

Web Messages

Web Messages are used, to send information to ACD groups and agents.

If you receive a web message, an envelope symbol will appear in the toolbar. Example:



Clicking on the symbol shows you the currently available web messages. Example:



The message contains the following information:

Type	The type of the message: Important, Information or Stop
Sender	The sender of the message
Changed on	The date and time of the last change to the message
Subject	The subject of the message.
Message	The text of the message.
Selection	You can select one or more messages which will be subject of a selected action. Messages which were sent to an ACD group cannot be selected. These messages must be removed from the system by an administrator or supervisor.