

Creating and editing web messages

[Web Messages](#) are used, to send information to ACD groups and agents.

To send a message, use the table of web messages which can be viewed using **ACD - Web Messages**.

To create a web message, access **ACD - Web Messages** in the main menu and click on **New** in the toolbar. Provide the following information:

Groups	Choose the ACD groups whose agents should receive the web message.
Agents	Choose the agents who should receive the web message.
Deactivated	Select this option to deactivate the display of the message. You can prepare messages and then display them at a later time by activating them.
Display from/to	Select the time during which the message should be displayed.
Type	When the message is opened, it's type can be seen. Icons are used to depict different message types. The following types are available: Information - blue icon Warning - yellow symbol Stop - red symbol
Subject	Enter a subject for the message (this will be displayed to users)
Message	Enter the text of the message

After entry click on **Save**. You will return to the overview table of the web messages.

If a message is active, it will be displayed on the agent's browsers. The agent is informed of a waiting web message by a blinking symbol in the toolbar.

Use **Edit** to change the message.