Manage Sent Messages

Every message you send is added to the Sent Messages tab. In this tab, you can see whether the recipient read the message, delete messages, and review message content.
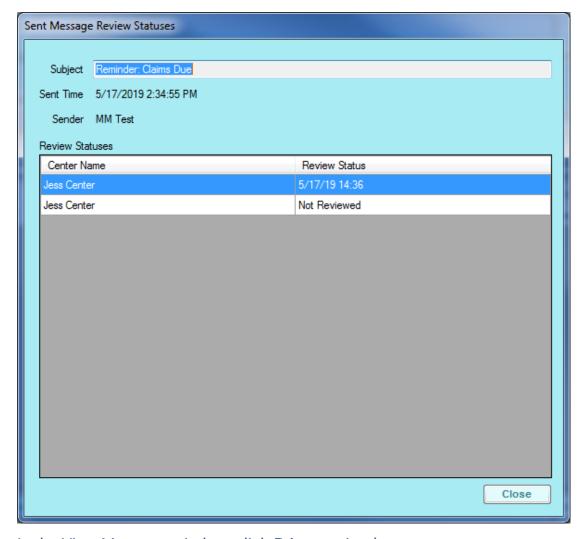
1. Click the **Tools** menu and select **Message Center**. The Message Center window opens. The Message Center window opens.

2. Click the **Sent Messages** tab.

3. Click the **Start Date** and **End Date** boxes and set a date range to view.

4. Click the Layout drop-down menu and select **View One Recipient Per Message** or **View All Center Recipients Per Message**. Selecting View All Center Recipients Per Message collapses the listed messages into one line per-center.

5. Select **Show All** to show messages to all centers, or select **Selected Center** to show only those messages for the center you selected in the Select Center drop-

down menu at the top of the Minute Menu CX window.

6. To view and print sent messages:

    a. Check the **Select** box next to the message to read/print, and click **Open**. You can also double-click the message. The View Message window opens.

    b. Click **See When Message Was Reviewed** to view the review status of this message. The Sent Message Review Statuses window opens. This is useful if you selected **View All Center Recipients Per Message** in **Step 2**, as the view date does not display in the Sent tab unless all center recipients have reviewed the message. When finished, click **Close**.

    c. In the View Message window, click **Print** to print the message.

    d. Click **Previous** or **Next** to navigate through messages.

    e. When finished, click **Close** to exit the View Message window.

7. To export sent messages:

    a. Check the **Select** box next to each message to export. You can also click **All**

to select all messages.

    b. Click **Export**. The messages you select are exported to a spreadsheet file.

8. To delete sent messages:

    a. Check the box next to the sent message to remove.

    b. Click **Delete**. The messages are deleted and placed in the Deleted Messages tab.