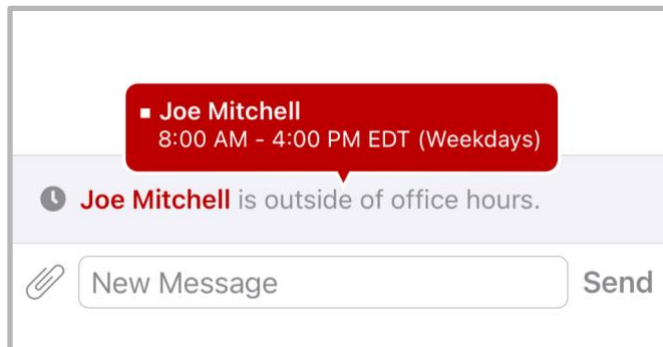


How To Send a Direct Message with Office Hours Enabled-App

1. Create a Direct Message. When selecting staff that have Office Hours enabled, you may see a note that "recipient(s) is outside of office hours." Tap the highlighted text to see a pop-up with names and office hours for each person that is not currently available to respond.



2. If you continue with your message, you will see a warning, "Some Recipients are Unavailable", a list of names, and "...are currently out of office and may not respond."
3. Tap **Yes** to send anyway, or **No** to not send at this time.

