Messages (Notifications)

Overview

The **Notifications** section allows administrators to view and manage all notifications generated by the application. Notifications include order updates, system alerts, and other important events associated with user activities.

Inbox

The **Inbox** displays all notifications in chronological order. Each notification contains information about the recipient, notification message, current status, and the date and time it was generated.

Filters

Use the available filters to quickly locate specific notifications.

Filter	Description
Order	Sort notifications in **Ascending** or **Descending** order.
Status	Filter notifications based on their current workflow status.
Date Range	Display notifications within a selected time period.

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

Click **Clear** to remove all applied filters and restore the default view.

Order Filter

The **Order** filter allows you to sort notifications based on their creation date.

Available options include:

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

Status Filter

The **Status** filter allows administrators to filter notifications according to their current workflow status.

Available status options may include:

Status	Description
NA	Displays notifications regardless of their current status.
New	Newly generated notifications awaiting review.
Open	Notifications that are currently active or being processed.
Acknowledged	Notifications that have been acknowledged by an administrator.
User Acknowledged	Notifications acknowledged by the end user.
Closed	Notifications that have been resolved and closed.
Reopened	Notifications that have been reopened for further action.

> **Note:**
> The available status options may vary depending on the application's notification workflow.

Date Range Filter

The **Date Range** filter provides multiple predefined options for quickly viewing notifications from a specific period.

Option	Description
Today	Displays notifications generated today.
Yesterday	Displays notifications generated yesterday.

Option	Description
Last 7 Days	Displays notifications from the previous seven days.
Last 30 Days	Displays notifications from the previous thirty days.
This Month	Displays notifications generated during the current month.
Last Month	Displays notifications generated during the previous month.
Custom Range	Allows you to manually select a start and end date.

Notification List

The Inbox displays all notifications matching the selected filters.

Each notification contains the following information:

Column	Description
Recipient	Name of the user who received the notification.
Notification	Displays the notification message, such as an order update or system alert.
Status	Indicates the current workflow status of the notification.
Created At	Displays the date and time when the notification was generated.

Example Notification

Recipient	Notification	Status	Created At
XYZ	Your Order **[ID: 111111]**	New	yyyy-mm-dd hh:mm:ss

Best Practices

- Use the **Order** filter to quickly switch between the latest and oldest notifications.
- Apply the **Status** filter to locate notifications based on their current workflow status.
- Use the **Date Range** filter to analyze notifications from a specific period.
- Select **Custom Range** when searching between two specific dates.
- Click **Clear** to remove all applied filters before performing a new search.
- Use multiple filters together for more accurate search results.

> **Important:**
> The notification list is updated according to the selected **Order**, **Status**, and **Date Range** filters. Any new notifications generated by the system will automatically appear in the Inbox.

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