

# 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

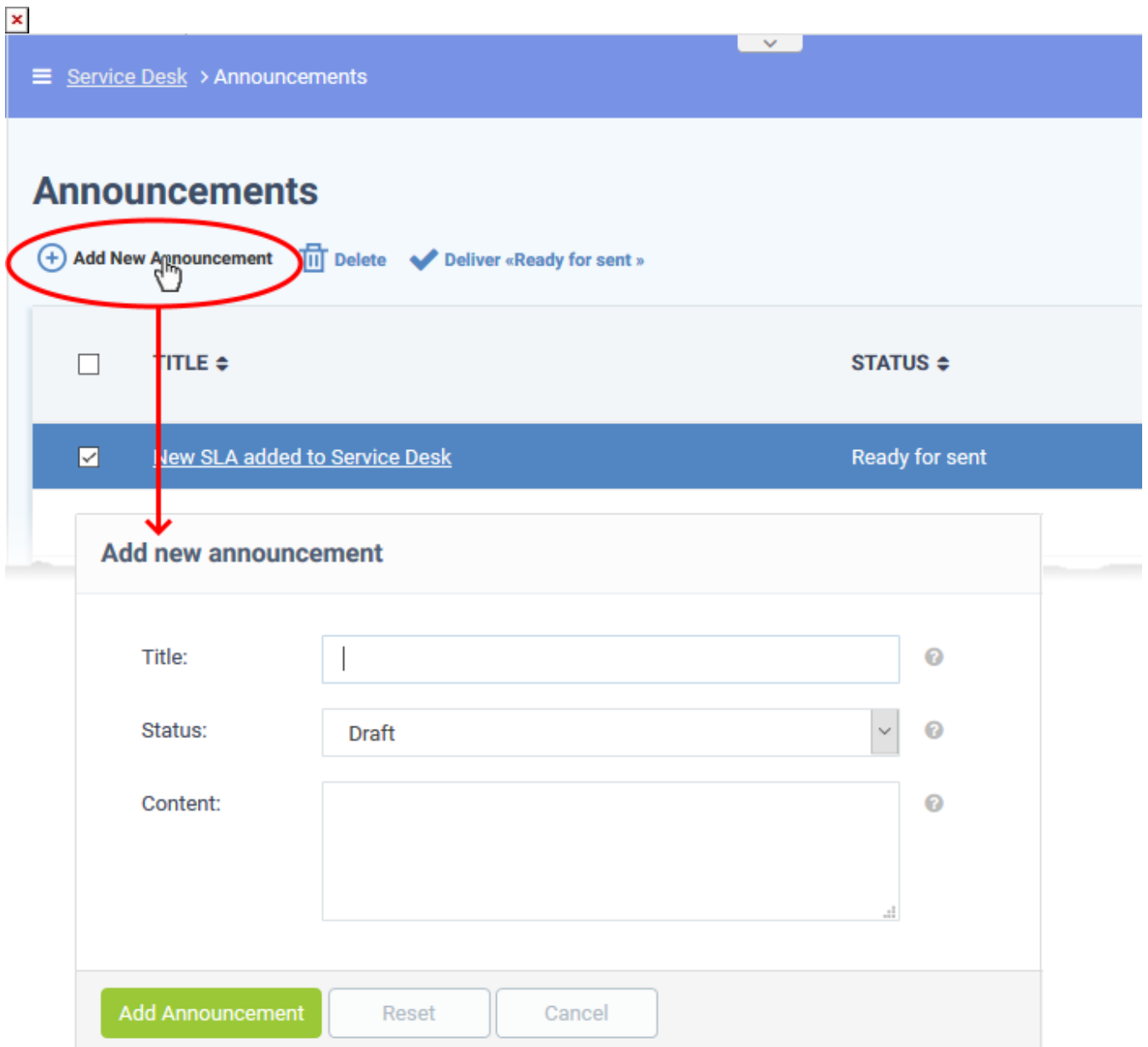
- Login to Comodo One / Dragon
- Click 'Applications' > 'Service Desk'
- Open the Admin panel (See the last link on the left)
- Click 'Announcements':

<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':



**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 has columns for '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»'. A 'Show' button is on the right. Below is a table of announcements:

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

A red circle highlights the title 'New SLA added to Service Desk' in the first row, with a hand cursor pointing to it. A red arrow points from this circle to a modal window titled 'Add new announcement'. The modal contains the following fields:

- Title:  ?
- Status:  ?
- Content:  ?

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

- Change the title, content and status as required.

- Click 'Update Announcement' to save your changes