

Offline Messages

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Offline Messages List

If the admin is offline and a visitor sends a message, the message will be saved in the "**Offline Messages**" section for the admin to check later.

To view Offline Messages, go to the **Offline Messages** menu item.

Here, you will find a record of all offline messages.

ENGYS Chat Dashboard for Care Manager

Dashboard All Chat History **Offline Messages** All Missed Chats Callback Requests Consultation Requests Applicants Inquiries Users Settings Leads More ▾

OFFLINE MESSAGES (33) Bulk Delete Main Dashboard Chat Now

📅 January 1, 2023 - August 24, 2023 ▾

<input type="checkbox"/>	DATE ▾	VISITOR NAME ▾	YOUR EMAIL ▾	YOUR PHONE NUMBER ▾	MESSAGE ▾	WEBSITE	STATUS ▾	NOTES	ASSIGN USER
<input type="checkbox"/>	08-08-2023 06:50:29 PM	S Steve Smith	No Email Given	(223) 713-6213 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:32:49 PM	N No Name	No Email Given	(345) 678-9000 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:22:15 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:21:35 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:20:25 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	Bot Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:13:51 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:12:37 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾
<input type="checkbox"/>	08-08-2023 05:11:27 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status ▾		Selec ▾

View Offline Messages

To view Offline Messages, go to the **Offline Messages** menu item.

From here, you can also view the chat. Simply click on "View Conversation" in the message column.

The screenshot shows the ENGYS Chat Dashboard for Care Manager. The main navigation bar includes Dashboard, All Chat History, Offline Messages (selected), All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The page title is "OFFLINE MESSAGES (33)" with a date range filter for "January 1, 2023 - August 24, 2023". A table lists offline messages with columns for DATE, VISITOR NAME, YOUR EMAIL, YOUR PHONE NUMBER, MESSAGE, WEBSITE, STATUS, NOTES, and ASSIGN USER. The "MESSAGE" column contains "View Conversation" links, with the first one highlighted by a red box.

DATE	VISITOR NAME	YOUR EMAIL	YOUR PHONE NUMBER	MESSAGE	WEBSITE	STATUS	NOTES	ASSIGN USER
08-08-2023 06:50:29 PM	Steve Smith	No Email Given	(223) 713-6213 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:32:49 PM	No Name	No Email Given	(345) 678-9000 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:22:15 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:21:35 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:20:25 PM	No Name	No Email Given	<i>Not Okay to contact</i>	Bot Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:13:51 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:12:37 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:11:27 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select

The dialogue box for the chat will open up.

The screenshot shows the ENGYS Chat Dashboard with a "Chat History" dialog box open. The dialog box displays a conversation between the user (S) and Steve Smith (S). The messages are as follows:

- User: Create, now please provide me your Cell Phone Number (Just in case we call you): (Text)
- Steve Smith: muhammadsharjeel.symits@gmail.com
- User: Nice yo meet you Steve, what is a good Email Address for you? (Text)
- Steve Smith: Steve Smith
- User: Please tell me your First and Last Name only: (Text)
- User: Thank you for joining with us. Let's start by gathering your information. (Message)
- User: (223) 713-6213
- User: Thank you, now I will ask some questions, please answer them honestly. (Message)
- User: Which certification do you have? (Radio)
- Steve Smith: CCA
- User: How much caregiving experience do you have? (Radio)
- Steve Smith: More than 1 Year
- User: Do you have valid drivers license? (Radio)
- Steve Smith: Yes
- User: what is/are your caregiving (you may choose

Select Status And Assign User

Go to the **Offline Messages** menu item.

From here you can select the dropdown option available here to change status and assign user.

The screenshot shows the 'ENGYS Chat Dashboard for Care Manager' interface. The 'Offline Messages' menu is selected, displaying a table of 33 offline messages. The table has the following columns: DATE, VISITOR NAME, YOUR EMAIL, YOUR PHONE NUMBER, MESSAGE, WEBSITE, STATUS, NOTES, and ASSIGN USER. The first row of data is highlighted with red boxes around the 'STATUS' and 'ASSIGN USER' columns. The 'STATUS' dropdown menu is currently set to 'Select Status', and the 'ASSIGN USER' dropdown menu is currently set to 'Select'. The table also includes a 'View Conversation' link for each message and a 'Not Okay to contact' status for most entries.

DATE	VISITOR NAME	YOUR EMAIL	YOUR PHONE NUMBER	MESSAGE	WEBSITE	STATUS	NOTES	ASSIGN USER
08-08-2023 06:50:29 PM	Steve Smith	No Email Given	(223) 713-6213 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:32:49 PM	No Name	No Email Given	(345) 678-9000 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:22:15 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:20:25 PM	No Name	No Email Given	<i>Not Okay to contact</i>	Bot Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:13:51 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:12:37 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:11:27 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select

Internal Note

To add internal note to Offline Messages, go to the **Offline Messages** menu item.

Here, the admin can also add an internal note by clicking on the book icon.

The chat that has an internal note attached will have its book icon displayed in green.

The screenshot shows the 'ENGYS Chat Dashboard for Care Manager' interface. The top navigation bar includes 'Dashboard', 'All Chat History', 'Offline Messages', 'All Missed Chats', 'Callback Requests', 'Consultation Requests', 'Applicants', 'Inquiries', 'Users', 'Settings', 'Leads', and 'More'. The 'Offline Messages' section is active, showing 33 messages. A date range filter is set to 'January 1, 2023 - August 24, 2023'. A green success message is displayed at the top of the chat list. The main table has columns for 'DATE', 'VISITOR NAME', 'YOUR EMAIL', 'YOUR PHONE NUMBER', 'MESSAGE', 'WEBSITE', 'STATUS', 'NOTES', and 'ASSIGN USER'. The 'NOTES' column is highlighted with a red box, showing a green book icon for the message dated '08-08-2023 05:22:15 PM'.








DATE	VISITOR NAME	YOUR EMAIL	YOUR PHONE NUMBER	MESSAGE	WEBSITE	STATUS	NOTES	ASSIGN USER
08-08-2023 06:50:29 PM	Steve Smith	No Email Given	(223) 713-6213 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status	📖	Selec
08-08-2023 05:32:49 PM	No Name	No Email Given	(345) 678-9000 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status	📖	Selec
08-08-2023 05:22:15 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status	📖	Selec
08-08-2023 05:21:35 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status	📖	Selec
08-08-2023 05:20:25 PM	No Name	No Email Given	<i>Not Okay to contact</i>	Bot Conversation	SYMITS Recruit	Select Status	📖	Selec
08-08-2023 05:13:51 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status	📖	Selec
08-08-2023	No Name	No Email Given		View Conversation	SYMITS Recruit	Select Status	📖	Selec

Mail

To send mail, go to the **Offline Messages** menu item.

Here admin can send mail to the customer by clicking on the mail icon.

The screenshot shows the 'OFFLINE MESSAGES (33)' section of the ENGYS Chat Dashboard. A date range filter is set to 'January 1, 2023 - August 24, 2023'. A green success message is displayed at the top. Below is a table of offline messages with the following columns: DATE, VISITOR NAME, YOUR EMAIL, YOUR PHONE NUMBER, MESSAGE, WEBSITE, STATUS, NOTES, and ASSIGN USER. The first row is highlighted, and a red box is drawn around the mail icon in the ASSIGN USER column.

DATE	VISITOR NAME	YOUR EMAIL	YOUR PHONE NUMBER	MESSAGE	WEBSITE	STATUS	NOTES	ASSIGN USER
08-08-2023 06:50:29 PM	Steve Smith	No Email Given	(223) 713-6213 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select 
08-08-2023 05:32:49 PM	No Name	No Email Given	(345) 678-9000 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select 
08-08-2023 05:22:15 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select 
08-08-2023 05:21:35 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select 
08-08-2023 05:20:25 PM	No Name	No Email Given	<i>Not Okay to contact</i>	Bot Conversation	SYMITS Recruit	Select Status		Select 
08-08-2023 05:13:51 PM	No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select 
08-08-2023	No Name	No Email Given		View Conversation	SYMITS Recruit	Select Status		Select 

After clicking on it, It will redirect you to mails.

Delete Offline Messages

To delete Offline Messages, go to the **Offline Messages** menu item.

You can delete a chat by clicking on the delete icon in the right column.

The screenshot shows the ENGYS Chat Dashboard for Care Manager. The top navigation bar includes the ENGYS logo and the text "Chat Dashboard for Care Manager". Below the navigation bar, there are several menu items: Dashboard, All Chat History, Offline Messages (selected), All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The main content area is titled "OFFLINE MESSAGES (33)" and includes a date range selector for "January 1, 2023 - August 24, 2023". There are three buttons: "Bulk Delete", "Main Dashboard", and "Chat Now". The main table has the following columns: DATE, VISITOR NAME, YOUR EMAIL, YOUR PHONE NUMBER, MESSAGE, WEBSITE, STATUS, NOTES, and ASSIGN USER. The table contains 8 rows of data. The delete icon (trash can) in the rightmost column of the first row is highlighted with a red box.

DATE	VISITOR NAME	YOUR EMAIL	YOUR PHONE NUMBER	MESSAGE	WEBSITE	STATUS	NOTES	ASSIGN USER
08-08-2023 06:50:29 PM	S Steve Smith	No Email Given	(223) 713-6213 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:32:49 PM	N No Name	No Email Given	(345) 678-9000 <i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:22:15 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:21:35 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:20:25 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	Bot Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:13:51 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:12:37 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select
08-08-2023 05:11:27 PM	N No Name	No Email Given	<i>Not Okay to contact</i>	View Conversation	SYMITS Recruit	Select Status		Select

This will open a confirmation popup box with YES and No options to confirm before deleting a Chat. If chosen **YES**, then the Chat will be deleted from list.