

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 'ENGJ Chat Dashboard for Care Manager' interface. The 'Offline Messages' tab is active, displaying a list of 33 offline messages. A date range filter is set to 'January 1, 2023 - August 24, 2023'. A green success message is visible at the top. The table below lists chat records with columns for Date, Visitor Name, Your Email, Your Phone Number, Message, Website, Status, Notes, and Assign User. A red box highlights the 'NOTES' column, where a green book icon is visible for the chat record dated 08-08-2023 at 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	Book icon	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	Book icon	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	Green Book icon	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	Book icon	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	Book icon	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	Book icon	Select
08-08-2023	No Name	No Email Given		View Conversation	SYMITS Recruit	Select Status	Book icon	Select

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