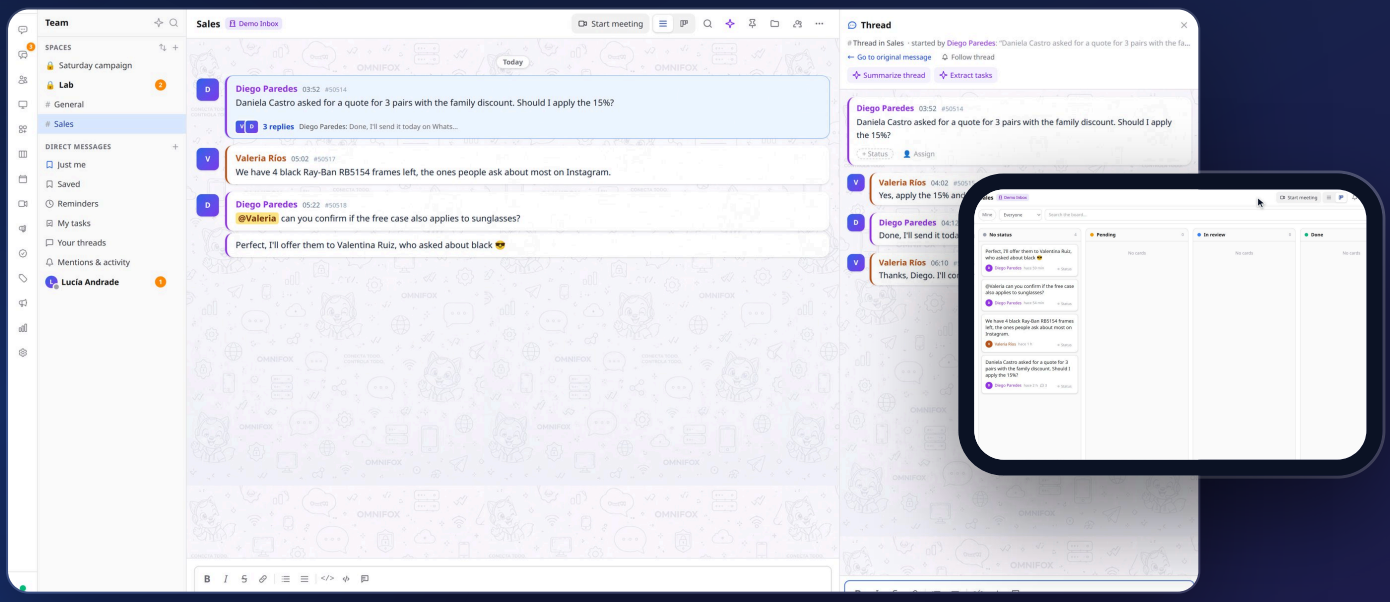
Omnifox

USER GUIDE

Team

Your team's internal chat inside Omnifox: spaces, direct messages, threads, tasks and meetings, right next to the Inbox where you serve your customers.



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How to read this guide

The screenshots are real Omnifox screens with a sample business, **Lumen Optics**, a fictional optical store in Quito with three people on the team: Valeria, Diego and Lucía. The messages are made up.

Button and field names are in **bold**, exactly as they appear on screen. There is a video with this same walkthrough on the Omnifox YouTube channel.

01

CHAPTER 1

What Team is

Talk, split up the work and hold meetings without leaving the platform where you serve your customers.

Team (the **Team** menu in the sidebar) is Omnifox's internal messaging. It's built for what the team talks *about* the work: announcements, questions, requests between areas and follow-up on tasks. Nothing written in Team ever reaches a customer.

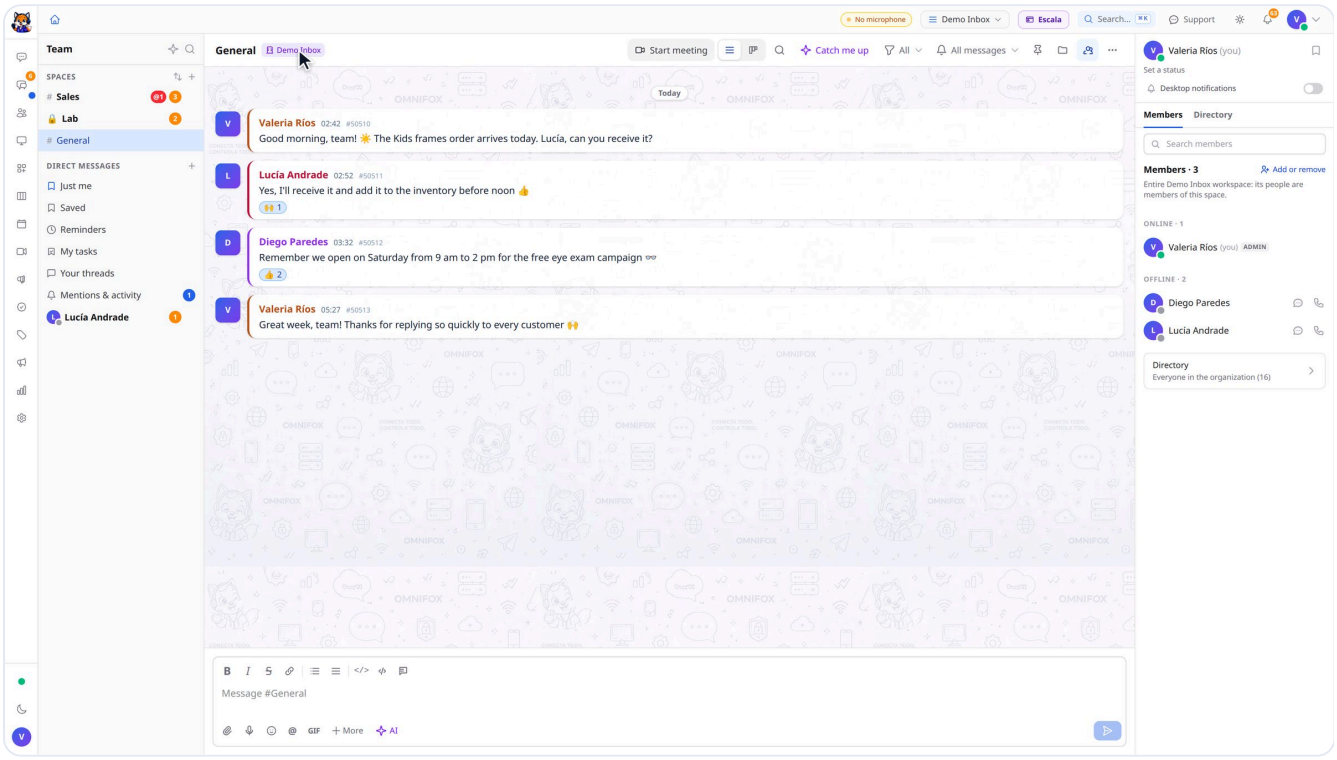
Spaces
Channels by topic, public or private

→

Messages
Mentions, threads, reactions

→

Tasks
Assignee, due date and board



Team: the list of spaces and direct messages, the open space and its members.

02

CHAPTER 2

Spaces

Channels by topic so every conversation is in its place.

Element	What it means
# before the name	Public space: anyone with access can find it and join.
Padlock	Private space: only its members can see it.
Orange number	Unread messages in that space or chat.
Label next to the title	The workspace the space belongs to (if it is not organization-wide).
Members panel	Who belongs to the space, online or offline. **Add or remove** manages the list.

Below the spaces are the **Direct messages** and the shortcuts to your own chat, **Saved**, reminders, **My tasks**, your threads and **Mentions & activity**. In a space's header you have the meeting button, the list or board view, search within the space, the AI catch-up, pinned messages and files.

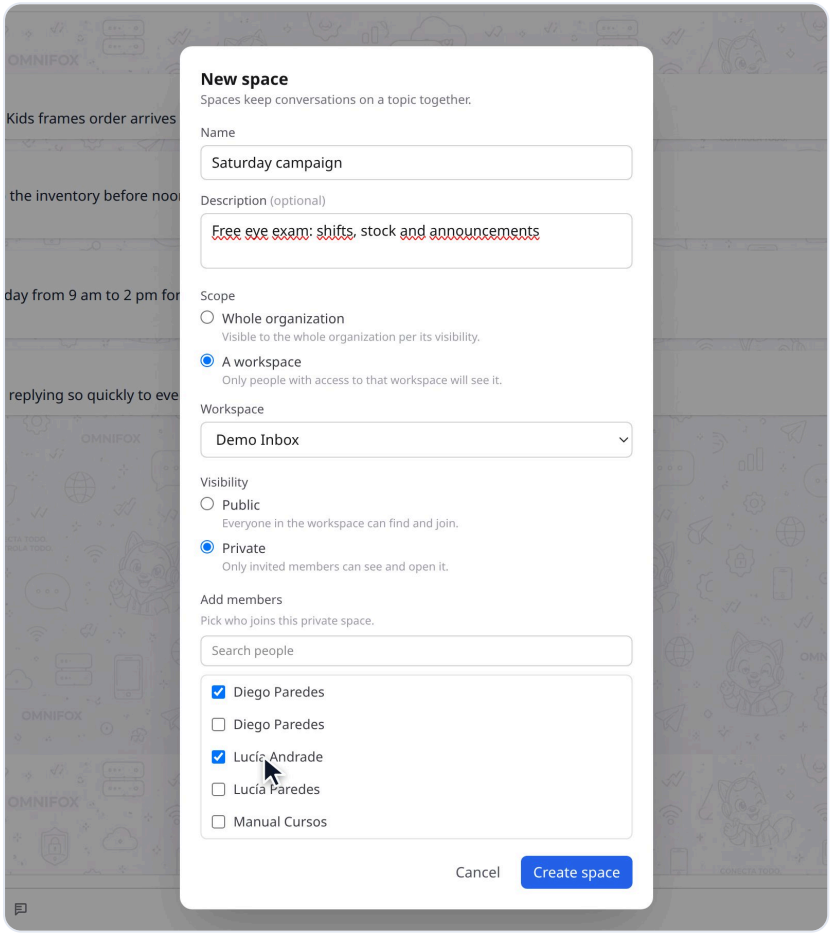
03

CHAPTER 3

Create a space

Open a new channel for a project, a campaign or an area.

1. Tap **+** next to **Spaces** (**New space**).
2. Type the name and, if you like, a description.
3. Choose the scope: **Whole organization** or **A workspace** (only people with access to that workspace will see it).
4. Choose the visibility: **Public** or **Private**. In a private space, check the people under add members.
5. Tap **Create space**.



The new space form, private and with two members checked.

TIP

If you create a public space, everyone with access becomes a member. For a smaller group, use Private.

04

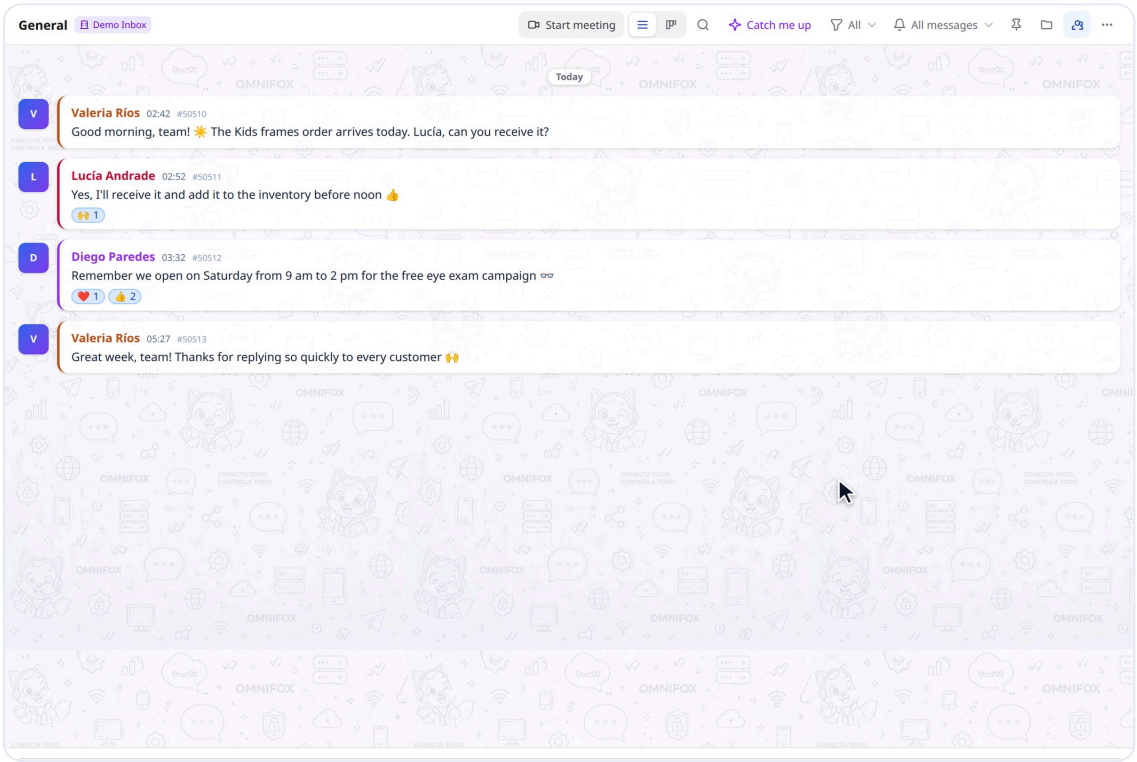
CHAPTER 4

Messages, mentions and reactions

Write, mention your teammates and reply with an emoji.

1. Type in the editor at the bottom.
2. To mention someone, type **@** and pick the person from the list: they get a notification.
3. Send with the send button.

Toolbar button	What it is for
Bold, italic, strikethrough, link	Format the text.
Lists and code	Bulleted or numbered lists, inline code or code blocks.
Paperclip	Attach files.
Microphone	Record a voice note.
Emoji, @ and GIF	Insert emojis, mentions and GIFs.
+ More	**Schedule send** and see scheduled messages.
AI	AI help to write.



A space with reactions on its messages.

To react, hover over the message and tap **React**.

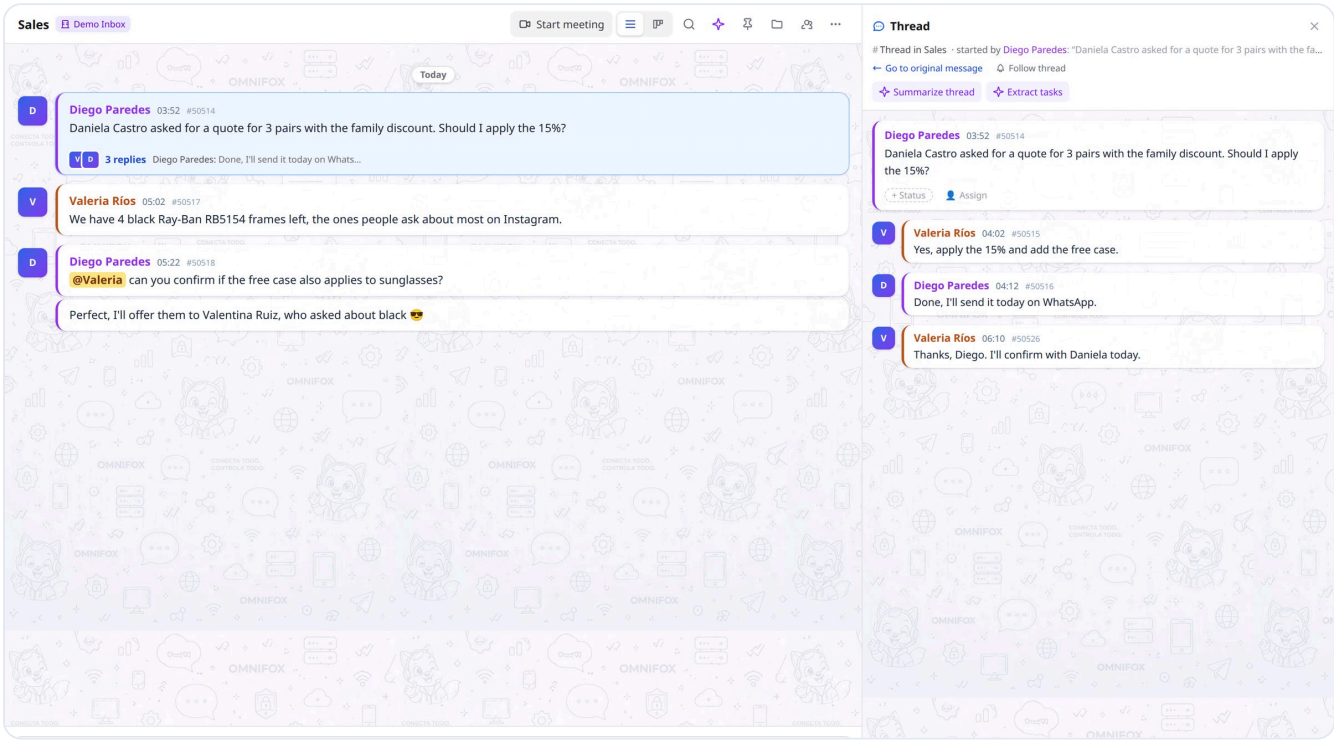
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CHAPTER 5

Threads

Reply to a specific topic without flooding the space.

1. Hover over the message and tap reply, or tap the **N replies** link under it.
2. The thread opens on the right. Type your reply and send it.
3. Follow the thread to get notified about new replies.



A thread open on the right, with the new reply.

The thread header has **Summarize thread** and **Extract tasks** (with AI), and the original message has status and assignee controls.

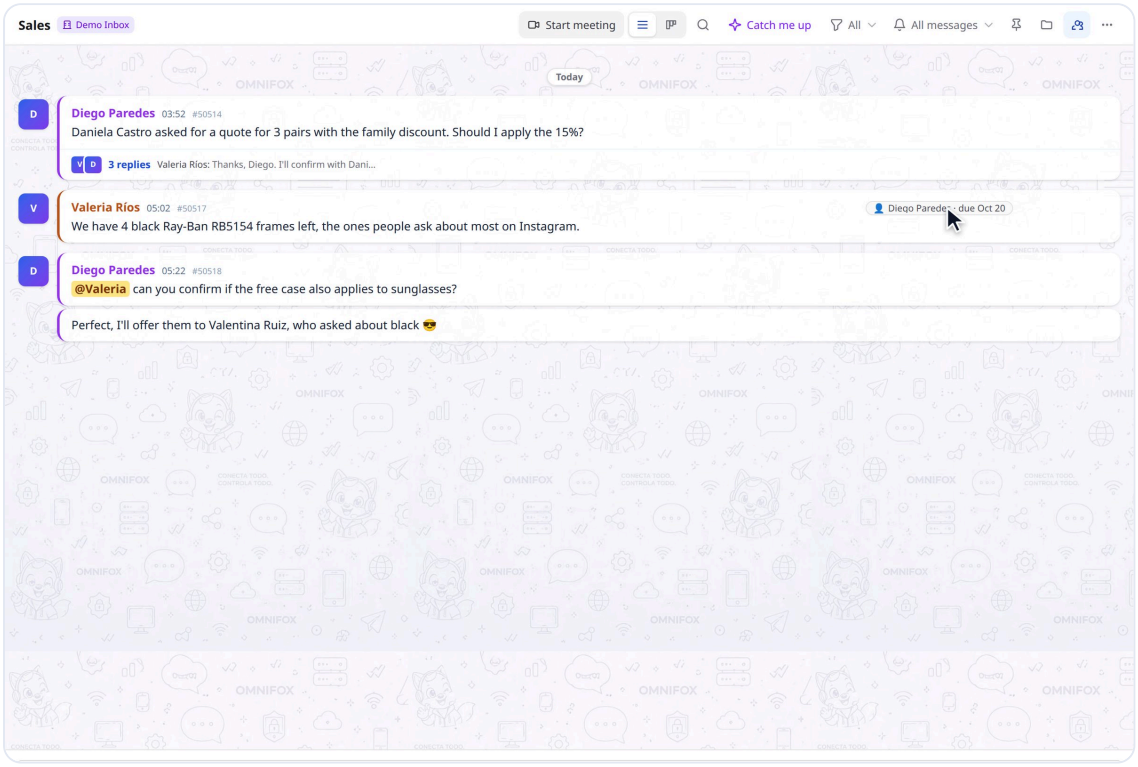
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CHAPTER 6

Tasks and board

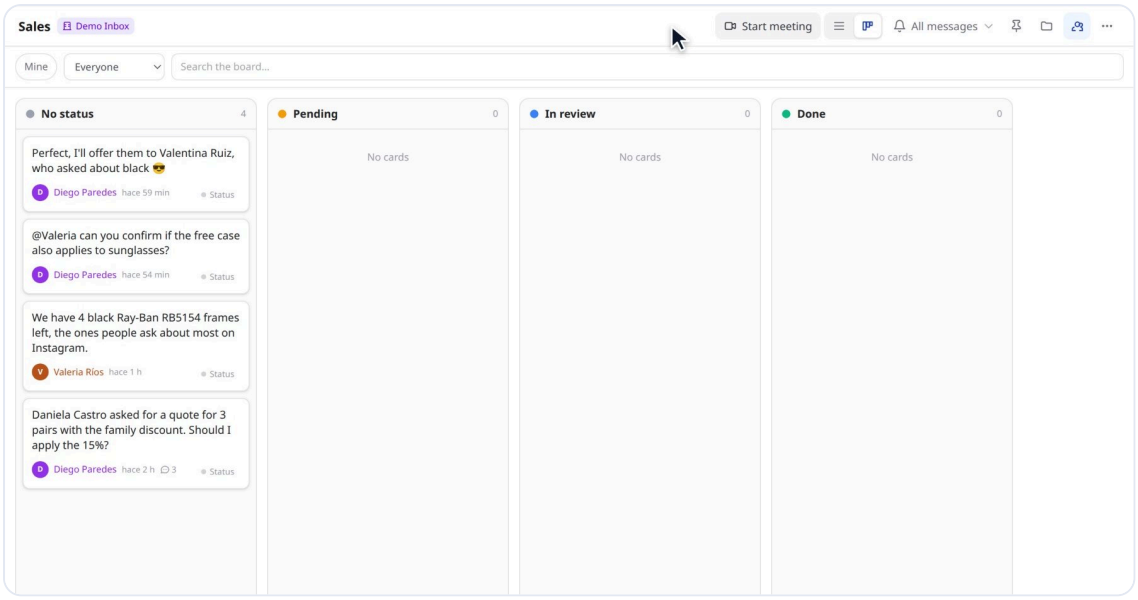
Turn a message into a task with an assignee and a due date.

1. Hover over the message and tap **Set assignee and due date**.
2. Choose the assignee (or assign it to yourself).
3. Choose the due date: today, tomorrow, in 3 days, next Monday or pick a date.



The message marked with its assignee and due date.

With **View as board**, in the space header, messages are sorted into columns by status: no status, pending, in review and done. Each person sees what's on their plate in **My tasks** (assigned to me, created by me or both).



The space in board view.

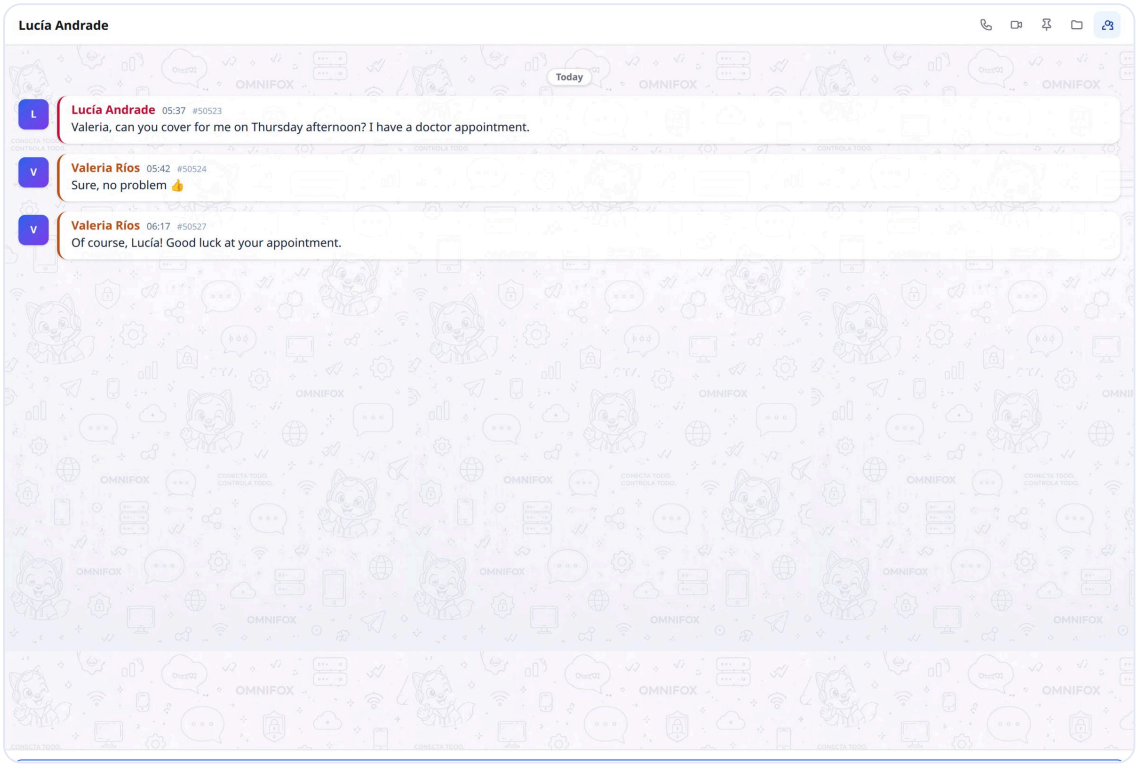
07

CHAPTER 7

Direct messages and calls

One-to-one or group conversations, with a call or video.

1. Under **Direct messages**, open the conversation with the person.
2. Write and send just like in a space.
3. For a new chat, tap **+** (**New message**) and choose one or several people.



A direct message with Lucía.

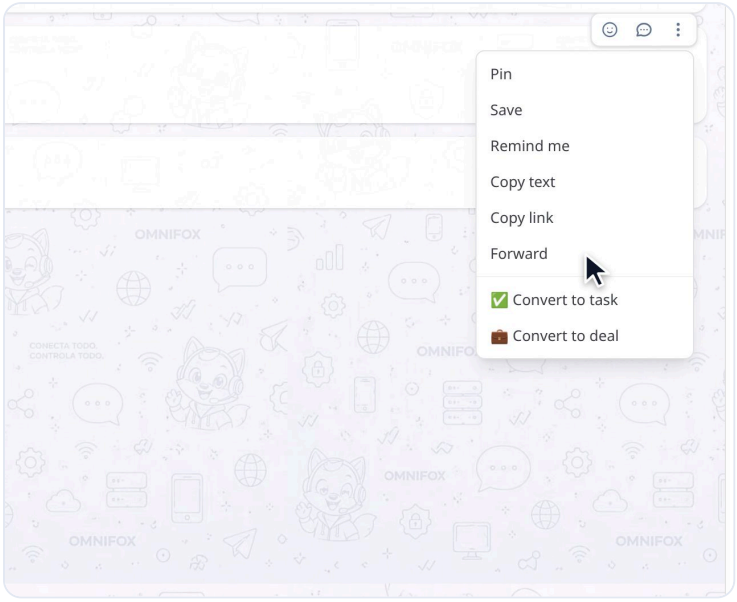
The direct chat header has call and video call buttons; spaces have the meeting button.

08

CHAPTER 8

Pin, save and reminders

Find what matters later.



A message actions menu.

Option	What it does
Pin	Adds it to the space's pinned messages.
Save	Adds it to your **Saved**, just for you.
Remind me	Notifies you later (it appears under reminders).
Copy text / Copy link	To paste it somewhere else.
Forward	Sends it to another space or person.
Convert to task / Convert to deal	Creates a task or a CRM deal from the message.

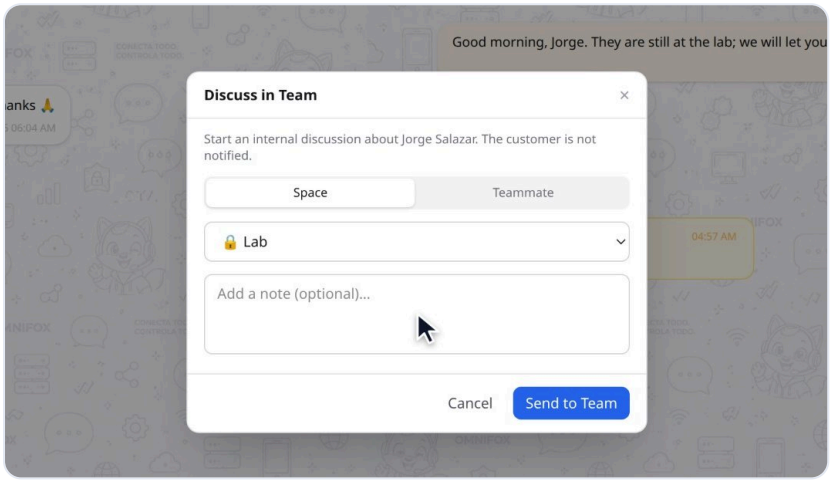
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CHAPTER 9

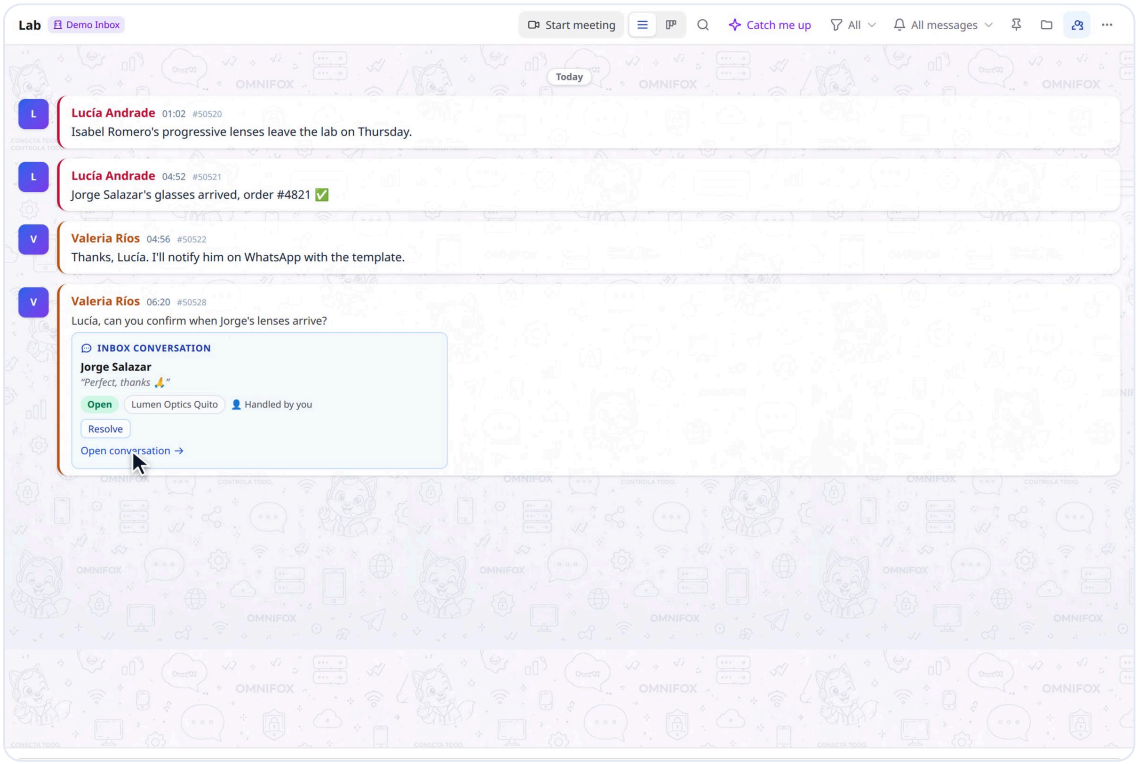
Discuss in Team from the Inbox

Coordinate a customer case with your team without writing to the customer.

1. In the Inbox, open the customer's chat.
2. Tap **Tools** → **Team** → **Discuss in Team**.
3. Choose **Space** or a teammate, write a note (optional) and tap **Send to Team**.



The Discuss in Team form.



The Inbox conversation card inside the space.

> **NOTE**
>
> The customer gets no notification. The card shows the contact, the status and the **Open conversation** button.

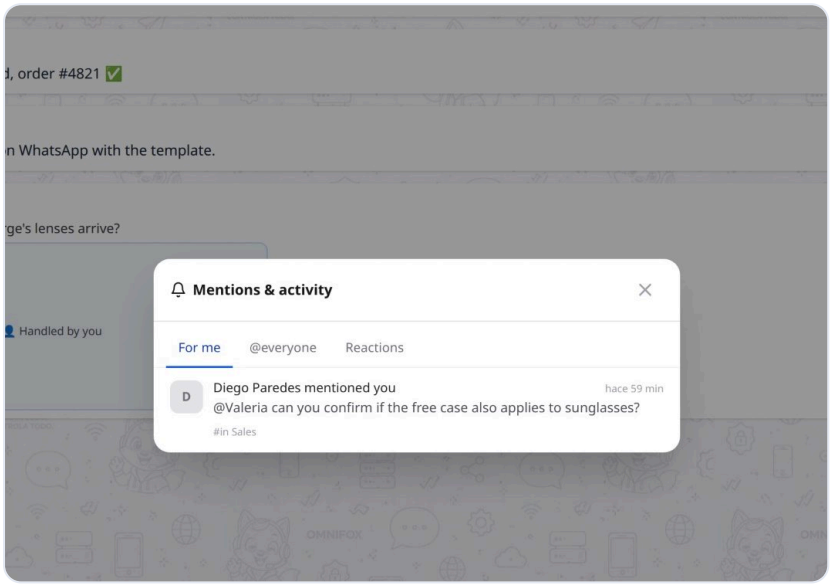
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CHAPTER 10

Mentions, activity and search

Don't miss a thing.

Mentions & activity gathers what you were mentioned in, replies to you and reactions to your messages. The magnifying glass next to the **Team** title (**Search messages**) searches all of the team's messages, and the one in the header searches only the open space.



Mentions & activity.

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CHAPTER 11

Frequently asked questions

Can customers see what I write in Team?

No. Team is internal only. Not even **Discuss in Team** notifies the customer.

Who can see a private space?

Only its members. Space admins add or remove people from **Add or remove**.

Can I mute a space?

Yes: in the space menu (··· in the list) choose mute, or adjust notifications in the header.

Where do I see my tasks?

In **My tasks**, filtered by assigned to me, created by me or both.

Can I schedule a message?

Yes: **+ More** → **Schedule send**. Pending ones are under scheduled messages.

Need help?

Write to us from the **Support** button in the app or visit the help center at omnifox.io/help. If you don't use Omnifox yet, try it free for 7 days at **omnifox.io**.