information as seen in the image below. When you're finished creating your message and all the information has been entered, the Send Message button will turn blue, and can be clicked to finish.

### Does a CSV file have to include all the acceptable headers in order to upload it to the User Interface (UI)? Open

- No. The only header a CSV file must include is the number header. All others are optional.
- I want to create a CSV file with MEU information to upload to the UI. What are the acceptable headers to use in a CSV file? Open
- The acceptable CSV headers are: number, first_name, last_name, email, address, address2, city, state, zip, country, extra1, extra2, extra3, extra4, extra5.

### How do I upload a list of MEUs to the User Interface (UI)?

- Uploading a list of MEUs to the UI is easy. Start by clicking on Mobile End Users under the Data section of the Administrator or Supervisor Menu. When the Mobile End Users page pulls up, click Import. Once the Import Wizard pops up, click the Choose File button.
- Navigate to the CSV file you'd like to upload, and then click the Upload button.

### How do I export a list of MEUs or the results of a filtered search?

- After navigating to the Mobile End Users page by clicking on Mobile End Users from the Data section of the main menu, simply click the Export button.
- A comma-separated values (CSV) file will automatically download to your computer.

### How do I locate a list of MEUs who have opted out?

- The same method used to search for an MEU to edit their information can also be used to search for a list of MEU's who have opted out. Opt-Out is automatically selected when a user texts back STOP*
- When you click on Search and the search popup opens, simply change the default Opt-in to Opt-Out, and click search. This will pull up a list of all MEUs who have opted out
- *a block is also placed with the MEU's Service Provider. Therefore, removing the Opted-Out checkbox will NOT permit you to text the number UNLESS the MEU opts back in.

### How do I edit a mobile end user's (MEU) information?

- NOTE: While the screen shots show the Administrator menu, the process to edit a MEU's information is the same for all levels of access. To start click Mobile End Users under the Data section of the Administrator, Supervisor, or Agent Menu.
- Once the Mobile End Users page opens, scroll the list of users if the list is short, or use the search button to locate the MEU, if there are multiple pages. If you use the Search button, when the search box pops up, enter your criteria, and click Search.

- When you've located the MEU whose information you'd like to edit, click the pencil icon to the left of their name. Edit the MEU's information as needed, and when you're finished click Save.

### Who can edit a Mobile End User's (MEU's) information?

- Administrators, Supervisors, and Agents can all edit a MEU's information?

## New Accounts

### I'm an Administrator or Supervisor. How can I create a new account?

- You can begin by clicking on the Agents link in the Application section of the menu. On the Agents Page, click on Add New.
- Enter new or update existing information, making sure the correct role is assigned, and then click Save. The new Administrator, Supervisor, or Agent will be added to the Agents list on the Agents page.

### Who can create a new account in the User Interface?

- If you are an Administrator, you can create a new account for any level of access. That is, you can create new Administrator, Supervisor, or Agent accounts. If you are a Supervisor, you can create new accounts for Supervisors or Agents. An agent can't create new accounts.

## Quick Notes

### I'm an Administrator or Supervisor. How do I create or edit a Quick Note?

- To create or edit a Quick Note, start by clicking the Profile/Gear icon, and then choosing Quick Notes from the dropdown menu. To create a new Quick Note, click the Add New button.
- To edit an existing Quick Note, click on the Pencil icon to the left of the item you'd like to edit. Enter the text or any changes in the Quick Notes box and click Save when you're done. You'll return to the Quick Notes page. A newly created Quick Note will show in the list.

### Who can create a Quick Note?

- Only Administrators and Supervisors can create Quick Notes.

### What are Quick Notes and what are they used for?

- Quick Notes are pre-created messages used to share information. Quick Notes are for internal use only and can be used to share information with co-workers regarding a specific customer or account.

## Quick Replies

### No Quick Replies show up when I click the blue speech box icon. Why?

- This typically means no Quick Replies have been set up. If you are an Agent, please speak with your Administrator or Supervisor to have one or more set up.

### How do I add a Quick Reply to a message?

- For a NEW MESSAGE, you can add a Quick Reply by navigating to the Start New Conversation page, entering all the required information, and then clicking on the blue Quick Reply icon. When the available options pull up, click on the one you'd like.
- To insert a Quick Reply to an EXISTING CONVERSATION, click on the conversation you'd like to respond to, and then scroll down until you see the blue + icon in the SMS section. Click on the blue + icon, and then choose the Quick Reply icon from the popup menu. NOTE: The icon name won't show until you hover your cursor over the icon.
- Once you click on the Quick Reply icon, the list of available quick replies will pop up. Click on the Quick Reply you'd like to use, and it will populate the message section. After you click the Send arrow, the Quick Reply will show in the Conversation thread.

### I'm an Administrator or a Supervisor. How do I create or edit a Quick Reply?

- To create or edit a Quick Reply, start by clicking the Profile/Gear icon, and then choosing Quick Replies from the dropdown menu. To edit a Quick Reply, click on the Pencil icon to the left of the item you'd like to edit.
- To create a new Quick Reply, click Add New. Enter your changes or new text in the Quick Reply box, then click Save when you're done. If for any reason you choose not to create a new Quick Reply, click cancel to return to the main Quick Reply page. You'll return to the Quick Reply page. A newly created Quick Reply will show in the list.

### Who can create a Quick Reply?

- Only Administrators and Supervisors can create Quick Replies.

### What are Quick Replies and what are they used for?

- Quick Replies are pre-created messages used to share commonly requested information, such as hours of operation or wi-fi login information.

## Time-Based Auto Reply

### I'm an Admin or Supervisor. How do I set up a time-based auto reply?

- To set up a time-based auto reply, start by click on the Auto Reply (Time) link under the Application section of the Administrator or Supervisor Menu. On the Auto Reply (Time Based) page, click on Add New.
- Fill in the required information (any section with an asterisk), and any additional information you'd like to include. If you click on Send Auto Reply only on company after hours, the Days Selection box will disappear, and the Auto Reply will be sent only during the hours the company is closed.
- If you'd like to schedule the auto reply, enter the Date Range, the Start and End time, and choose

the days of the week. If you check the box next to Send only 1 auto-reply to same mobile user during this Conversation so that they can continue to text without getting an auto reply after every message, the MEU will receive only 1 auto-reply during the Conversation regardless of how many messages the MEU sends.

- The auto reply can be turned off, as well, if needed, without having to delete it. Once you're done, scroll up and click the Save button at the top of the page.

### Who can set up a time-based auto reply?

- Only Company Admins or Supervisors can set up a time-based auto reply.

### What is a time-based auto reply?

- A time-based auto reply is a message set up to send whenever an incoming message from a MEU arrives during a business' off hours.