



Messaging module

User support

User's manual (client)

Version 1.15



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You may email your comments on this Manual to: quiksupport@argatech.com



1. General information

1.1 Purpose

The **Messaging module** (the Module) is intended for the organization of communication.

1.2 Features

- Messaging with support service.
- Reception of information messages.
- Viewing the chat history.

1.3 Main windows and menu items

The Module functions are accessed through the main menu of QUIK workstation.

If a user has necessary files and permissions, the [Tech. support*](#) command is displayed on the **Plugins** menu and the  button is displayed on the Tech. support toolbar, by using which a user can open the chat window.

(*) The command name is set by the broker. By default, it is Tech. support.

2. Settings

menu **System / Settings / General settings... / Tech. support chat**

The settings window contains the following parameters:

- **Show notifications:**
 - _ **Use broker settings** – use the settings of notification display set by broker.
 - _ **Use local settings:**
 - _ **Show notifications on desktop** – show the notification window on the desktop when new chat messages arrive.
 - _ **Always show notifications** – show notifications when the chat window is open.
 - _ **Automatically hide notifications** – automatically hide notifications some time after showing them.

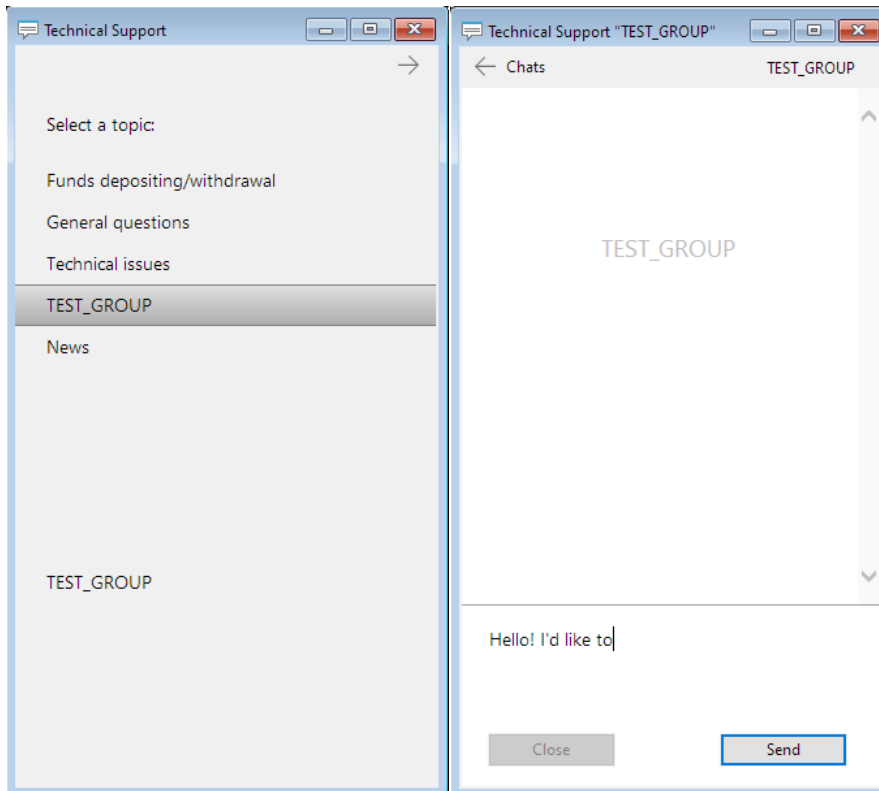
To enable sound notifications about new messages, use the QUIK workstation settings (menu **System / Settings / General settings...**, section **Program / Sounds**). For details, see the User's manual of QUIK workstation, Chapter 2, "Basic Operating Principles".



3. Tech. support

3.1 Chat window

menu **Plugins / Tech. support** (or )



The window contains the list of topics, regarding which you can text to technical support (for example, Funds depositing / withdrawal *), and information chats (for example, Informational channel). If you point the cursor over a topic, the detailed information is displayed at the bottom of the window. If there are unread messages, the number of unread messages is displayed next to the topic name.

Selecting the topic opens the chat room. Current chat topic and total number of unread messages on all topics (if there are unread messages) are displayed in the upper part of the chat window.

To switch between the chat room and the list of topics, use the  and  buttons at the top of the window.

(*) The list of topics may differ from those presented on the screenshot.



3.2 Message sending

To contact technical support via chat:

1. On the **Plugins** menu, select **Tech. support** (or ).
2. Select a topic that best relates to your question. To do this, hover the cursor over a topic and click it. The chat room will appear.
3. Type your message in the textbox below and click **Send** or press Enter.

If notifications are enabled in the QUIK workstation settings, you will receive a notification about a new chat message (for details, see [2](#)).

Case

Sending a message creates a case. To close a case, click the **Close** button in the chat window. A support service employee can also close a case.

Closing the window does not close a case.

To open a case that was closed, open the corresponding chat and send a new message.

A support service employee can transfer a case to another topic. In this case the dialog is marked as unread.

3.3 Informational chat

Depending on the broker settings, the user can receive informational messages.

To open the chat of informational messages, select a corresponding topic in the list of topics (for example, Informational channel). To do that, point the cursor over a topic and select it. The chat room will appear.

Sending messages to informational chats is not available.

