

# Team Messaging

## User Guide

---

Send and receive messages between technicians and managers through the ArklyTech bot — with photo support.

### Quick Reference

Command: /message

Features: Text messages, photo attachments, read receipts

History: Message log viewable in bot and portal

Access: Team members on an active subscription

### Contents

1. Getting Started
2. Sending Messages
3. Replying to Your Manager
4. Photo Attachments
5. Message History
6. Quick Reference

# 1. Getting Started

---

The `/message` command opens a direct communication channel between you and your team manager through the ArklyTech bot. Messages are delivered instantly and stored for reference.

Unlike regular Telegram messages, team messages are logged in the ArklyTech portal, making them part of the official job record. Use this for work-related communication that needs to be tracked.

Tip: Use `/message` for work updates, site conditions, and questions about a job. For urgent safety issues, call your manager directly.

## 2. Sending Messages

---

To send a message to your manager:

- Send `/message` to start
- Type your message text and send it
- The bot confirms delivery and notifies your manager
- Your manager can reply directly, and you will see their response in the bot

Managers can also initiate messages to individual technicians or broadcast to the entire team from the portal.

## 3. Replying to Your Manager

---

When your manager sends you a message, you receive a Telegram notification from the bot. To reply:

- Tap the Reply button on the message notification
- Type your response and send it
- Your manager sees the reply in the portal and in their bot

Note: Replies are threaded — your manager sees the full conversation context, not just your latest message.

## 4. Photo Attachments

---

You can attach photos to your messages for visual documentation:

- Start a /message and type your text
- When prompted, send a photo from your camera or gallery
- The photo is attached to the message and visible in the portal
- Use this for site conditions, equipment photos, or progress updates

Tip: A picture is worth a thousand words — especially when explaining a wiring issue or unusual site condition to your manager.

## 5. Message History

---

All messages are stored and can be reviewed:

- In the bot: Send /message to see recent conversation history
- In the portal: Managers can view full message logs per technician
- Retention: Messages are kept for the duration of the subscription

Message history is useful for resolving disputes, tracking job instructions, and maintaining accountability across the team.

## 6. Quick Reference

---

- Send /message to start a conversation with your manager
- Attach photos for visual documentation
- Reply to incoming messages with the Reply button
- All messages are logged in the ArklyTech Portal
- Use for work communication — call for urgent safety issues