Map Dashboard: Messaging

Link: https://help.gpsinsight.com/docs/dashboards/using-the-map-dashboard/map-dashboard-messaging/ Last Updated: September 8th, 2016

The Map Dashboard allows you to send and receive messages to/from a vehicle/driver via SMS or email. The driver or vehicle must have an SMS number set under the driver's or vehicle's profile.

> **Note.** If no driver is assigned to a vehicle, the contact information assigned to the vehicle is used. If contact information is entered for a driver AND a vehicle, the assigned driver contact info overrides vehicle contact info.

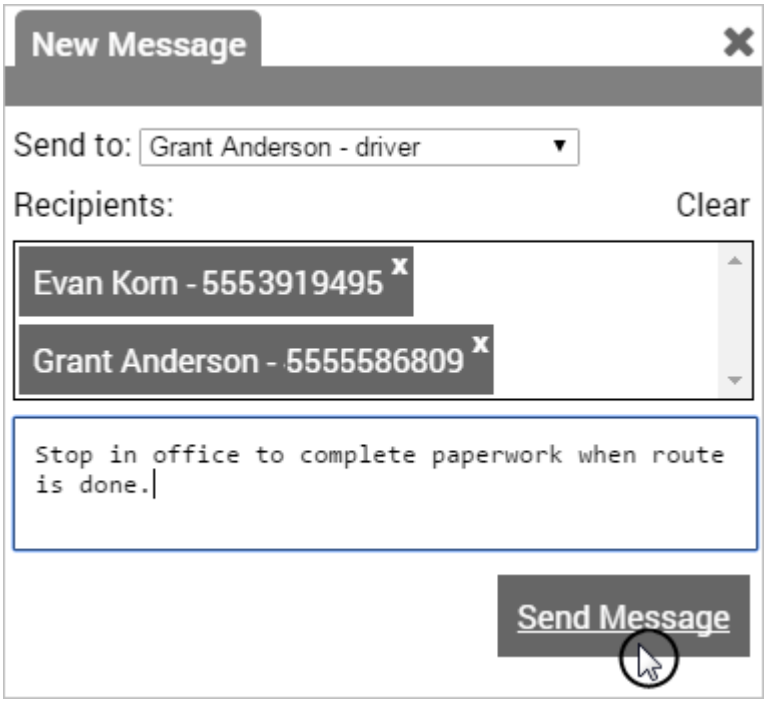
SMS messages sent from the Map Dashboard are delivered to a driver's mobile device via 477-477 (GPSGPS). Any messages replied from a driver are displayed in message history on the **Conversations** tab and from the driver Message history, which you can access from the vehicle card.

To send an SMS message to a vehicle/driver:

1. From the menu, click **Messaging**.
2. Click **New message**.
3. On the New Message tab, use the drop-down to locate the driver or vehicle that you want to contact. (You can pick more than one.)

   The driver or vehicle name and number appears in the Recipients box.

1. Enter the message, and click **Send Message**.



The message will be delivered to the driver's mobile device from the number 477-477 (GPSGPS). If the driver replies to a message, an automated message will be sent to the driver to indicate that the reply was sent. You can view all SMS communication for all drivers/vehicles from the Conversations tab. You

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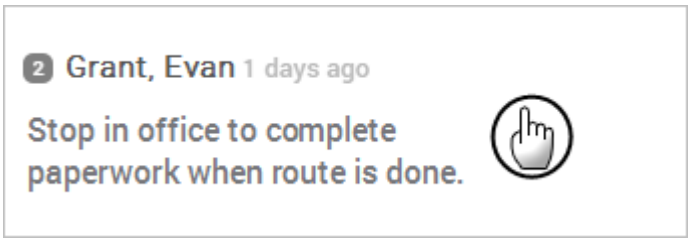
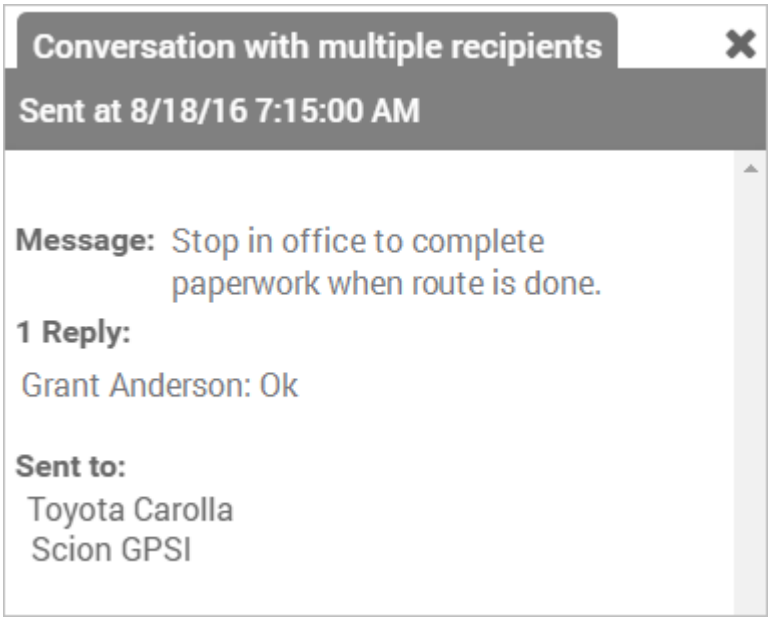
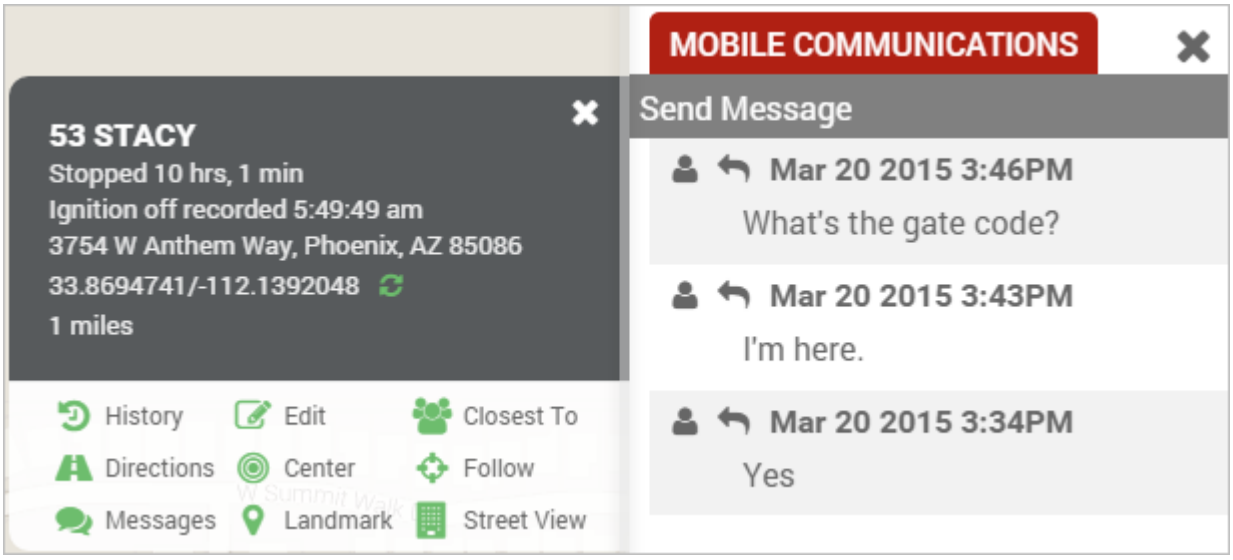
can view SMS history for a specific driver under the Messages tab of each vehicle/driver.

1. Click a conversation thread to view all replies:





The message will be delivered to the driver's mobile device from the number 477-477 (GPSGPS). If the driver replies to a message, an automated message will be sent to the driver to indicate that the reply was sent. You can view all driver-initiated communication from the Mobile Communications tab.