

# 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

<input type="checkbox"/> Bob Parks
<input type="checkbox"/> FCTest <span style="background-color: black; color: white; border-radius: 50%; padding: 2px 5px;">2</span>
<input type="checkbox"/> FCTest FD2
<input type="checkbox"/> ██████████

Broadcast Message\*

3

Message Template\*

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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