

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**.

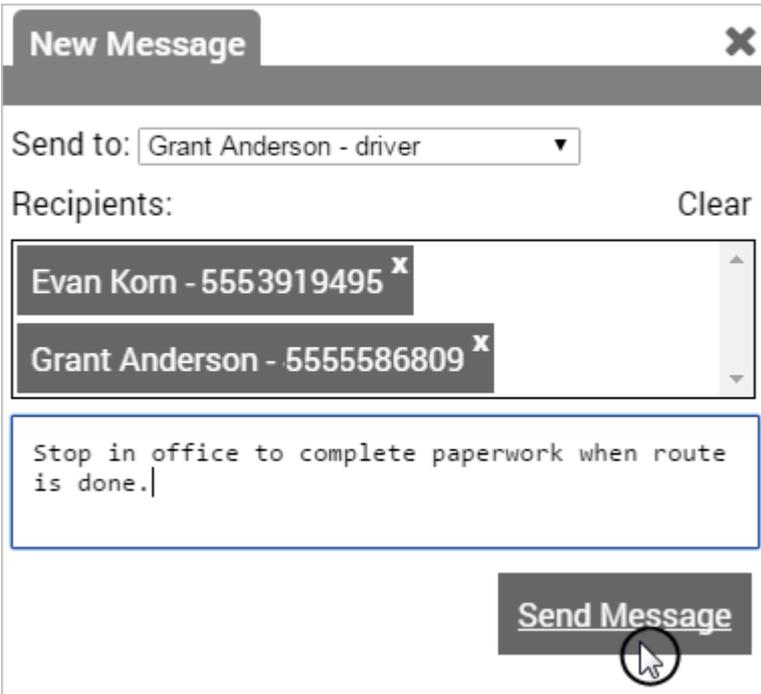
SMS messages sent from the Map Dashboard are delivered to a driver's mobile device via 477-477 (GPSGPS). Any messages replied from a driver are displayed in message history on the **Conversations** tab and from the driver Message history, which you can access from the vehicle card.

► 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**.



New Message [X]

Send to: Grant Anderson - driver ▼

Recipients: Clear

- Evan Korn - 5553919495 x
- Grant Anderson - 5555586809 x

Stop in office to complete paperwork when route is done.|

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

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

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:

2 Grant, Evan 1 days ago

Stop in office to complete paperwork when route is done.



Conversation with multiple recipients ✕

Sent at 8/18/16 7:15:00 AM

Message: Stop in office to complete paperwork when route is done.

1 Reply:

Grant Anderson: Ok

Sent to:

Toyota Carolla
Scion GPSI

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.

53 STACY ✕

Stopped 10 hrs, 1 min
Ignition off recorded 5:49:49 am
3754 W Anthem Way, Phoenix, AZ 85086
33.8694741/-112.1392048 
1 miles

 History  Edit  Closest To
 Directions  Center  Follow
 Messages  Landmark  Street View

MOBILE COMMUNICATIONS ✕

Send Message

  Mar 20 2015 3:46PM
What's the gate code?

  Mar 20 2015 3:43PM
I'm here.

  Mar 20 2015 3:34PM
Yes