# Messaging Component

## Description:

The messaging component is used for the management of all in-app messaging.

## Requirements:

The inbox section will list all messages with a primary rowcount of 20 items.

The display will be in table format (rows) with an option to group by subject (discussions).

The folders section will be an area for filtered messages

## Functions:

Users will be able to create folders for filtering messages

Users will be able to create filters to direct messages into created folders

New messages will have a unique identifier compared to previously viewed messages

Users can mark messages (star) for a quick filter at a later time

Users can soft delete selected messages

Users can create new messages to send to other users

Users can click on a message to view its details

## Table Fields:

Checkbox

Star

From name

Priority

Subject

Receive date

## Composition Fields:

To

Subject

Message

Priority

## View Message Fields:

Subject

From sender name

Send date/time

Message

## Behaviours:

When a message is sent, a notification on the ceiling bar will appear, showing a count of unviewed messages.

Users can click on the notification on the ceiling bar to view a drop down of unviewed messages with an option to click to view more.

Messages are intended to keep the user inside the application. The system will send a copy of the message to the user’s inbox (if known) from a ‘no-reply’ address. It will contain the contents of the message with an embedded link to click to bring the user back into the application if they choose to reply to a message.

Messages can be viewed within a claim (thereby filtering messages by claim). Messages can also be composed or responded to within a claim view.

Messages are currently only intended to be sent to one recipient.

\*\*question for Paul:

Should all messages be bcc’ed to PMA/PM regardless of who the intended staff recipient is? Or would we just have a button for PMA/PM to ‘view all staff messages’?

How will we compensate for Staff being away if a client/customer sends a message?