

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 application. The left sidebar contains a navigation menu with the following items: DASHBOARD, SETTINGS, MANAGE, EMAILS, TIME SHEETS, STAFF, ANNOUNCEMENTS (highlighted in blue), REPORTS, FINANCE, and STAFF PANEL. The main content area shows the 'Announcements' page with a breadcrumb trail 'Service Desk > Announcements'. Below the breadcrumb, there are action buttons: '+ Add New Announcement', 'Delete', and 'Deliver «Ready for sent»'. A dropdown menu shows 'Show 25 records'. The main content is a table with the following data:

<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

At the bottom of the table, there are navigation controls: « Prev, 1, and 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 'Announcements' page in a Service Desk interface. The breadcrumb navigation is '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»'. Below the buttons is a table with columns for 'TITLE' and 'STATUS'. One row is visible with the title 'New SLA added to Service Desk' and status 'Ready for sent'. A red arrow points from the '+ Add New Announcement' button to a modal form titled 'Add new announcement'. The modal form has three fields: 'Title' (text input), 'Status' (dropdown menu set to 'Draft'), and 'Content' (text area). At the bottom of the modal 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' page in a Service Desk system. The page has a blue header with 'Service Desk > Announcements'. Below the header, there's a title 'Announcements' and a '+ Add New Announcement' button. A 'Deliver «Ready for sent »' button is circled in red, with a red arrow pointing 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 background shows a table of announcements with columns for 'TITLE', 'STATUS', 'DATE ADDED', and 'LAST UPDATED'. The first row is highlighted in blue and has a checkbox checked. The second row has a status of 'Sent' and the third row has a status of 'Draft'.

TITLE	STATUS	DATE ADDED	LAST UPDATED
New SLA added to Service Desk	Ready for sent	02/11/2020 3:59 pm	02/11/2020 4:11 pm
Important Announcement	Sent	02/11/2020 4:00 pm	02/11/2020 4:00 pm
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»'. Below is a table with columns: 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 (with value 'New SLA added to Service Desk'), Status (with value 'Draft'), and Content (with value '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
New SLA added to Service Desk	Draft	02/11/2020 3:59 pm	02/12/2020
Important Announcement	Sent	02/11/2020 4:00 pm	02/11/2020
New holiday list	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