

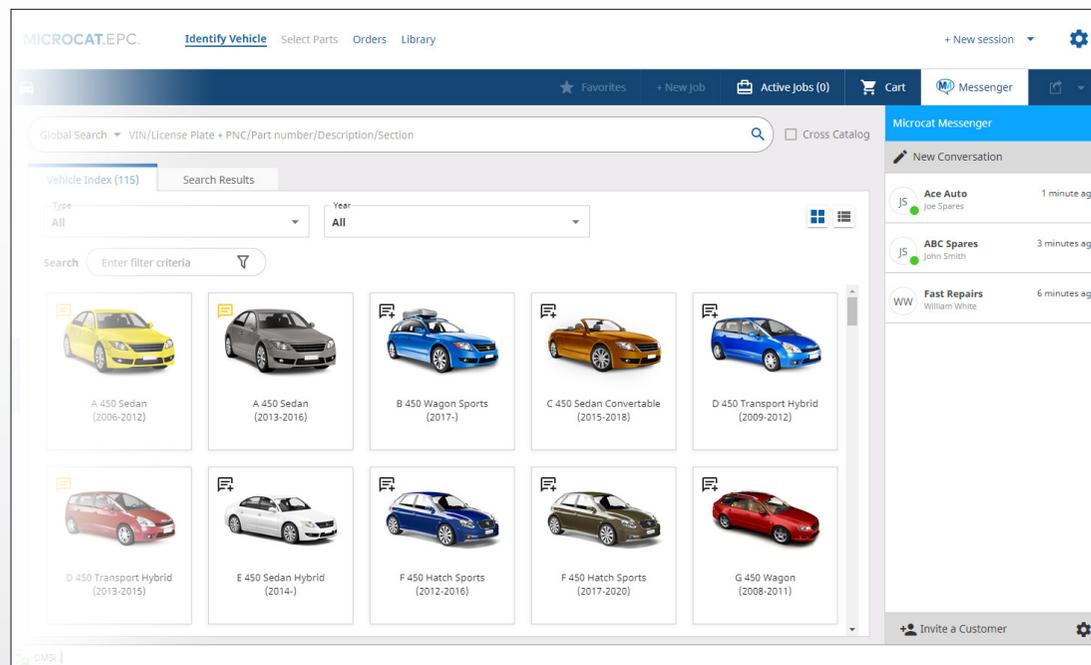
# GETTING STARTED GUIDE

Microcat Messenger helps take your parts business to another level.

Once your Messenger subscription has been enabled, click the  icon to expand the Messenger side panel.

## CONVERSATIONS

The Conversations panel allows you to view active conversations and start new conversations.

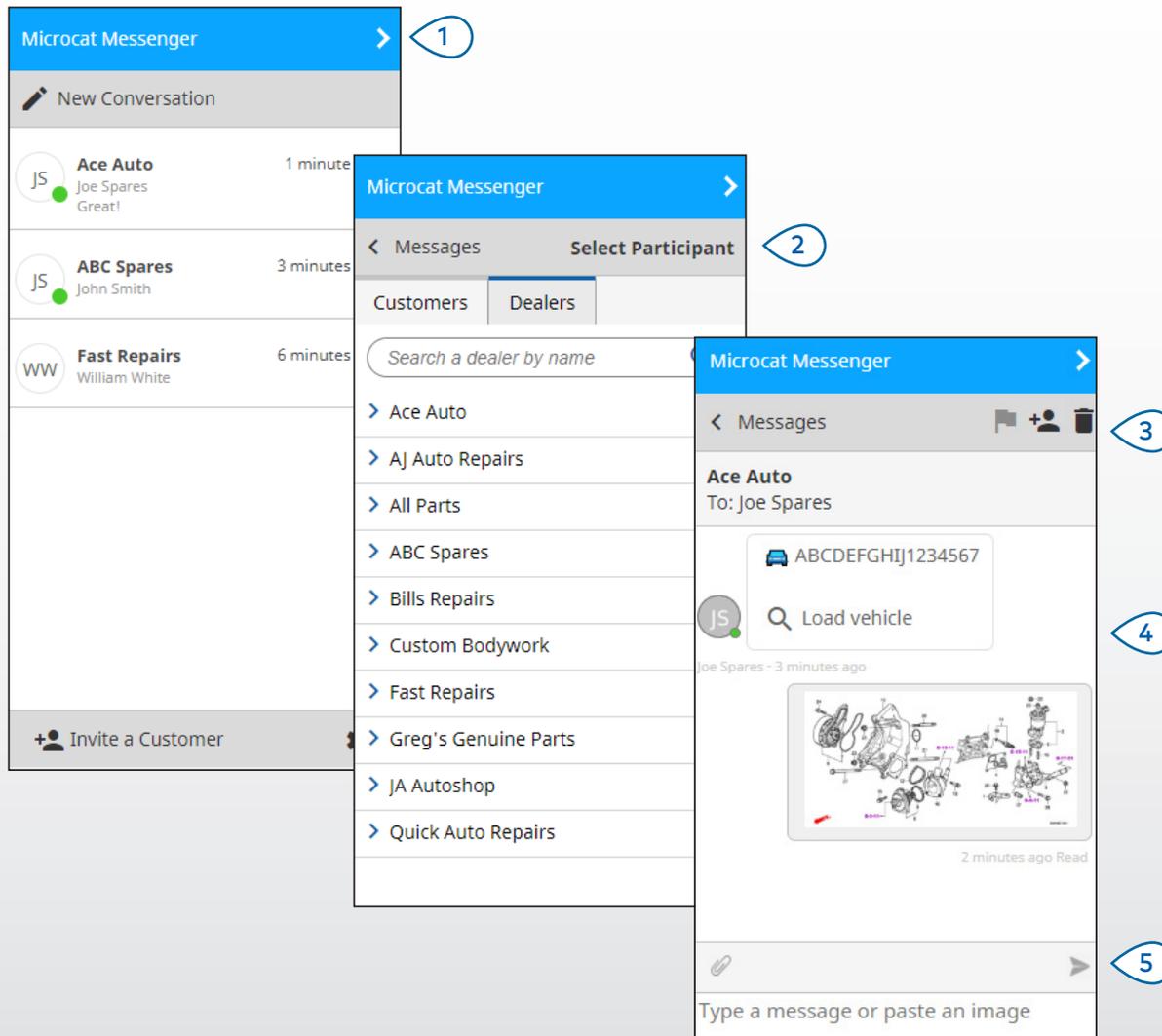


- 1 Click the  icon to expand the Messenger panel.
- 2 View all conversations with customers and other dealers.
- 3 Invite your customers to join Messenger. View settings, add users, create teams and view dealership information.

# MESSAGES

The Messages panel allows you to start new conversations, select participants and receive and send parts information.

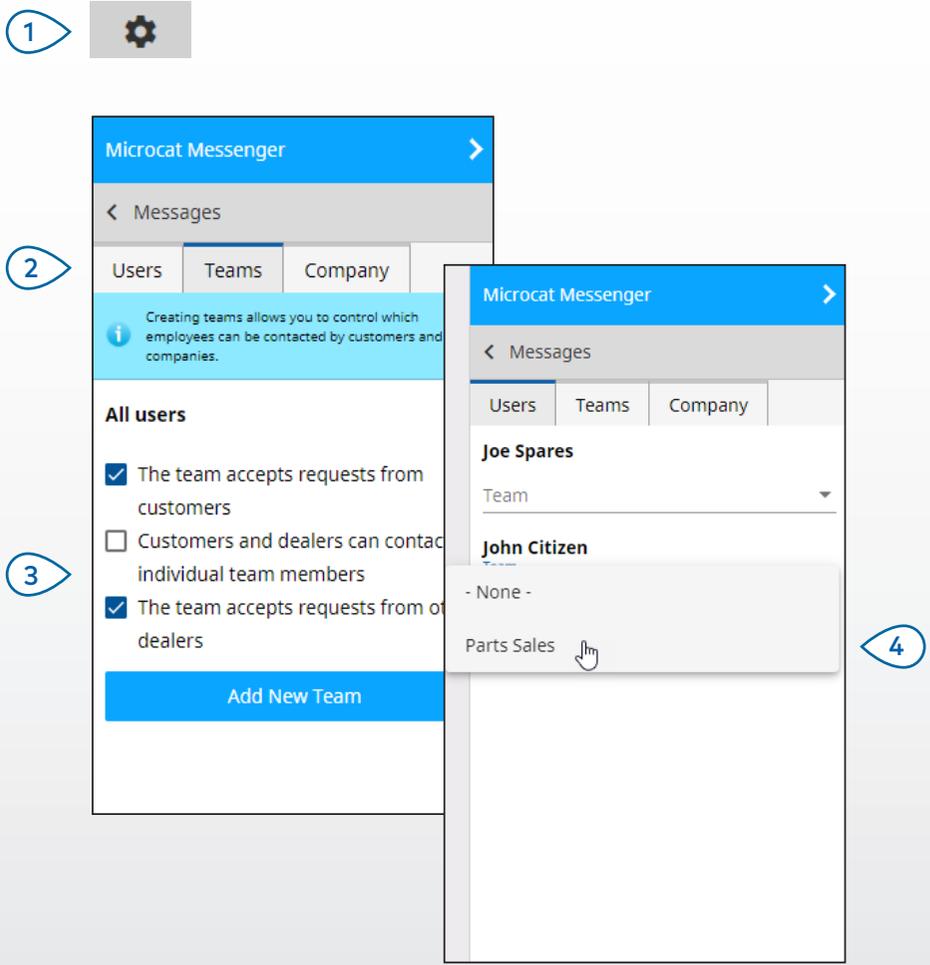
Contacts can be added in the Settings panel of Microcat Messenger.



- 1 Click the icon to start a conversation with a customer or dealer.
- 2 Choose a participant from the Customers or Dealers tabs.
- 3 Flag a message, add a participant or delete a message.
- 4 View the contents of the conversation.
- 5 Enter and send your message.

# SETTINGS

The Settings panel is used to configure users, create teams and view dealership information.



# MICROCAT<sup>®</sup> Messenger

- 1 Access the Settings from the Conversations panel.
- 2 Configure users, create teams and view dealership information.
- 3 Add a new team, so all parts staff can receive messages.
- 4 Add users to a team you have created.

## INVITE A CUSTOMER

The Invite a Customer panel is used to invite your customers to use Microcat Messenger.

1

+ Invite a Customer

2

Microcat Messenger

< Messages Invite a Customer

Customer Name  
Joe Spares

Phone Number  
0123456789

Send Invitation

3

4

1

Access the Invite a Customer panel from the Conversations panel.

2

Enter the name of your customer.

3

Enter your customer's contact number.

4

Send the invitation to your customer. They can download the mobile app and start sending and receiving messages straight away.