Messages (Broadcast)

Overview

The **Broadcast** section allows administrators to create and send broadcast messages to users. It can be used to share announcements, promotional updates, important notifications, or product-related information. All previously sent broadcasts are available in the **Broadcast History** section.

Broadcast Message

The **Broadcast Message** form is used to create a new broadcast.

Broadcast Fields

Field	Description
Title	Enter the title of the broadcast message. Maximum **255 characters**.
Product	Select the product associated with the broadcast message (Optional).
Message	Enter the broadcast message to be sent. Maximum **5000 characters**.

How to Create a Broadcast

1. Navigate to **Messages → Broadcast**.
2. Enter the **Title**.
3. Select a **Product** (if required).
4. Enter the **Message**.
5. Click **Submit** to send the broadcast.

> **Note:**
> If no product is selected, the broadcast can be sent as a general announcement.

Broadcast History

The **Broadcast History** section displays all previously sent broadcast messages.

If no broadcasts have been sent, the following message is displayed:

> **Data Not Found**

Filters

Use the available filters to quickly locate broadcast messages.

Filter	Description
Order	Sort broadcast records in **Ascending** or **Descending** order.
Status	Filter broadcasts based on their current workflow status.
Date Range	Display broadcasts sent during a selected time period.

After selecting the required filters, click **Apply** to display the filtered records.

Click **Clear** to remove all applied filters.

Order Filter

The **Order** filter controls how broadcast records are displayed.

Option	Description
Ascending	Displays the oldest broadcasts first.
Descending	Displays the latest broadcasts first.

Status Filter

The **Status** filter allows administrators to filter broadcast messages based on their workflow status.

Available status options may include:

Status	Description
NA	Displays all broadcast messages regardless of status.
New	Newly created broadcast messages.
Open	Broadcasts that are currently active.
Acknowledged	Broadcasts acknowledged by administrators.
User Acknowledged	Broadcasts acknowledged by users.
Closed	Broadcasts that have been completed or closed.
Reopened	Previously closed broadcasts that have been reopened.

> **Note:**
> Available status options may vary depending on the application configuration.

Date Range Filter

Use the **Date Range** filter to display broadcast history for a specific period.

Available options include:

Option	Description
Today	Displays broadcasts sent today.
Yesterday	Displays broadcasts sent yesterday.
Last 7 Days	Displays broadcasts sent during the previous seven days.
Last 30 Days	Displays broadcasts sent during the previous thirty days.
This Month	Displays broadcasts sent during the current month.
Last Month	Displays broadcasts sent during the previous month.
Custom Range	Allows administrators to manually select a start and end date.

Best Practices

- Use a clear and descriptive **Title** for every broadcast.
- Keep the **Message** concise and informative.
- Associate the broadcast with a **Product** whenever the announcement is product-specific.
- Use the available filters to quickly locate previous broadcast messages.
- Review the **Broadcast History** before creating duplicate announcements.

> **Important:**
> After entering the required information, click **Submit** to send the broadcast message. All sent broadcasts will be recorded in the **Broadcast History** section.

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