

Broadcast Message

Overview

Broadcast message allows you to send a message to several contacts at once despite if they're in a group or not. Unlike group chat, the broadcast messages goes to the individual only, and their replies are not seen by anyone else besides the SimplyChat user(s).

Create a Broadcast Message

- Click "Create Broadcast Message" in the upper right hand corner of the screen

Message Broadcast

Broadcast For

1

☒ Staff

☐ Guest

☐ External

☐ Contact List

Broadcast to Staff*

☐ Select All

☐ Bob Parks

☐ FDTest

☐ FDTest FD2

☐ ██████████

2

Broadcast Message*

3

Message Template*

🔍

Default Chat Group Time Out Response Message

4

5

Send

Close

1. **Broadcast For:** Filter contacts between Staff, Guest, External or Contact List
2. **Select:** Check the checkbox to the contact(s) you wish to have the message broadcast to
3. **Broadcast Message:** Type the message you wish to broadcast into this field
4. **Message Template:** You can also select a pre-made template to auto fill the **Broadcast Message** field
5. **Send:** Send the message

Continuing the Conversation

You can view broadcast messages, and continue the conversation with that individual contact by going back to the **Chat** module by click on "**Chat**" located in the left hand menu

Delete Broadcast Message

You can delete the "Broadcast Message" by clicking on "**Action**" and then "**Delete**"

Note: Deleting the Broadcast Message" **does not** un-send the message.

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