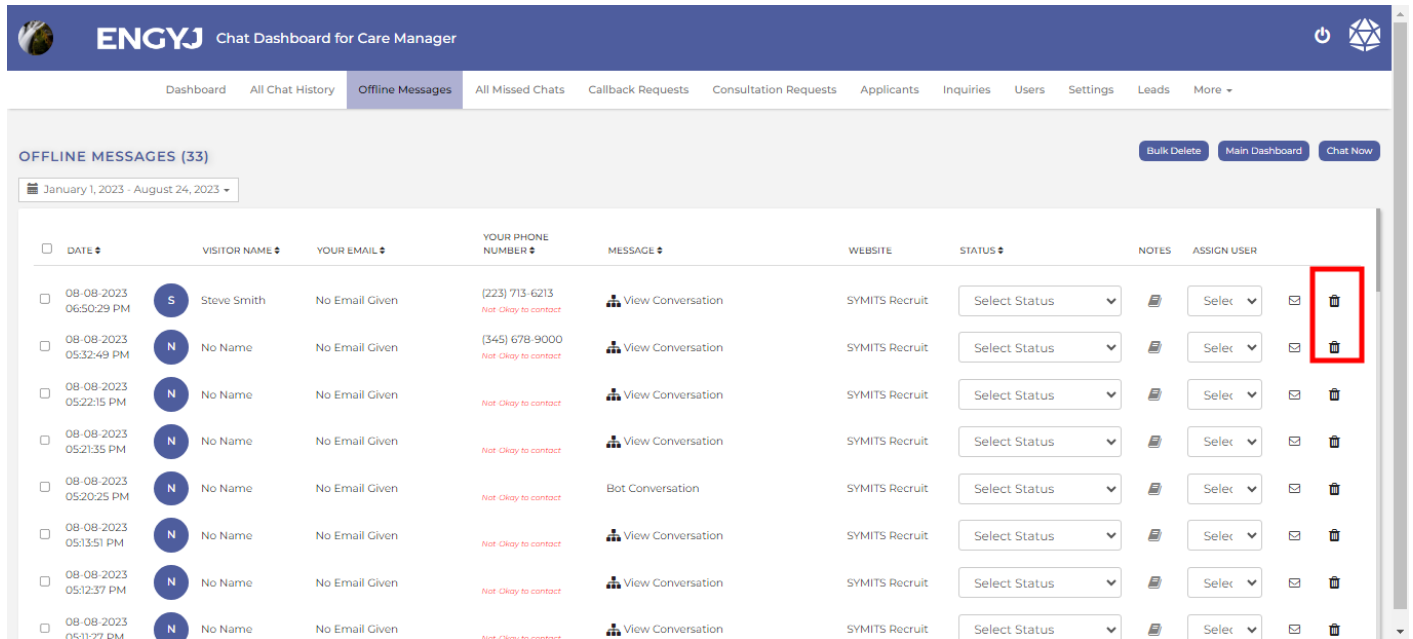


# Delete Offline Messages

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 ENGyJ Chat Dashboard for Care Manager. The 'Offline Messages' tab is active, displaying a list of 33 offline messages. The table columns are: DATE, VISITOR NAME, YOUR EMAIL, YOUR PHONE NUMBER, MESSAGE, WEBSITE, STATUS, NOTES, and ASSIGN USER. The delete icon (trash can) is highlighted in a red box in the rightmost column of the first two rows.

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	✖

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.

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