## Change the Email Form Success Message

Success Messages can be edited to indicate library closures when a patron submits an email ticket through a form.

1 Dashboard

Errors (0)

Answers -

Spam (0)

Social

Stats -

Status Posts

Ref. Analytics -

LibChat is Online .

LibChat -

Status Mgmt

LibChat: Y

- 1. Log in to the LibApps dashboard
- 2. Under Admin on the orange toolbar, select Queues
- 3. Use the search bar to search for your library and select the Edit icon under Actions

Open Tickets (1) -

Administrative Announcement

Hello Kelly.

Showing 1 entries)	to 1 of 1 entries (filtered from 10	8 total Search:	aai training				Previous 1 Next							
ID 🔺	Name	Email Address	SMS #	Social	# Tickets	Shared	Actions							
1087	AAL Training	aaltraining@tblc.libans wers.com	18135796709		126 <b>Q</b>	2	ଅ ≣							
				. 1	General	User Access	Question Form Email Email Te	mpli	ates No	ates Notifications	ates Notifications SMS	ates Notifications SMS Social Media	ates Notifications SMS Social Media Language	ates Notifications SMS Social Media Language Bac

4. Under the Question Form tab, open the Headers option toward the bottom of the page

Cueve Name This is what the queve is called in the system. Name AAL Training Stee	Queue List
Tris is what the quoue is called in the system. Name AAL Trainin Steve	
Name AAL Training Save	
AAL Training Save	

🖨 Admin 👻

Account

Queues

Macros

Views

Widgets Trash Can

LibChat Set-up

Manage Content

0

5. Under General Settings, you can edit the main Success Message

Manage Queue: AAL Training										
General	User Access	Question Form	Email	Email Templates	Notifications	SMS	Social Media	Language	Back to Queue List	
General S	ettings								~	
Linked Fo	m								~	
Where is t	his form used?						Su	ccess Mes	sage	
							Sh	own when a	a question has bee	n submitted (255 chars max).
								Thank you! \	We will contact you	when the question is answered. Save

6. OR set up a schedule to send out a different message depending on the time of day

(Optional) Show a different message when a question has	een successfully submitted during off-hours. Define available hours.
Important: Enter hours in a 24 hour format (0-24) in you hours leave all fields below blank (or fill all fields with 0s	local time zone, and only enter whole numbers (i.e. no 9:30, or 20:15 - it can only be 9 and 20). To disable off- To enable off-hours for the whole day, enter 24 - 24 for that day.
Monday: You are available from	to
Tuesday: You are available from	to
Wednesday: You are available from	to
Thursday: You are available from	to
Friday: You are available from	to
Saturday: You are available from	to
Sunday: You are available from	to
Off-Hours Success Message	
	Save