

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:

- [Overview of the interface](#)
- [Create a new announcement](#)
- [Send an announcement](#)
- [Update an announcement](#)

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':

Service Desk

DASHBOARD

SETTINGS

MANAGE

EMAILS

TIME SHEETS

STAFF

ANNOUNCEMENTS

REPORTS

FINANCE

STAFF PANEL

Service Desk > Announcements

Announcements

+ Add New Announcement

Delete

✓ Deliver «Ready for sent »

Show 25 records

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

« Prev

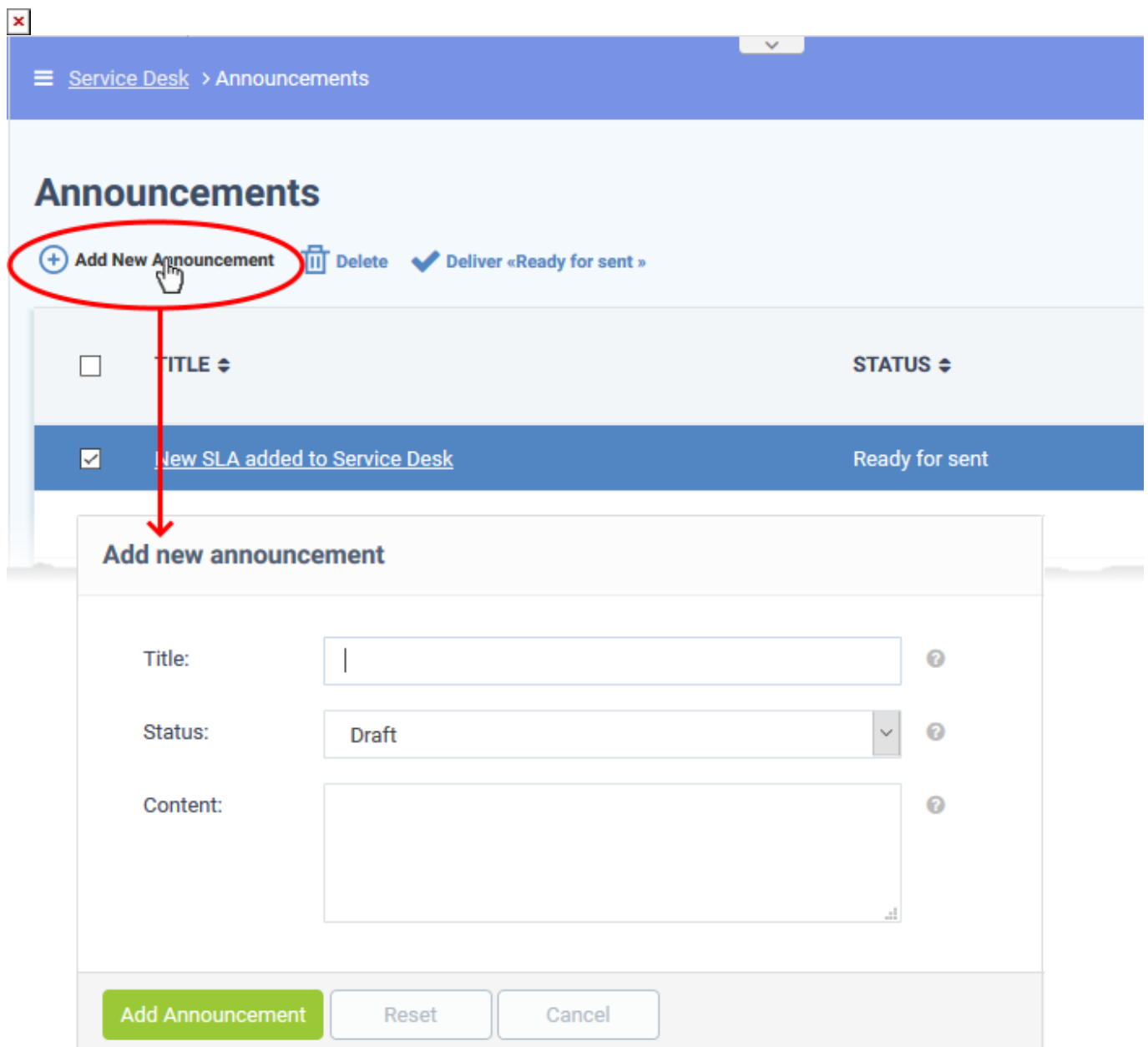
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Next »

- **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 shows the 'Service Desk > Announcements' interface. The 'Add New Announcement' button is circled in red. A red arrow points from this button to the 'Add new announcement' modal form. The modal form contains the following fields:

- Title:** A text input field.
- Status:** A dropdown menu currently set to 'Draft'.
- Content:** A large text area for the announcement content.

At the bottom of the modal, there are three buttons: 'Add Announcement' (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' section of a Service Desk interface. At the top, there's a breadcrumb 'Service Desk > Announcements'. Below it, the title 'Announcements' is displayed. On the left, there are buttons for '+ Add New Announcement' and 'Delete'. On the right, there's a 'Show 25 records' dropdown. A red circle highlights the 'Deliver «Ready for sent »' button, which has a checkmark icon. A red arrow points from this button to a confirmation dialog box at the bottom. The dialog box has a title bar 'Please Confirm' with a close button. The main text in the dialog says 'Are you sure you want to deliver all «Ready for sent » announcements to subscribers'. At the bottom of the dialog are two buttons: 'No, Cancel' and 'Yes, Do it!'. Above the dialog, a table lists announcements. The first row is highlighted in blue and has its checkbox selected (indicated by a red circle). The table has columns: 'TITLE', 'STATUS', 'DATE ADDED', and 'LAST UPDATED'.

	TITLE	STATUS	DATE ADDED	LAST UPDATED
<input checked="" type="checkbox"/>	New SLA added to Service Desk	Ready for sent	02/11/2020 3:59 pm	02/11/2020 4:11 pm
<input type="checkbox"/>	Important Announcement	Sent	02/11/2020 4:00 pm	02/11/2020 4:00 pm
<input type="checkbox"/>	New holiday list	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' interface. At the top, there are buttons for 'Add New Announcement', 'Delete', and 'Deliver «Ready for sent»', along with a 'Show' button. Below this is a table of announcements with columns: TITLE, STATUS, DATE ADDED, and LAST UPDATE. The first row is circled in red, showing the title 'New SLA added to Service Desk' with a status of 'Draft'. A red arrow points from this title to a modal window titled 'Add new announcement'. The modal contains three fields: 'Title' (with the text 'New SLA added to Service Desk'), 'Status' (with a dropdown menu set to 'Draft'), and 'Content' (with the text 'A new SLA has been added. It is available for selection'). At the bottom of the modal are three buttons: 'Update Announcement' (highlighted in green), 'Reset', and 'Cancel'.

	TITLE	STATUS	DATE ADDED	LAST UPDATE
<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

Add new announcement

Title:

Status:

Content:

- Change the title, content and status as required.

- Click 'Update Announcement' to save your changes