Notification Center – Sending Notifications to Users

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| Script  | Direction  |
| App Notifications allow you to message individual users or groups; for example, to alert them of a change in a class venue. Messages can include images, links to other resources, and dynamic fields, such as the recipient's name. And unlike text messages, App Notifications are free of charge.In this session, we'll show how to send App Notifications to your end users. | Show example of notification being pushed to a device with a clear call to action  |
| Within App Manager, App Notifications are sent and managed via the Notification Center. | Highlight Notification Center on the app manager homescreen and enter  |
| In the Notification Center, we can see some quick stats: The total number of messages sent over the last 30 days; and the Average Notification Engagement, which is the percent of notifications that have been clicked on from the users' devices.We can also see a list of notifications sent per date, which can be searched and filtered. | Highlight the elements on screen as described  |
| To send a notification to individually selected users, click Send Individual Notification. This is the best option for sending ad hoc messages to a small group of users.  | As described  |
| Let's select the users to be notified. In the search bar, start typing the name or email address of the users. A list of names appears. Click on a user to add them to the Chosen recipients. Alternatively, you can Add all matching users.  | As described  |
| Having selected our recipients, let's compose the message. Enter a Title and then type in your message. You can stylize the text, if needed. You can also add images. Note that the rich formatting will appear to the end user only when they click the message, and not in the preview on their device.You can personalize the message with dynamic fields. Available dynamic fields are first name, last name, and email address; in the format shown. When you send the notification, the actual user details will be populated here. | As described  {FIRSTAME}, {LASTNAME}, {EMAIL}Physics Exam Moved to Room 512Dr. Blythe's Intro to Nuclear Physics class will be moved to Room 512.Good luck, {FIRSTNAME}! |
| Once happy with the content, you can choose to send the message now, or schedule it for later by deselecting the Send now checkbox and entering a date and time. The time zone used will be that of your App Manager.  | As described  |
| Next, set an expiry date. This determines when this message will be removed from the user's Alerts screen. For example, this can be useful for a room change that is no longer relevant.  Let's Send now and click Send. Click OK to confirm. | As described  |
| Our message has been sent.When you return to the Notification Center, you can see the new messages in the sent history. Hover over a message title to see its preview. You can also see if the messages have been read or engaged.So that's how you send an individual notification. | As described  |
| Sending a group notifications is a similar process. Choose the group, and enter the message details as before, including dynamic fields, if needed.  | As described  |
| You should now be able to send notifications to your app users. More detailed information on managing group notifications can be found in the documentation.Thanks for joining! |   |