

# Inner Office Messaging Overview and Topics

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The Inner Office Message function was designed to communicate information regarding a customer between SedonaOffice Users. Messages are created from the Customer Explorer record and display both within a customer's Customer Explorer record and in the Inner Office Messaging Queue. When a new message is created from a Customer Explorer record, the Customer Name and Address automatically fill into the message form.

Messages may also be created from the Inner Office Message Queue; in these cases the User will need to type in or search for the customer number for which the message is being created. It is much easier to begin a new message from within a Customer Explorer record.

The *Inner Office Messaging Queue* is a listing of all messages which have not yet been closed. Each Message is assigned to a User by the User who creates the message. Messages are assigned a Status and a Priority at the time the message is created; the Status and Priority are filters available on the Inner Office Messaging Queue.

Once a Message is created, it will appear in the Inner Office Message Queue until it is closed. It is the responsibility of all Users with Inner Office Message permission to monitor the Message Queue for new messages or messages that have been reassigned to them.

On the lower status bar of the SedonaOffice application is a message counter. When a new message is assigned to a User and saved, the message counter of the assigned User will increase by a value of 1. Once the message is opened by the assigned User, their message counter is decremented by 1. SedonaOffice Users that use this function on a regular basis usually become trained to frequently glance down at the message counter for new messages.

**Important Note:** All Users with permissions to use the Inner Office Message function are able to view all messages assigned to all Users. This function should not be used to record information that you do not want all employees to be able to view.

Follow the links for Inner Office Messaging instructions.

[Inner Office Messaging Flow Chart](#)

[User Group Security](#)

[Inner Office Message Queue](#)

[Creating a New Inner Office Message](#)

[Inner Office Message Edit](#)