

# How to create and send announcements to Service Desk staff

Click 'Admin Panel' > 'Announcements'

- You can send email notifications containing important information to all staff members.
- Announcements can be about items like changes to work flows, upcoming server maintenance, reminders to close tickets within the stipulated time, and so on.
- You can send announcements immediately or save drafts to circulate later.

Use the following links to jump to the task you need help with:

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## Overview of the interface

- Login to Comodo One / Dragon
- Click 'Applications' > 'Service Desk'
- Open the Admin panel (See the last link on the left)
- Click 'Announcements':

The screenshot displays the 'Announcements' interface within the Service Desk. The left sidebar contains navigation links: DASHBOARD, SETTINGS, MANAGE, EMAILS, TIME SHEETS, STAFF, ANNOUNCEMENTS (highlighted), REPORTS, FINANCE, and STAFF PANEL. The main content area shows the 'Announcements' page with a table of records. The table has columns for Title, Status, Date Added, and Last Updated. The first row is selected and shows 'New SLA added to Service Desk' with a status of 'Ready for sent'. Other rows include 'Important Announcement', 'New holiday list', and 'Meeting on Friday'. The page also includes a 'Show 25 records' dropdown and a pagination bar at the bottom.

<input type="checkbox"/>	TITLE ↕	STATUS ↕	DATE ADDED ↕	LAST UPDATED ↕
<input checked="" type="checkbox"/>	<a href="#">New SLA added to Service Desk</a>	Ready for sent	02/11/2020 3:59 pm	02/11/2020 4:11 pm
<input type="checkbox"/>	<a href="#">Important Announcement</a>	Sent	02/11/2020 4:00 pm	02/11/2020 4:00 pm
<input type="checkbox"/>	<a href="#">New holiday list</a>	Draft	02/11/2020 4:01 pm	02/11/2020 4:01 pm
<input type="checkbox"/>	<a href="#">Meeting on Friday</a>	Ready for sent	02/11/2020 4:02 pm	02/11/2020 4:02 pm

- **Title:** The subject of the announcement.
- **Status:** Whether the announcement has been sent, is ready to send, is saved as a draft, or is in the process of being sent.
- **Date Added:** The date when the announcement was added to Service Desk.
- **Last Updated:** Date and time the announcement most recently edited.

### Create a new announcement

- Open the admin panel
- Click 'Announcements' on the left
- Click 'Add New Announcement':

The screenshot displays the 'Announcements' page in a Service Desk system. The breadcrumb navigation shows 'Service Desk > Announcements'. The main heading is 'Announcements'. Below the heading, there are three action buttons: '+ Add New Announcement' (circled in red), 'Delete', and 'Deliver «Ready for sent»'. A table below shows a list of announcements with columns for 'TITLE' and 'STATUS'. One announcement is visible: 'New SLA added to Service Desk' with a status of 'Ready for sent'. A modal window titled 'Add new announcement' is open, containing the following fields:

- Title:** A text input field with a cursor and a help icon.
- Status:** A dropdown menu currently set to 'Draft' with a help icon.
- Content:** A large text area with a help icon.

At the bottom of the modal, there are three buttons: 'Add Announcement' (highlighted in green), 'Reset', and 'Cancel'.

**Title:** Type a subject for the announcement

**Status:** Choose whether the announcement is a draft or is ready to be sent:

- **Draft:** The announcement is not yet ready to be sent. It is not possible to send an announcement while it has 'Draft' status.
- **Ready for sending:** The announcement final is ready for distribution to staff.

**Content:** Type the content of the announcement.

Click 'Add Announcement' to save.

### Send an announcement

- Open the admin panel
- Click 'Announcements' on the left
- Select the announcements you want to send
- Click 'Deliver <Ready for sent>':

The screenshot shows the 'Announcements' page in a Service Desk system. At the top, there is a navigation bar with 'Service Desk > Announcements'. Below this, the page title 'Announcements' is displayed. There are several action buttons: '+ Add New Announcement', 'Delete', and 'Deliver «Ready for sent »'. The 'Deliver' button is circled in red, and a red arrow points from it to a confirmation dialog box. The dialog box is titled 'Please Confirm' and contains the text: 'Are you sure you want to deliver all «Ready for sent » announcements to subscribers'. At the bottom of the dialog, there are two buttons: 'No, Cancel' and 'Yes, Do it!'. The 'Yes, Do it!' button is highlighted in green. In the background, a table of announcements is visible. The first row is highlighted in blue and has a checkbox checked. The table columns are: TITLE, STATUS, DATE ADDED, and LAST UPDATED. The first row contains: 'New SLA added to Service Desk', 'Ready for sent', '02/11/2020 3:59 pm', and '02/11/2020 4:11 pm'. The second row contains: 'Important Announcement', 'Sent', '02/11/2020 4:00 pm', and '02/11/2020 4:00 pm'. The third row contains: 'New holiday list', 'Draft', '02/11/2020 4:01 pm', and '02/11/2020 4:01 pm'.

	TITLE	STATUS	DATE ADDED	LAST UPDATED
<input checked="" type="checkbox"/>	<a href="#">New SLA added to Service Desk</a>	Ready for sent	02/11/2020 3:59 pm	02/11/2020 4:11 pm
<input type="checkbox"/>	<a href="#">Important Announcement</a>	Sent	02/11/2020 4:00 pm	02/11/2020 4:00 pm
<input type="checkbox"/>	<a href="#">New holiday list</a>	Draft	02/11/2020 4:01 pm	02/11/2020 4:01 pm

- Click 'Yes, Do it!' in the confirmation dialogue

Service Desk sends the announcement via email to all staff members.

**Note** - You can only send announcements that have the status 'Ready for sent'. Click 'Admin Panel' > 'Announcements' to change the status of an announcement.

### Update an announcement

You can change the subject, content and status of a saved announcement at any time.

- Open the admin panel
- Click 'Announcements' on the left
- Click on the title of the announcement you want to edit

The screenshot shows the 'Service Desk > Announcements' page. At the top, there are buttons for '+ Add New Announcement', 'Delete', and 'Deliver «Ready for sent»'. Below is a table of announcements with columns for 'TITLE', 'STATUS', 'DATE ADDED', and 'LAST UPD'. The first row is circled in red, with a red arrow pointing to a modal window titled 'Add new announcement'. The modal contains three fields: 'Title' (New SLA added to Service Desk), 'Status' (Draft), and 'Content' (A new SLA has been added. It is available for selection). At the bottom of the modal are buttons for 'Update Announcement', 'Reset', and 'Cancel'.

	TITLE ↕	STATUS ↕	DATE ADDED ↕	LAST UPD
<input type="checkbox"/>	<a href="#">New SLA added to Service Desk</a>	Draft	02/11/2020 3:59 pm	02/12/2020
<input type="checkbox"/>	<a href="#">Important Announcement</a>	Sent	02/11/2020 4:00 pm	02/11/2020
<input type="checkbox"/>	<a href="#">New holiday list</a>	Draft	02/11/2020 4:01 pm	02/11/2020

#### Add new announcement

Title:  ?

Status:  ?

Content:  ?

- Change the title, content and status as required.

- Click 'Update Announcement' to save your changes