CAMS
Collaboration And Messaging Services
User Manual

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All the features of Appointments/Events remain Similar to User and Admin.
Except Broadcasting any Appointment/Event is authorized to Admin Only.
Objective of Application

Appointments, is a service that helps users in scheduling appointments, meetings, events and conventions online. Personal as well as Group events can all be Scheduled/Shared. Once created calendar is shared with a group, all members of the group can view the shared events/appointments/meetings.

Pre-defined event names - such as Event, Meeting, Appointment, Conference, Workshop, etc - are available, as is the ability to create one’s own events.
Appointment

It is basically created in Calendar for User’s facility to record his/her activities in Calendar which could also be shared.

Appointments majorly comprises of two sections:

1. Calendar appointments
2. View/Share Calendar

Let’s learn about these sections in detail one by one:

Calendar Appointments

Calendar Appointment facilitates the user to create new appointments and generating appointment reports.

It is further categorized into two categories:

- Create New
- View Reports

Let us see in detail for the above mentioned category.

Create New

Create New helps the user to create a new appointment with respect to Day/Week/Month.

To create new appointment, user has to perform the following steps:

- Go to Calendar Appointments; click Create New option as shown in Fig. App.1:

As a result, Add New Event \Appointment window appears, as shown in Fig. App.2:
Enter the required data and click **add** button, as shown in Fig.App.3:

As a result, a new appointment is created.

Note:
In addition to creation, there is also an added feature for scheduling recurrence of an appointment (daily, weekly, monthly and yearly basis). Only one recurrence can be scheduled with one appointment.
- Recurrence can be provided for the created appointment or event as shown in Fig.App.4:

![Add New Event/Appointment Form]

**Fig.App.4**

*Note: All the appointments which have recurrence would get edited depending upon Users requirements if yes can precede else can deny it through by cancelling. In case of Edit or Remove of appointment Mail/SMS is sent to all users with whom all appointment is shared.*
Edit Event:

User can **Edit** or **Remove** the appointment as well.

- Go to event click Edit( Edit ) button as shown in Fig.App.5:

![Fig.App.5](image)

- As a result on entering the required data, Click save button as shown in Fig.App.6:

![Fig.App.6](image)

**Note:**
In case if Reminders are for an appointment and when edited it will delete all reminders for the edited appointments.
To delete appointment or event click Remove button as shown in Fig. App.7:

![Fig.App.7](image)

**View Reports**

View reports help User to generate reports and search for appointments.

- Go to Calendar appointments click **View Reports** as shown in Fig. App.8:

![Fig.App.8](image)

As a result, **Search Calendar Report** window appears, as shown in Fig. App.9:

![Fig.App.9](image)
- Enter the text to search either a report or appointment to be edited and click **Search** button, as shown in Fig. App.10:

![Search Calendar Report](image)

**Fig.App.10**

**Note:**
Select **Report** depending on the requirement like Daily, Weekly, and Monthly. In case of Monthly option selected Current Month, For Month will become active. Depending on Category, Search for Text can be entered.

- On **Select Report** options selected features changes as shown in Fig.App.11:

![Search Calendar Report](image)

**Fig.App.11**

**Note:**
To generate Day, Week or Month reports provide the Start and End Dates.
As a result, Calendar dates for those dates are generated as shown in red colored box in Fig.App.12:

![Calendar Events](image)

**Fig.App.12**

- To generate report for the searched Events, click **Generate Report** button as shown in Fig.App.13:

![Calendar Report](image)

**Fig.App. 13**

**Note:**
- **Print HTML Report:** User or Admin can print the calendar event.
- **Generate PDF:** PDF file can be generated for calendar event.
Admin could share the appointment or event either with Email or SMS as shown in Fig.App.14:

Note:
Edit ( ) to make the necessary changes.
Save ( ) to save the necessary changes.
Broadcast of event or appointment is done by Admin only.
Additional Features of Appointment

There are other respective features for appointment in addition to Create, Edit and Remove.

They are 5 links featured of appointments or events:

- Reminder
- Export
- Attachment
- Comments
- Share

Let us see in detail all the features of appointments/events.

**Reminder**

Reminder facilitates the user to allow setting a reminder for an appointment/event.

Reminder can be through emails or SMS and can be marked to self, shared users or other selective users.

- Go to Reminder link of an appointment as shown in Fig.App.15:
In Email /SMS it has sub links as Self, All Shared and Others as shown in Fig.App.16:

![Self, All Shared, Others](image)

**Fig.App.16**

In Reminder->Email, Click Self, to create reminder for self as shown in Fig.App.17:

![Self Email Reminder](image)

**Fig.App.17**

In Reminder->Email, Click All Shared, to share all reminders with user as shown in Fig.App.18:

![Shared Email Reminders](image)

**Fig.App.18**

In Reminder->Email, Click Others, to share with other users as shown in Fig.App.19:

![Other Email Reminder](image)

**Fig.App.19**

Note:
SMS process of sending Reminders is similar to Email Reminders except sharing it through Mobile Number.
Export

Export feature helps the admin to export the already created appointment to their other mail id’s in iCal and vCal formats as shown in Fig.App.20:

![Export Feature](image)

**Note:** Exporting the appointment allows two formats only: iCal and vCal. No other format is supported.

Attachment

Attachment facilitates user to enclose any attachments required for particular appointment/event.

Attachment comprises of 3 links as follows:

- Attach File
- Show List
- Hide List

- Go to Attach File link to attach any file of Appointment/Event as shown in Fig.App.21:

![Attachment Feature](image)
• Select any document and upload as shown in Fig.App.22:

Note:
Document to attach should be PDF docs and with 2MB size docs only.

• Go to Show List to view the list available with appointment/event as shown in Fig.App.23:

Note:
Hide List will hide the shown list from the page.
Comments

Comments feature helps the Admin/User to view or give the comment on any already created appointment.

- Go to Comments Click Enter link to enter comments as shown in Fig.App.24:

![Fig.App.24](image)

- Input the comments for an appointment click Save button as shown in Fig.App.25:

![Fig.App.25](image)
• Go to Show Comments to view the entered comments as shown in Fig.App.26:

![Fig.App.26](image)

**Note:**
Hide option will make comments invisible from the page.

**Share**

Share feature helps the admin to share the appointment with other eOffice users and give the access rights accordingly.

• Go to Share, Click To View link as shown in Fig.App.27:

![Fig.App.27](image)
As a result a window appears for sharing the appointment as shown in Fig.App.28:

![Sharing window for sharing appointments](image)

**Fig.App.28**

**Note**
Read and Write privileges are authorized with Admin.
User can provide permission to other user, either to read or edit the shared appointment.

- To share an appointment, click **Share** button as shown in Fig.App.29:

![Sharing window with user selection](image)

**Fig.App.29**
Go to Share, Click **To Edit** link to edit the appointment as shown in Fig.App.30:

**Fig.App.30**

In case of selecting My Contact List option User/Admin can share as shown in Fig.App.31:

**Fig.App.31**

**Note:**
Reminder can be self marked or can be sending to other shared eOffice users as well.
View/Share Calendar

View/Share Calendar facilitates the user to share their own calendar with other users and also accepts the requests from other users to show their calendar.

There are 3 links provided of View/Share Calendar.

- Request User
- Accept user
- View Calendar of Request user

Request User helps the user to send the request to other user to share his/her calendar.

To send a request, user has to perform following steps:

- Go to View/Share Calendar Click Request User option as shown in Fig. App.32:

![Fig.App.32](image)

As a result, Request User to share his calendar page appears, as shown in Fig.App.33:

![Fig.App.33](image)
• Search the user, Click the Save (Save) button, as shown in Fig.App.34:

![](image)

**Fig.App.34**

As a result, the appointment is shared with the selected user.

**Accept Request**

Accept Request helps the user to accept the request from another user to show/share their calendar.

• Go to View/Share Calendar Click Accept Request as shown in Fig. App.35:

![](image)

**Fig.App.35**

As a result, Accept Request window appears, as shown in Fig. App.36:

![](image)

**Fig.App.36**
• Click the **Accept** button to accept the request as shown in Fig. App.37:

![Accept button](image)

**Fig.App.37**

As a result, the calendar is shared with the user as shown in Fig. App.38:

![Calendar sharing](image)

**Fig.App.38**

• To delete shared calendar event/appointment Click **Delete** button, as shown in Fig.App.39:

![Delete button](image)

**Fig.App.39**

As a result, the request is deleted.

**View Calendar of**

View Calendar of helps the user to view all the shared calendars.

**Note:**

*Only shared calendars will be visible.*
Additional Feature for all sorts of Calendar:

There are few additional features in Menu of Calendar like:

- Import
- Export
- Show All
- View

Let us see in detail about these features one by one:

- **Import**

Import features enable the user to import the appointments from the system. It should be in iCal or vCal format only.

Click **Import tab** from the Menu of Appointments as shown in Fig. App.40:

![Fig.App.40](image)

As a result, **Import Appointments** page appears, as shown in Fig. App.41:

![Fig.App.41](image)

Browse the appointment (iCal Format only) click the **upload** button, as shown in Fig.App.42:

![Fig.App.42](image)
• **Export**

Export features enable the user to export or send the already created appointment to other email ids.

Select the **iCal** or **vCal** format from Day, month or week option of **Export tab** as shown in Fig.App.43:

![Fig.App.43](image)

• **Show All**

Show All features enables the user to view different types of appointments like meetings, events, training program, workshops, general etc as shown in Fig.App.44:

![Fig.App.44](image)
• View

View features enable the user to view the calendar day wise, weekly wise or monthly wise depending upon the accessibility and requirement as shown in Fig.App.45:

![Calendar View](image-url)
eTalk

eTalk application is an instant messaging service integrated with Alerts of all other applications of eOffice such as KMS, IMS, Appointments, Discussion Forum and Portal application services etc.

Users who are logged into eOffice application would be shown available in eTalk else Offline Users.

Features of eTalk:

eTalk has 4 major features integrated. They are as follows:

- Add
- Accept
- Remove
- Alerts

Now let us see in detail about each integrated feature.

Add:

Add facilitates the feature of adding any user in eTalk.

- Click 'Add' to search and add users to be shown in your and added user's Active Users list as shown in Fig.eTalk.1:

![Fig.eTalk. 1](image)

Note:
On click of arrow button status list displays based on this User can select to show his/her status in IMs.
As a result a search pop appears as shown in Fig.eTalk.2:

![Request user to be added in your preferred chat list](image)

Fig.eTalk. 2

Input the desired user and Click Search User button as shown in Fig.eTalk.3:

![Request user to be added in your preferred chat list](image)

Fig.eTalk. 3

Click Request User button to send the request to user1 as shown in Fig.eTalk.4:

![Request user to be added in your preferred chat list](image)

Fig.eTalk. 4

As a result a pop window appears a message displays as shown in Fig.eTalk.5:

![The page at eofficedemo.nic.in says](image)

Fig.eTalk. 5
Accept

Accept is to indicate the number of users request pending to accept.

- User1 logs into eOffice, a Pending Request is shown in Accept(1) as shown in Fig.eTalk.6:

![Accept pending requests send to you](image)

**Fig.eTalk. 6**

- As a result a pop up window appears and a message is displayed as shown in Fig.eTalk.7:

![user2 has been accepted successfully!!!](image)

**Fig.eTalk. 7**

- In case User has not logged in eOffice application he would not be in available list as shown in Fig.eTalk.8:

![Available user2](image)

**Fig.eTalk. 8**

- In case User is logged into eOffice application his/her status would be available in the eTalk as shown in Fig.eTalk.9:

![Available user2](image)

**Fig.eTalk. 9**
Remove

Remove facilitates User to deactivate any user from the eTalk list.

- Click Remove link in eTalk as shown in Fig.eTalk.10:

![Remove](image)

**Fig.eTalk. 10**

- As a result removed user is now not available in list as shown in Fig.eTalk.11:

![Remove](image)

**Fig.eTalk. 11**
**Instant Messaging Service (IMS)**

**Instant Messaging** (IM) application is designed to provide users a functionality through which they can exchange messages. Users will get another level of intra-department communication to communicate their views to other users.

The Instant Messaging application through eOffice is as shown in Fig.IMS.1:

![Fig.IMS.1](image)

**IM (Instant Messaging)** comprises of the following options:

- Inbox
- Sent Box
- Manage Folders
- Create New Message
- Trash
- Chat History

Let’s learn about these options one by one:
Inbox:

This option contains a list of all the instant received messages from other users.

Inbox contains two sub-options:

- **View**: Helps the user to read the message.
- **Delete**: Helps the user to delete the messages.
- **Yellow Note**: Helps the user to keep a draft of the message.

To view the instant message received, user has to perform the following steps:

1. Click the **Inbox** of **Instant Messages**, as a result **Inbox** page appears, as shown in Fig.IMS.2:

```
<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Subject</th>
<th>Time &amp; Date</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>SURABHI</td>
<td>sreey.org</td>
<td>Regarding Implementation of eOffice</td>
<td>20-12-2013 14:22:04</td>
<td>View, Delete, Yellow</td>
</tr>
<tr>
<td>LMKHA</td>
<td>asst.org</td>
<td>Information Regarding eOffice</td>
<td>20-12-2013 14:12:07</td>
<td>View, Delete, Yellow</td>
</tr>
<tr>
<td>SURABHI</td>
<td>sreey.org</td>
<td>eOffice Circular</td>
<td>20-12-2013 12:37:36</td>
<td>View, Delete, Yellow</td>
</tr>
</tbody>
</table>
```

   Fig.IMS.2

2. Select the message needs to be viewed, click the **View** link of the **Options**, as shown in Fig.IMS.3:

```
<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Subject</th>
<th>Time &amp; Date</th>
<th>Options</th>
</tr>
</thead>
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<tr>
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<td>20-12-2013 14:12:07</td>
<td>View, Delete, Yellow</td>
</tr>
<tr>
<td>SURABHI</td>
<td>sreey.org</td>
<td>eOffice Circular</td>
<td>20-12-2013 12:37:36</td>
<td>View, Delete, Yellow</td>
</tr>
</tbody>
</table>
```

   Fig.IMS.3

As a result the selected received instant message gets open to view the content.
To delete the instant message received, user has to perform the following steps:

- Click the **Inbox** (Inbox) option of **Instant Messages**, as a result Inbox page appears, as shown in Fig.IMS.4:

![Fig.IMS.4](image)

- Select the message which need to be removed and click the **Delete** (Delete) link of the **Options** tab, as shown in Fig.IMS.5:

![Fig.IMS.5](image)

As a result, the selected message gets deleted.

**Note:**
User can also use the **Cancel** (Cancel) button to cancel the process of sending the message.
**Forward:** Helps the user to forward the message received.

To forward the instant message received, user has to perform the following steps:

- Click the **Inbox** option of **Instant Messages**, as a result **inbox page** appears, as shown in Fig.IMS.6:

![Fig.IMS.6](image)

- Select the message needs to be forwarded, click the **View** link of the **Options** tab, as shown in Fig.IMS.7:

![Fig.IMS.7](image)

As a result, **Message Details page** appears, shown in Fig.IMS.8:

![Fig.IMS.8](image)
Click the Forward Button (Fig.IMS.6), as a result Send New Message page appears, as shown in Fig.IMS.9:

Fig.IMS.8

- Select the Recipient and fill the required fields, as shown in Fig.IMS.10:

Fig.IMS.9

Fig.IMS.10
Click the **Send** button (Fig.IMS.10), as a result the message is sent to the intended recipient.

**Reply**: Helps the user to send the message from whom it has been received.

To reply the instant message received, user has to perform the following steps:

- Click the **Inbox** option of **Instant Messages**, as a result inbox page appears, as shown in Fig.IMS.11:

![Fig.IMS.11](image1)

- Select the message needs to be replied and click the **View** link of the **Options** tab, as shown in Fig.IMS.12:

![Fig.IMS.12](image2)
• Click the **Reply** button, as a result **Send New Message** page appears, as shown in Fig.IMS.13:

![Fig.IMS.13](image)

• Recipient is automatically selected so fill the other required fields, as shown in Fig.IMS.14:

![Fig.IMS.14](image)

**Note:**
User can attach or detach any document while replying a message as well. While replying, user cannot do self marking.
• Click the Send (Send) Button (Fig.IMS.14), as a result the Message is replied to the intended recipient.

To move any IM to any existing folder, user has to perform the following steps:

• Select the message(s) which needs to be moved to other folder and select the target folder in which selected messages will be transferred, as shown in Fig.IMS.15:

<table>
<thead>
<tr>
<th>Index</th>
<th>From</th>
<th>To</th>
<th>Subject</th>
<th>Time &amp; Date</th>
<th>Opt</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PCD8901</td>
<td>PCD8901</td>
<td>1st new with To and fro</td>
<td>01-02-2011 10:30:30</td>
<td>View Delete</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>PCD8901</td>
<td>PCD8901</td>
<td>last message with To</td>
<td>01-02-2011 10:30:30</td>
<td>View Delete</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>PCD8901</td>
<td>PCD8901</td>
<td>message from PCD8901</td>
<td>01-02-2011 10:30:30</td>
<td>View Delete</td>
<td></td>
</tr>
</tbody>
</table>

Fig.IMS.15

As a result the selected messages get moved to target folder.
Sent Box:

This option contains a list of all the instant messages that has already been sent.

Sent Box contains two sub-options:

- **View** - Helps the user to read the message.
- **Delete** - Helps the user to delete the messages.

**To view the sent message, user has to perform following steps:**

- Click the **Sent Box** option of **Instant Messages**, as a result **Sent Box** page appears, as shown in Fig.IMS.16:

![Fig.IMS.16](image)

- Select the message needs to be viewed and click the **View** link of the **Options** tab, as shown in Fig.IMS.17:

![Fig.IMS.17](image)
As a result the selected sent message gets open to view the content.

**Forward**: Helps the user to forward the sent message.

To forward the sent message, user has to perform the following steps:

- Click the **Sent Box** option of **Instant Messages**, as a result **Sent Box** page appears, as shown in Fig.IMS.18:

  ![Fig.IMS.18](image)

  - Select the message which need to be forwarded and click the **View** link of the **Options** tab, as shown in Fig.IMS.19:

    ![Fig.IMS.19](image)

  - Click the **Forward** Button, as a result **Send New Message** page appears, as shown in Fig.IMS.20:
Select the Recipient and fill the other required fields, as shown in Fig.IMS.21:

Note:
User can attach or detach any document while sending a message as well.
Click the **Send** Button (Fig.IMS.21), as a result the Message is forwarded to the intended recipient.

To delete the sent message, user has to perform following steps:

- Click the **Sent Box** option of **Instant Messages**, as a result **Sent Box** page appears, as shown in Fig.IMS.22:

![Fig.IMS.22](image-url)

- Select the message which need to be removed and click the **Delete** link of the **Options** tab, as shown in Fig.IMS.23:

![Fig.IMS.23](image-url)

As a result, the selected message gets deleted.
Manage Folders:

This option facilitates the user to manage the existing folders and also to create new folder.

To create new folder, user has to perform the following steps:

- Click the **Manage Folders** option of **Instant Messages**, as a result **Manage Folders** page appears, as shown in Fig.IMS.24:

![Fig.IMS.24](image)

- Enter the Folder name and click the **Create** button, as shown in Fig.IMS.25:

![Fig.IMS.25](image)

As a result, the new folder is created.

**Note:**
The folders which are already been created can be deleted from **Manage Folders** option.

To delete the existing folder, user has to perform following steps:
• Click the Manage Folders option of Instant Messages, as a result Manage Folders page appears, as shown in Fig.IMS.26:

![Manage Folders](image1)

**Fig.IMS.26**

• Select the Folder(s) which need to be removed and click the Delete button, as shown in Fig.IMS.27:

![Manage Folders](image2)

**Fig.IMS.27**

As a result, the existing Folder is deleted.
Create New Message:
This option facilitates the user to create new message and send it to the intended recipient.

**Note:**
User can send only one message at a time.

To create new message, user has to perform the following steps:

- Click the **Create New Message** option of **Instant Messages**, as a result **Send New Message** page appears, as shown in Fig.IMS.28:

![Fig.IMS.28](image)

- Select the Recipient and fill the other required fields, as shown in Fig.IMS.29:

![Fig.IMS.29](image)

- Click the **Send** Button (Fig.IMS.29), as a result the Message is sent to the intended recipient.
Trash:

This option contains the list of all deleted instant messages from the Inbox and sent section.

**Note:**

User can permanently delete the message from the Trash by clicking the ‘Delete’ link.

To delete the message from Trash, user has to perform the following steps:

- Click the **Trash** option of **Instant Messages**, as a result Trash page appears, as shown in Fig.IMS.3:

<table>
<thead>
<tr>
<th>Trash</th>
<th>Subject</th>
<th>Time &amp; Date</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>reply fwd msg</td>
<td>02-10-2011 10:20:07</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>msg</td>
<td>20-10-2011 11:45:48</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>fwd multi users without attachments</td>
<td>20-10-2011 15:25:41</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>PCC0015 to MyG group with attachments</td>
<td>20-10-2011 13:50:05</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>multi users with attachments</td>
<td>20-10-2011 13:49:42</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>PCC0015 to MyG group without attachments</td>
<td>20-10-2011 11:51:31</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>PCC0015 to MyG group with attachments</td>
<td>20-10-2011 11:50:59</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>PCC0015 to MyG group without attachments</td>
<td>20-10-2011 11:56:08</td>
<td>View Delete</td>
</tr>
</tbody>
</table>

Fig.IMS.30

- Select the message which need to be removed and click the **Delete** link of the **Options** tab, as shown in Fig.IMS.31:

<table>
<thead>
<tr>
<th>Trash</th>
<th>Subject</th>
<th>Time &amp; Date</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No Subject</td>
<td>22-10-2011 13:15:00</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>Sat here w/ cc and bcc</td>
<td>01-10-2011 18:15:00</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>MeMess</td>
<td>30-09-2011 11:50:59</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>PCC0015 to MyG group with attachments</td>
<td>28-10-2011 12:15:00</td>
<td>View Delete</td>
</tr>
<tr>
<td></td>
<td>PCC0015 to MyG group without attachments</td>
<td>28-10-2011 11:45:31</td>
<td>View Delete</td>
</tr>
</tbody>
</table>

Fig.IMS.31

As a result, the selected message gets deleted.
eTalk

Chat History

Chat History saves the chats of User and can view when it is required.

- Chat History describes about chat with and date and if required can be deleted as shown in Fig. IMS.32:

<table>
<thead>
<tr>
<th>From</th>
<th>Chat with</th>
<th>Date</th>
<th>Delete History</th>
</tr>
</thead>
<tbody>
<tr>
<td>User1</td>
<td>Chat with User2</td>
<td>2014-04-23</td>
<td>Delete</td>
</tr>
<tr>
<td>User1</td>
<td>Chat with User2</td>
<td>2013-12-30</td>
<td>Delete</td>
</tr>
</tbody>
</table>

Fig. IMS.32
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National Informatics Centre

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