

Messages

Modified on: Tue, 31 Jul, 2018 at 9:18 AM

Messages to drivers can be sent from Carrier Interface as either a text message, an in-app V-TAS message, or both. Driver responses and message histories can also be viewed here.

Sending Messages

1. Go to the **Messages** tab.
2. Select the **Driver** from the dropdown that you would like to send a message to or that you would like to view the message history of.

The screenshot displays the Viridian TransVision Messages interface. At the top, there is a navigation bar with tabs for 'Available Orders', 'Orders In Process', 'Pending Payments', 'Paid Orders', 'Messages' (highlighted with a red box and '1'), and 'Account'. Below the navigation bar, there are three main sections: 1. Driver selection (highlighted with a red box and '2'), showing a dropdown menu with 'Joe Test' selected. 2. Send Messages (highlighted with a red box and '3'), showing buttons for 'Send VTAS Message', 'Send Text Message', and 'Send VTAS and Text Message'. 3. Message history sections: 'Inbound Text Messages' (empty), 'Outbound Text Messages' (table with 1 row), and 'VTAS Messages' (table with 1 row).

Sent	SentFrom	To	Message	Status
7/16/2018 4:32:39 PM	VT Admin	3212870555	Be aware that the bridge is closed until further notice.	delivered

Showing 1 to 1 of 1 rows

Pulled	Processed	From	Subject	Body
	7/16/2018 4:32:37 PM	VLMS_270	Bridge Closed	Be aware that the bridge is closed until further notice.

Showing 1 to 1 of 1 rows

3. Choose whether you would like to **Send VTAS Message**, **Send Text Message**, or **Send VTAS and Text Message**. A popup will open.

4. The driver you selected in Step 2 will automatically be selected. If you would like to add more drivers to receive the message you can select them from the dropdown.

NOTE: Drivers without phone numbers will not be listed in the dropdown for text messages. To add a phone number to a driver, refer to the **Driver** section of the **Account** (<https://vtvsolutions.freshdesk.com/support/solutions/articles/17000060772-account>) article.

5. Enter a subject in the **Subject** line if you are sending an in-app VTAS message.

6. Enter a message in the **Body** field. There is a limit of 1000 characters for each message.

7. Click **Send**.



Send Message via Text and VTAS (Drivers without phone numbers are not listed below)

Please enter your message, and press **Send** to create your message request.

The screenshot shows a message composition form with the following elements:

- 4**: A red circle next to the "To" field, which contains "1 selected".
- 5**: A red circle next to the "Subject (VTAS Only)" field, which is empty.
- 6**: A red circle next to the "Body*" field, which is empty. A character count "0/1000 characters." is visible at the bottom right of the text area.
- 7**: A red circle above the "Send" button.

Cancel **Send**

Message History

8. **Outbound Text Messages** - All text messages that have been sent to the driver you are viewing will appear in this table. This table shows when the message was sent, who sent it, to what phone number it was sent, the contents of the message, and the status of the message.

9. **Inbound Text Messages** - All text messages received from the driver you are viewing will appear in this table. This table shows when the message was received and the contents of the message.

10. **VTAS Messages** - All message to and from the V-TAS app for the driver you are viewing will appear in this table. This table shows when the message was received or sent, who sent the message, the subject of the message, and the contents of the message.





You have messages available. [Click here to view.](#)

[Available Orders](#) [Orders In Process](#) [Pending Payments](#) [Paid Orders](#) [Messages](#) [Account](#)

Messages

Driver

Joe Test

Send Messages

[Send VTAS Message](#) [Send Text Message](#) [Send VTAS and Text Message](#)

Inbound Text Messages 9

Search

Received	Message
No matching records found	

Outbound Text Messages 8

Search

Sent	SentFrom	To	Message	Status
7/16/2018 4:32:39 PM	VT Admin	3212870555	Be aware that the bridge is closed until further notice.	delivered

Showing 1 to 1 of 1 rows

VTAS Messages 10

Search

Pulled	Processed	From	Subject	Body
	7/16/2018 4:32:37 PM	VLMS_270	Bridge Closed	Be aware that the bridge is closed until further notice.

Showing 1 to 1 of 1 rows

