

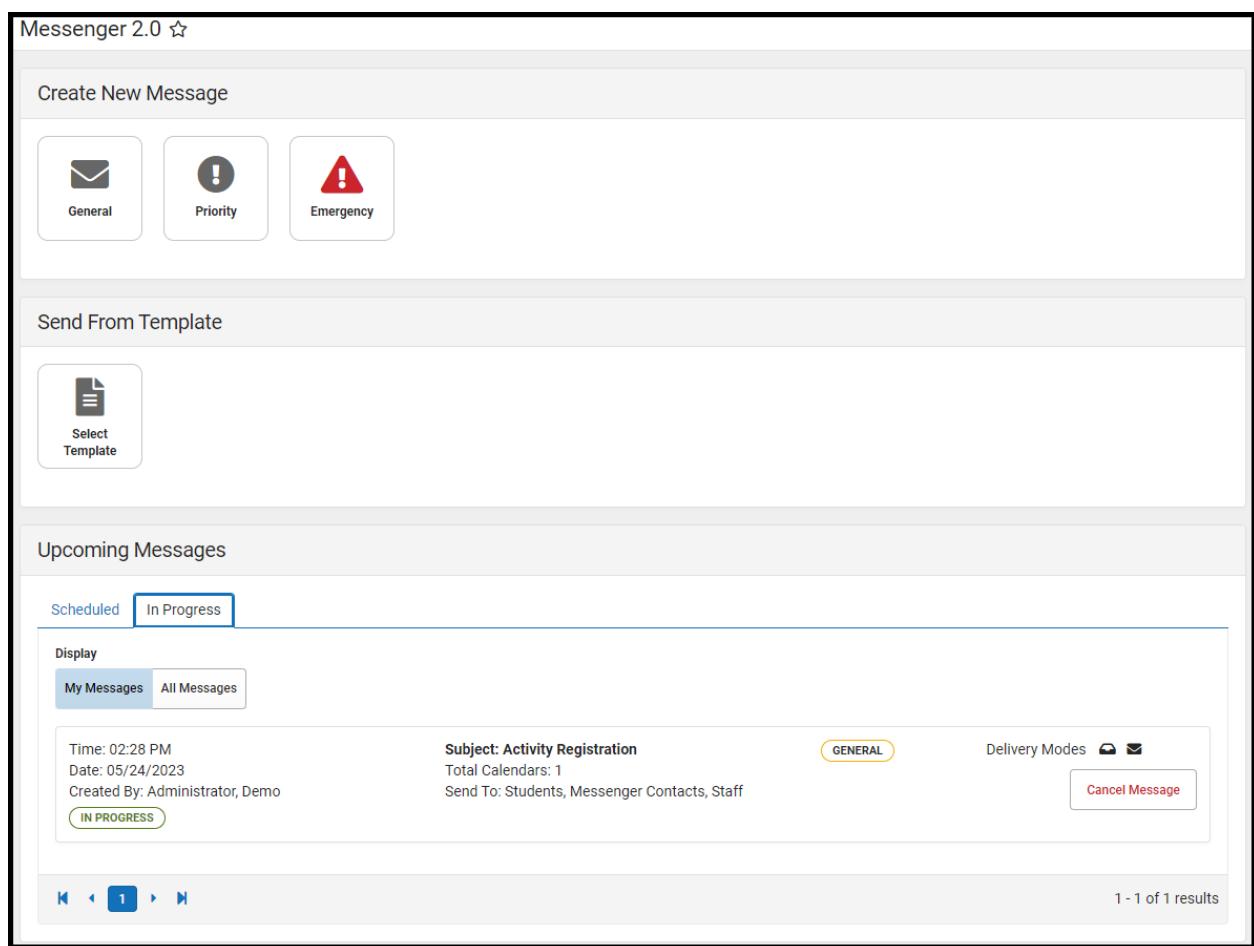
In-Progress Messages - 2323

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In-Progress Message Details

The Scheduled Messages area of Messenger 2.0 has been renamed Upcoming Messages to make room for the new feature, In-Progress messages. All In-Progress messages in 2.0 will appear within the In Progress tab. With this addition, the Messenger 2.0 tool becomes a one-stop shop for creating messages, viewing/editing scheduled messages, and viewing/canceling messages in the progress of sending.

In-Progress messages will still be available in the Sent Message Log, however, the Messenger 2.0 In Progress list provides more convenient visibility into viewing, tracking, managing upcoming and in progress messages. You no longer have to visit a separate tool and search for the scheduled/in-progress messages one-by-one to check message status, update, or cancel a message.



The screenshot shows the Messenger 2.0 application window. At the top, there's a header bar with the title 'Messenger 2.0 ☆'. Below the header, there are three categories: 'General' (with an envelope icon), 'Priority' (with an exclamation mark icon), and 'Emergency' (with a red exclamation mark icon). The next section is 'Send From Template', featuring a 'Select Template' button with a document icon. The main area is titled 'Upcoming Messages'. It has two tabs: 'Scheduled' and 'In Progress', with 'In Progress' being the active tab. Under 'Display', there are two buttons: 'My Messages' (selected) and 'All Messages'. Below this, a message card is displayed with the following details: Time: 02:28 PM, Date: 05/24/2023, Created By: Administrator, Demo. The message subject is 'Activity Registration' and it is directed to 'Students, Messenger Contacts, Staff'. The 'Delivery Modes' section shows 'GENERAL' and 'Delivery Modes' with icons for phone and email. A 'Cancel Message' button is also present. At the bottom of the message card, there's a status indicator 'IN PROGRESS'. The bottom of the window shows a navigation bar with arrows and a page number '1 - 1 of 1 results'.

In-Progress Message Details

- All users in a district with Messenger 2.0 tool rights will be able to view their own messages. If a user has the View/Edit All Scheduled Messages tool right, they will be able to see In-Progress messages sent by anyone at the district.
- A message will display as In Progress from the time the message starts sending through the

completion of any re-dial attempts.

- It is possible for all recipients to have been contacted, but the message still appear as In Progress. It can take several minutes for voice/text campaign status to update based on communication with Shout Point.
- When a message is canceled, it enters a Canceling status. The cancellation request is immediately sent to Shout Point, but it can still take several minutes for the status to update within the list. This is expected and the message has been canceled.

Review the [Upcoming Messages](#) article for more information.