

Notifi Broadcast Checklist

DRAFT

- ☐ Create a meaningful Name for your broadcast.
- ☐ Insert your message content for the channels you need.
- ☐ Make sure you have content for the languages of customers you want to reach.
The customer chooses the language of each contact and Broadcast adheres to these preferences. So, if you don't provide messages for all supported languages, all targeted accounts may not be reached.
- ☐ Select Criteria or upload a .CSV to target your audience.
 - ☐ .CSV [check your file for your use case](#)
- ☐ Optionally, use the subscription filter if needed to further refine your targets.

TEST

- ☐ Add contacts for the relevant channels and languages and send the test message.
Listen to the Voice/IVR to ensure the speech sounds correct.
- ☐ Consider your users' DND (Do Not Disturb) settings. If you send a broadcast and a user sets up a DND, the message will be held and sent later once the user's DND window opens up. Don't forget about this.
- ☐ If you have Quiet Hours or are trying to time your message to cutoff by 8pm, consider how many contacts you are targeting, on which channels, and your sending speed. Particularly for Voice/IVR which can be as slow as 5 CPS (5 calls started per second). Those calls can take time to complete.
- ☐ If the TEST checks out, Schedule your broadcast or Send immediately.

SEND

- ☐ Make sure you do not send or schedule concurrent Broadcasts: this will result in slow speeds or unexpected results.
- ☐ Once you hit SCHEDULE/SEND, the system may take a few moments to count the number of estimated accounts the broadcast will reach and will ask for confirmation.
- ☐ If you come back and click the broadcast after it has been sent, it can take some time before you see the progress bar move. The system is in the process of finding all the relevant accounts and getting messages created; just let it run for 15-20 minutes.
- ☐ Then you can watch the progress bar, look in Message History to confirm messages are going out and not Muted, or you can check the Broadcast Summary to confirm messages are going out.