

Hi All,

This is to inform you that we have handled displaying of system messages in Desktop Lead Manager

Business Objective:

To provide contextual and informational messages to the users to improve UX.

Existing Implementation:

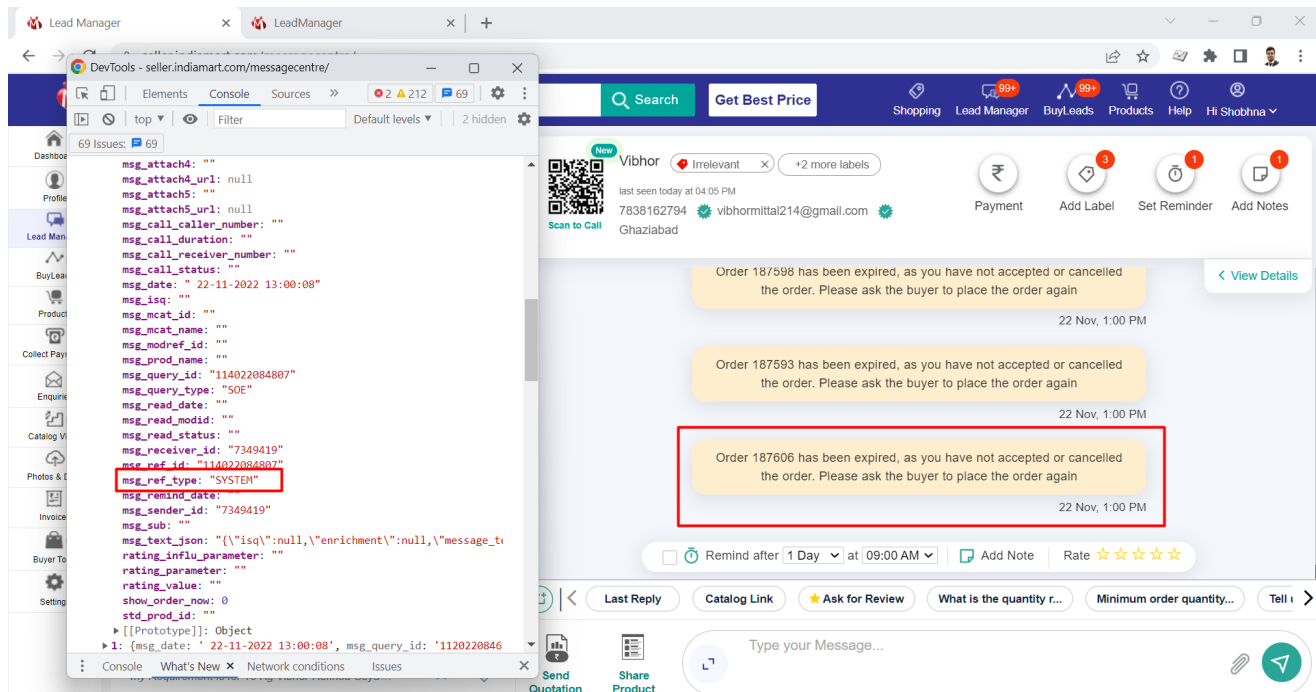
Currently, the Lead Manager / Message Center ecosystem is built as a platform for communication between two parties, where both of them exchange messages. However, there was no provision of displaying messages outside of the purview of these two parties, which we are terming as System Messages or Admin Messages.

These messages will be helpful for notifying users of certain scenarios which are beyond the purview of the two communicating users in a conversation.

New Implementation:

We have now handled System Messages to be displayed Center-Aligned in a conversation with just a timestamp and background color of yellowish tone to differentiate it from normal chat messages.

The handling has been done on the basis of identification of `message_ref_type = "SYSTEM"` in the Conversation API.



Sharing below some screenshots of some processes for which System Messages will be triggered. Some of these processes are in the development / testing phase for example: PaywithIM.

As and when other processes scale up or use this system, our handling will make sure that the UX remains the same for various types of System Messages.

Screenshots:

(Order Expiry System Message)

The screenshot displays a mobile application interface for a business communication tool. At the top, there is a header bar with a QR code, a contact name 'Vibhor', a status 'Irrelevant', and a '+2 more labels' button. Below this, contact details are listed: 'last seen today at 04:05 PM', a phone number '7838162794', an email 'vibhormittal214@gmail.com', and a location 'Ghaziabad'. On the right side of the header, there are four circular icons: 'Payment' (₹), 'Add Label' (tag), 'Set Reminder' (clock), and 'Add Notes' (notepad), each with a red notification badge. The main content area shows a message from '22 Nov, 11:23 AM'. The message is titled 'Order for OpC Acc Cement' and includes details: Order ID 187593, Price INR 5000/ Bag, Quantity 8, Total Amount 40000.00, Payment Pay on Delivery, and Location Ghaziabad. Below this, a yellow message box with a red border states: 'Order 187598 has been received. Kindly process the order before it expires soon in 72 hours.' This message is dated '22 Nov, 11:26 AM'. At the bottom, there is a section for 'Order attempted for Mens Sports Wrist Watch In Men Wrist Watches' with Order ID 187598. Below this, there are buttons for 'Payment', 'Remind after 1 Day at 09:00 AM', 'Add Note', and 'Rate' (5 stars). The bottom navigation bar includes icons for 'Send Quotation', 'Share Product', and a text input field 'Type your Message...'. On the right side of the bottom bar, there are icons for 'Last Reply', 'Catalog Link', 'Ask for Review', 'What is the quantity r...', 'Minimum order quantity...', 'Tell us your final qua...', and 'My price ra'.

Order for OpC Acc Cement

Order ID : 187593
Price : INR 5000/ Bag
Quantity : 8
Total Amount : 40000.00
Payment : Pay on Delivery
Location : Ghaziabad

22 Nov, 11:23 AM

Order 187598 has been received. Kindly process the order before it expires soon in 72 hours.

22 Nov, 11:26 AM

Order attempted for Mens Sports Wrist Watch In Men Wrist Watches :

Order ID : 187598
Payment ☐ Remind after 1 Day at 09:00 AM Rate ★★★★★

[Send Quotation](#) [Share Product](#) [Last Reply](#) [Catalog Link](#) [Ask for Review](#) [What is the quantity r...](#) [Minimum order quantity...](#) [Tell us your final qua...](#) [My price ra](#)

(Buyer Requirement Closure System Message)

New

Scan to Call

Apurv

last seen yesterday at 04:47 PM

8988235175

akarwa008@gmail.com

Rupnagar

₹

Payment

🏷️

Add Label

🕒

Set Reminder

📝

Add Notes

we can deliver 10 Piece of Lenovo Thinkpad Laptop.

You can contact us at appqaim@gmail.com or call us on 07942563607.

Please find the catalog link:
<https://www.indiamart.com/mahitoys-enterprises/>

Share on WhatsApp

< View Details

21 Nov, 3:02 PM

Buyer's requirement for Lenovo Thinkpad L440 Laptop is over now.

21 Nov, 3:10 PM

☐

🕒 Remind after 1 Day at 09:00 AM

📝 Add Note

Rate ★★★★★

📄

Send Quotation

📄

Share Product

Type your Message...

📎

➤

🔄

Last Reply

Catalog Link

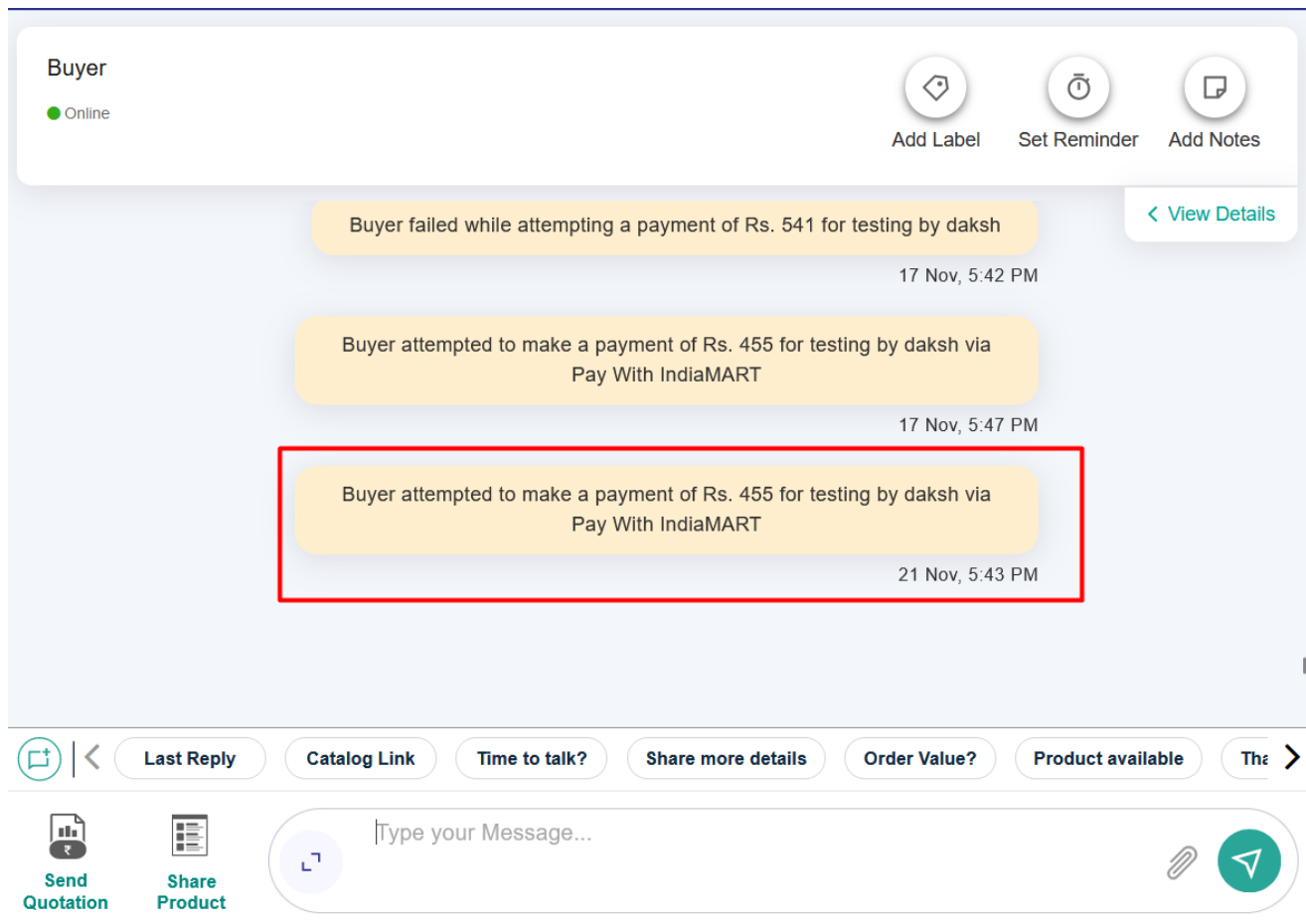
★ Ask for Review

Product is available

Thanks for your enquiry

Share ➤

(PayWithIndiaMART System Message)



For more details & understanding the technical background, please refer: **[MPLaunch@IM]**
[LMSHelp@IM] Provision of inserting Admin / System messages in LMS now available from LMS Backend

QA Team is requested to test this launch and give their valuable feedback.

Notes for Testing:

- Test this launch on the New UI of Desktop Lead Manager, live for 100% Paid Users.
- Check for different screen resolutions.
- Check for any UI distortions.

Open Project ID: [409877](#) | [401634](#)

Special thanks to [@Nalin Bhardwaj](#) for implementing this task / [@Rani Kumari](#) for her support in the UI Development / [@Gyaneshwar Mongha](#) for code reviews.

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Grateful to [@Gaurang Manchanda](#) / [@Devendra Singh](#) for their support and guidance.

Thanks & Regards.

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