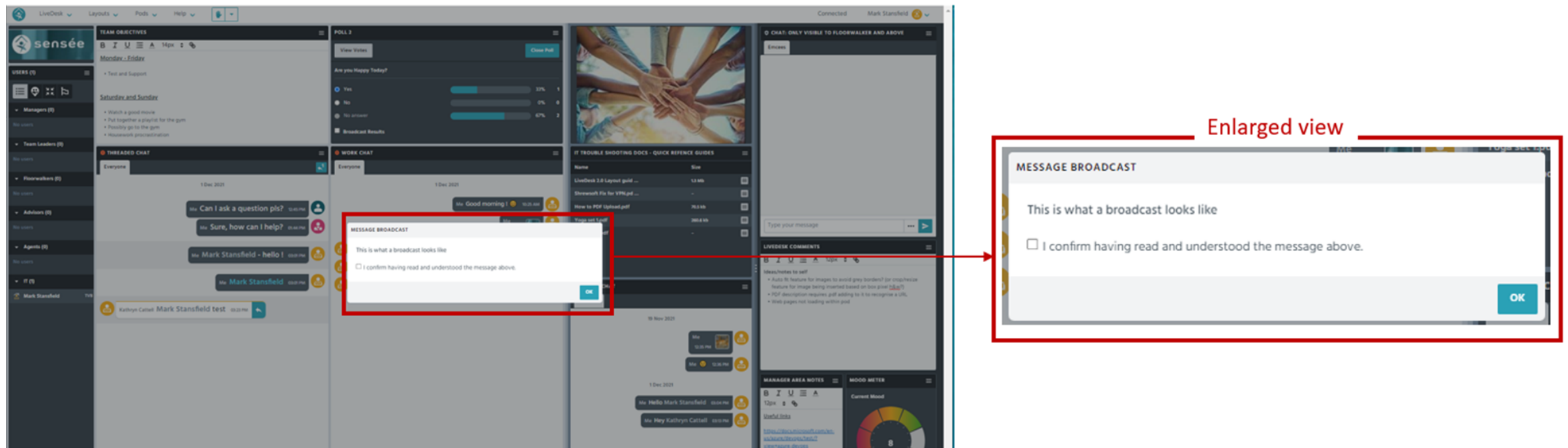# BROADCAST A MESSAGE WITHIN LIVEDESK
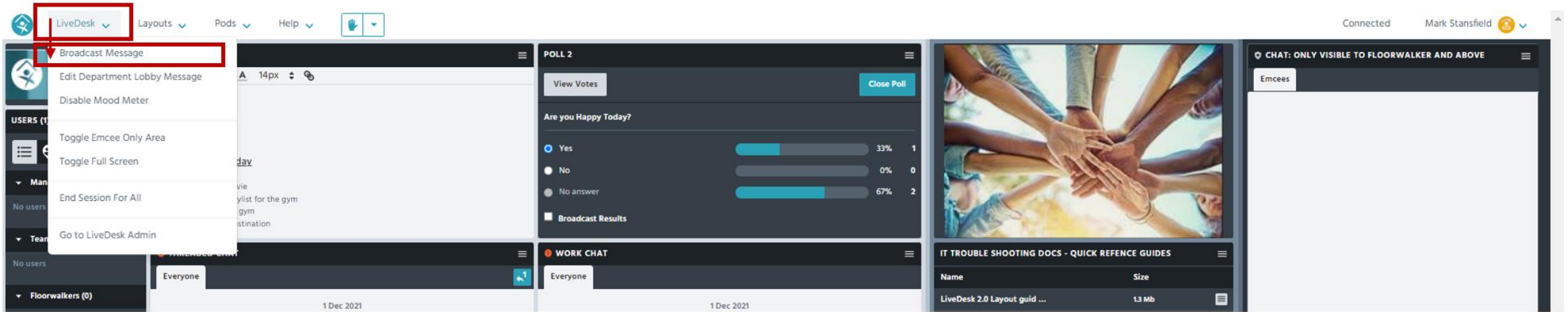
Using the User Pod: Views

LiveDesk allows you to send an alert to all of LiveDesk, enabling you to quickly communicate information and urgent messages to the whole team - this is known as a **Broadcast.** The broadcast takes the form of a pop up window that alerts all users to your message:

Enlarged view

MESSAGE BROADCAST

This is what a broadcast looks like

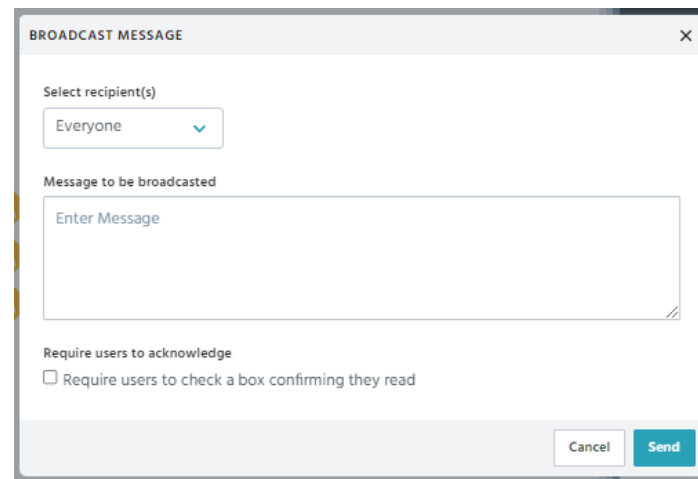☐ I confirm having read and understood the message above.

OK

You can set the broadcast so that the LiveDesk attendees have to acknowledge having read it by way of clicking on a checkbox before they can dismiss the message. Additionally, you have the option to broadcast to specific team members within LiveDesk should you need to quickly get their attention or communicate a message quickly.

To send a broadcast select **Broadcast Message** from the dropdown list of options contained within the Livedesk menu (located at the top left hand side of your LiveDesk):

You will then be presented with a pop up window allowing you to select who you want to send the broadcast to, a text box where you can compose your message, and the option to require the user to confirm they have read the message by requiring them to click a checkbox before they can dismiss the message:

The below diagram outlines the functionality of the box and available options as noted above:

Select recipient(s)

Everyone ▾

Everyone

Virtual Bays
Main
TestVBay

Users
Mark Stansfield

You can send your message to:
- **Everyone**: Your message will be broadcast to all team members
- To team members associated with a **Virtual Bay** only, or;
- To a specific **user** currently logged in to LiveDesk (in which case only the selected user will be able to view your message)

BROADCAST MESSAGE ✕

Select recipient(s)

Everyone ▾

Message to be broadcasted

Enter Message

If the 'Require Users to Acknowledge has NOT been selected, the user receiving this message can simply dismiss this message by selecting ok at the bottom right hand side of this broadcast....

Require users to acknowledge
☐ Require users to check a box confirming they read

Cancel   Send

MESSAGE BROADCAST

If the 'Require Users to Acknowledge has NOT been selected, the user receiving this message can simply dismiss this message by selecting ok at the bottom right hand side of this broadcast....

OK

Require users to acknowledge
☑ Require users to check a box confirming they read

MESSAGE BROADCAST

If the 'Require Users to Acknowledge HAS been selected, the user receiving this message is required to check the checkbox to the bottom left hand side of this broadcast message before they are able to remove the message by clicking on ok in the bottom right

☐ I confirm having read and understood the message above.

OK