Inner Office Messaging Edit

To open a message for viewing and editing, double-click on the message from within the Inner Office Message Queue [list]. The message will open in edit mode. The User may enter information in the white text box area at the bottom of the form, then click the Add Message button to save the information. All notes added to the Inner Office Message automatically record the User name entering the note along with the date and time the note was saved.
When the Message has been completed, select Completed from the drop-down list in the Status field. Check the Closed checkbox at the lower left of the message form then click the Save button located at the lower right of the form.
Closed messages will appear in the Customer Explorer as a part of the customer's Inner Office Message History. Closed messages may be opened from the Customer Explorer; these messages are view only. Closed messages may not be modified.