



# DragonForce Academy

## Managing Quick Text Messages

DFA – 510

# Managing Quick Text Messages

Quick Texts are a powerful feature in DragonForce which allow users to select preconfigured messages from a drop-down list. This allows users to quickly and easily respond to a message from either the Web App or Mobile App.

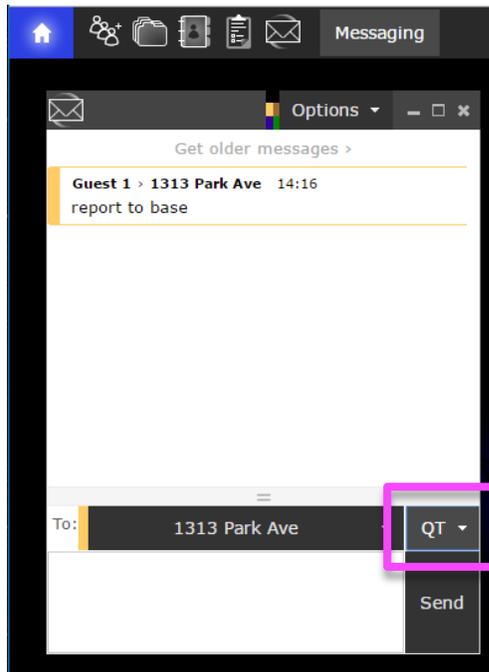
Quick text messages are fully customizable by the department administrator and are unique to each department in a DragonForce deployment.

This document will show you where to find quick text messages on both the Web and Mobile applications. This document will also show how to edit and add the quick text messages available in each department. Please note that you must have department or site administration permissions to customize the quick text settings.

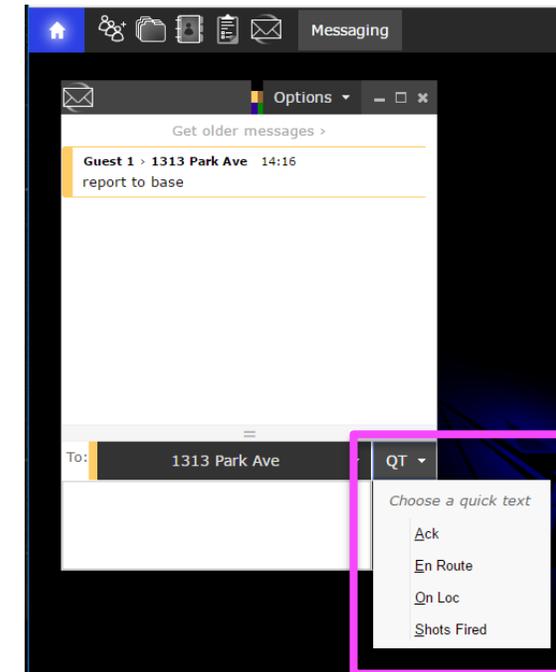


# Using Quick Texts in the Web App

Quick texts are a great way to respond quickly and easily a message. Users can choose from a predetermined list of messages that can be used in any situation.



To reply to a message using a quick text, open up the “QT” menu by clicking on “QT”

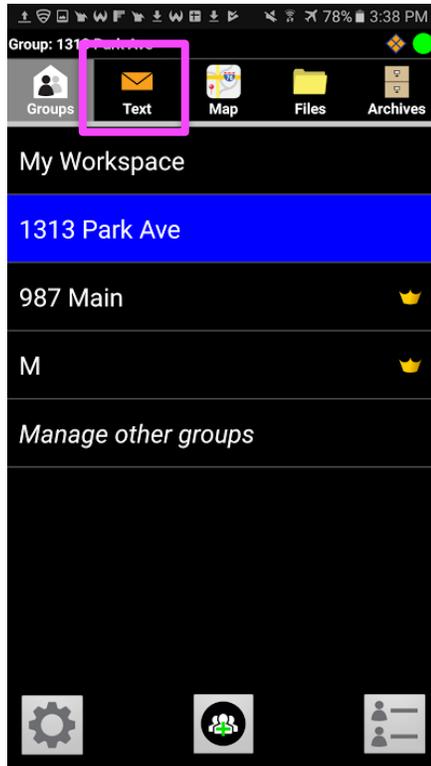


Then, click the appropriate message from the options and press send.

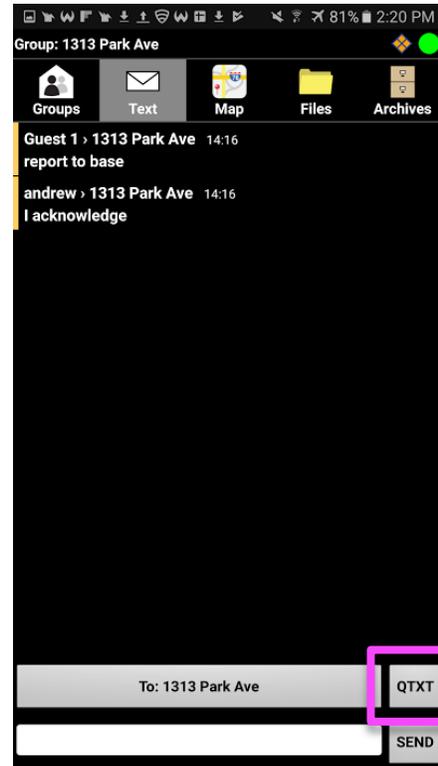


# Using Quick Texts in the Mobile App

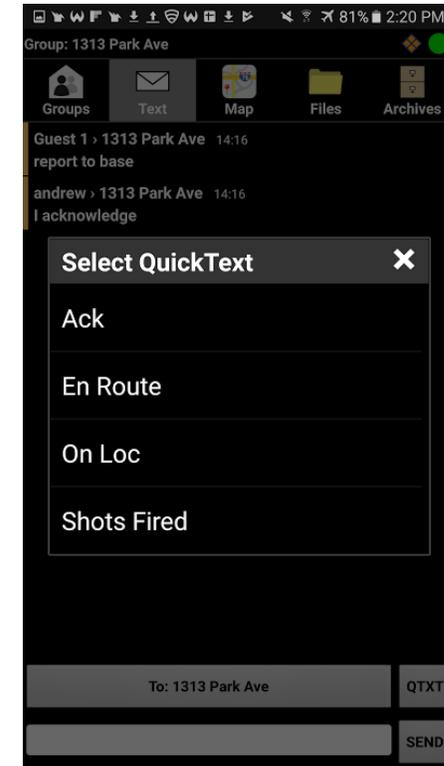
Quick texts can be especially useful for mobile app users. These preset messages allow the user to quickly send or reply to a message while in the field



When you receive a message, enter the "Text" tab.



To reply to the message with a quick text, click on the "QT" tool.

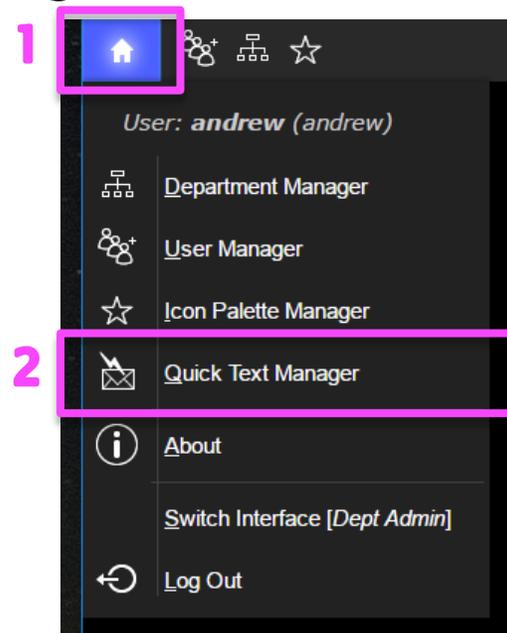


Click the appropriate response and press send.

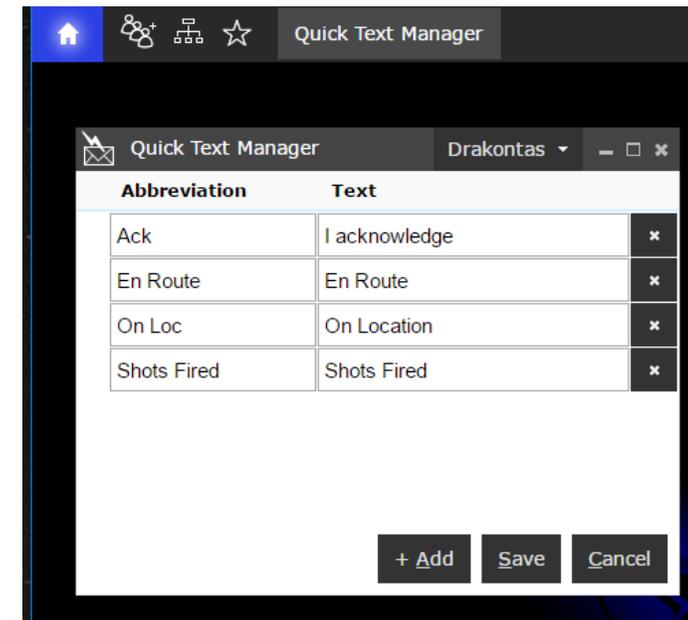


# Customizing the Quick Text Options

Quick text messages are completely customizable and can be unique for each department of a DragonForce deployment. To edit the quick text settings, you must be in the department administration interface of the web app. Only users with department or site administration permissions have access to the quick text settings. To manage the quick text settings, open the quick text manager window.



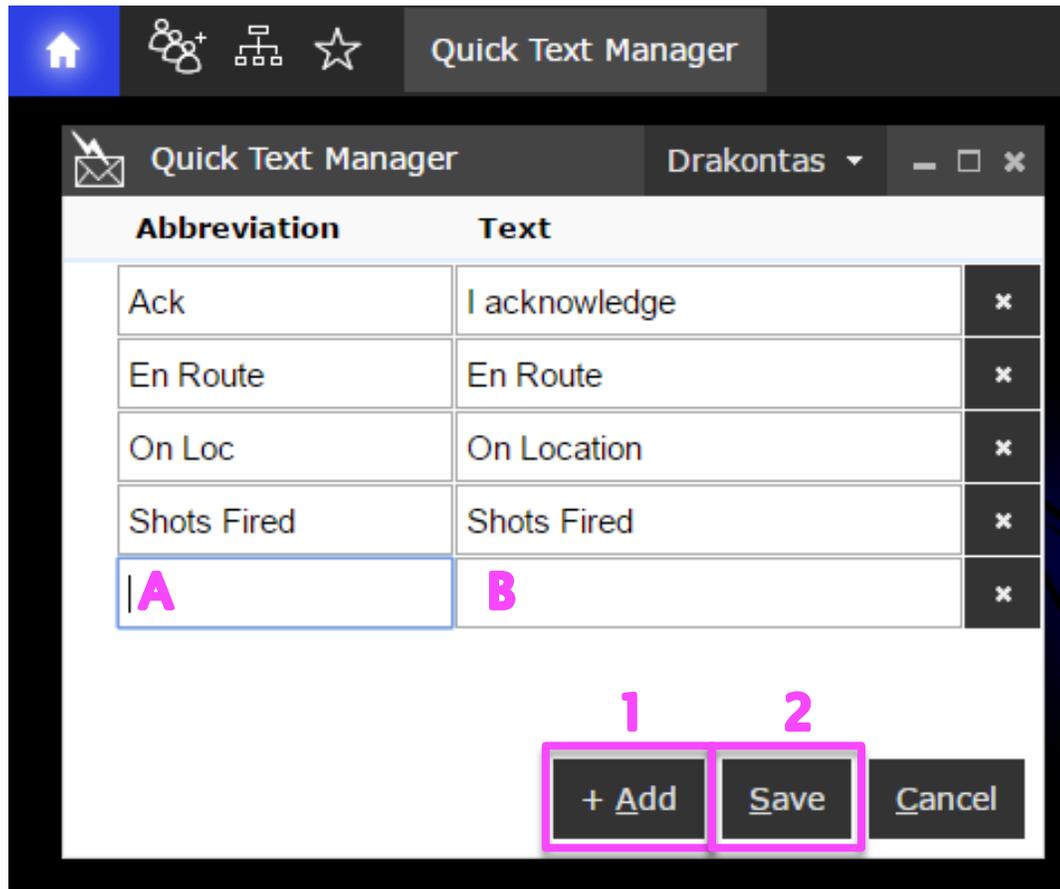
Open the “Home/Start” menu (1), then select “Quick Text Manager” (2).



In the “Quick Text Manager” window you can create or delete a message, edit an existing message, or change the order that they appear.



# Create a New Quick Text Message



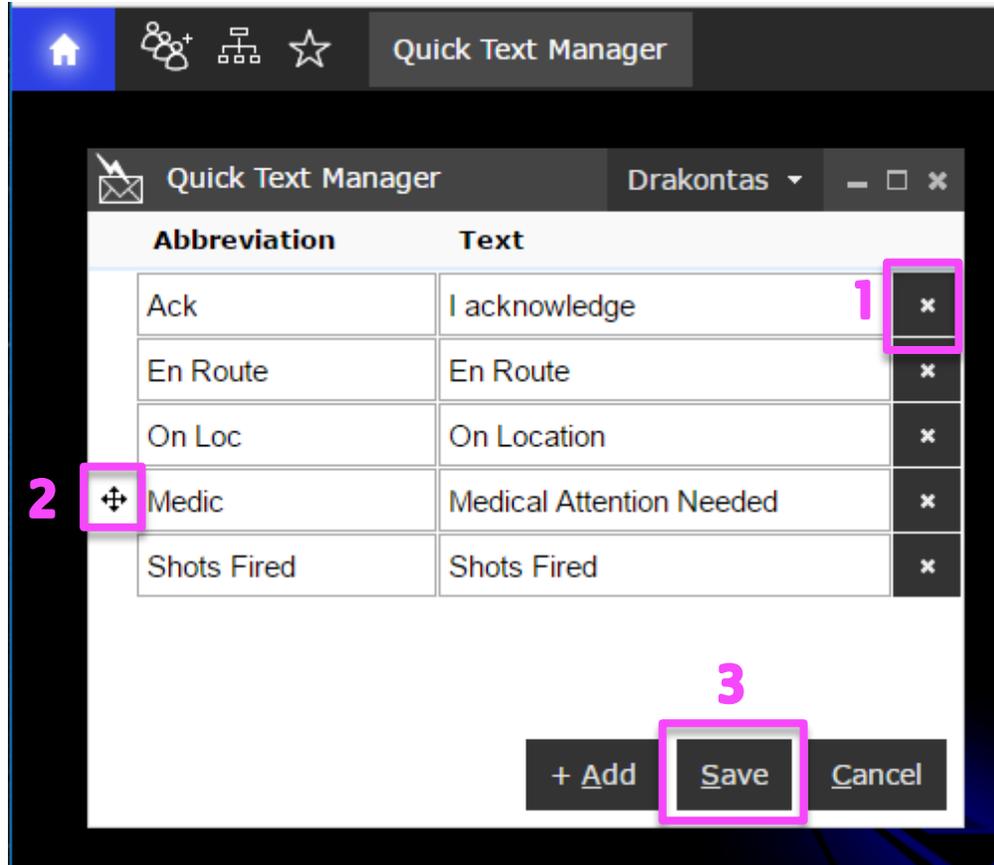
To add a new quick text click “+ Add” (1), a new row of text boxes will appear.

In the left box (A) enter the abbreviation you want to add (e.g. ‘Medic’). In the right text box (B) enter the full message you want to add (e.g. ‘Medical Attention Needed’).

To confirm the changes, select “Save” (2).

# Edit the Quick Text List

In the quick text manager window you can also edit any preset abbreviations or texts. You can also adjust the order in which the messages appear in the “Messages” tool.



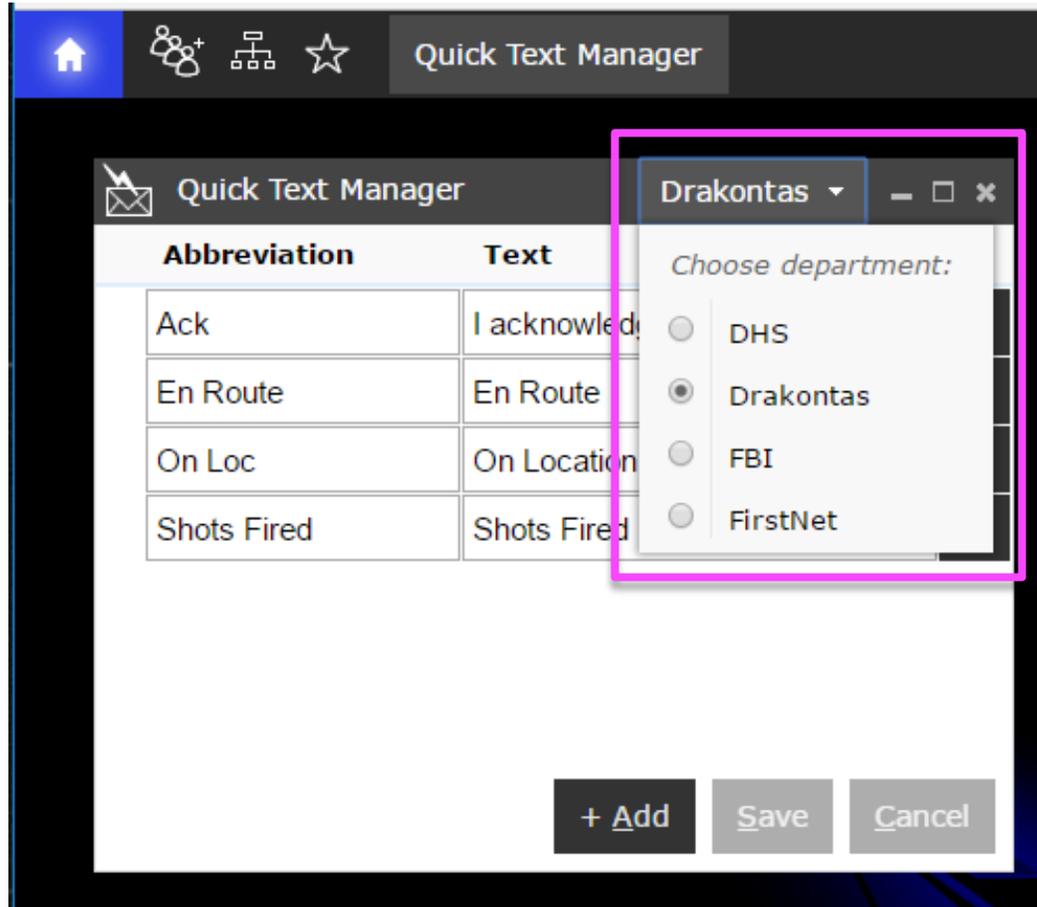
To edit an abbreviation or text message, simply click in the text box and change the message.

To delete a quick text just click the “x” (1) next to that option.

To adjust the order of messages, click and hold on the “handle” to the left of the message (2), then drag the message to the desired spot.

To confirm any changes you have made, click “Save” (3).

# Toggle Departments in Quick Text Manager



Quick text settings can also be customized for each department. Any changes you make to one department will not carry over to the other departments. Make sure that you save all changes before switching departments. You can only manage quick text messages for the departments where you are the manager.

To switch departments in the “Quick Text Manager” window, simply click on the Department tab to open the drop down menu. The department tab will show the name of the department you are currently in. To change departments, click on the department name.





Find additional documentation in the DragonForce Academy:  
<http://www.Drakontas.com/academy>

To make a support request, please visit:  
<http://support.Drakontas.com>

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