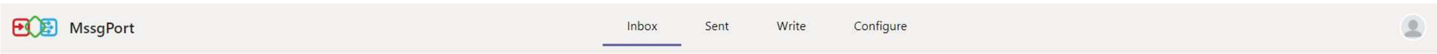
User Documentation

Navigation

To navigate in MssgPort a navigation bar is available at the top of the window. Navigation is done by clicking on the corresponding element.

Desktop



Navigation

The elements in the middle of the navigation bar show the available pages. For the role "Administrator" the elements

- Inbox
- Sent
- Write
- Configure

are visible.

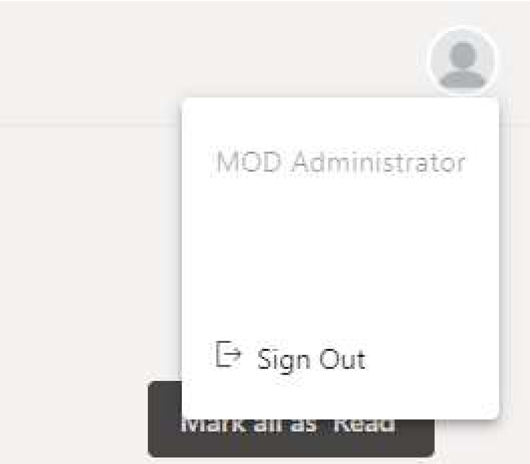
For the role **Sender** the elements

- Inbox
- Sent
- Write

are available.

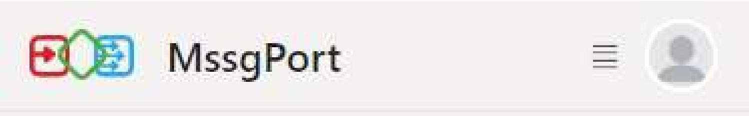
Users who do **not** have one of these roles will only see the Inbox element and will therefore only be able to view the messages they have received.

Personal Area



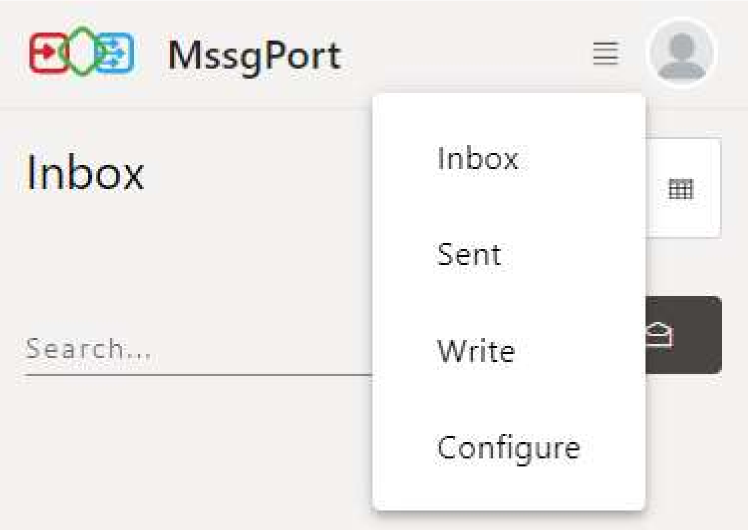
In the personal area on the right side of the navigation bar the profile picture is displayed. Clicking on the profile picture opens a menu with the name and a button to log out.

Mobile



Navigation

The navigation works conceptually identical to the desktop version with the only difference that it is hidden in a burger menu. Clicking on the ☰ icon opens the navigation menu.



Personal Area

The personal area behaves identically to the desktop version.

Inbox

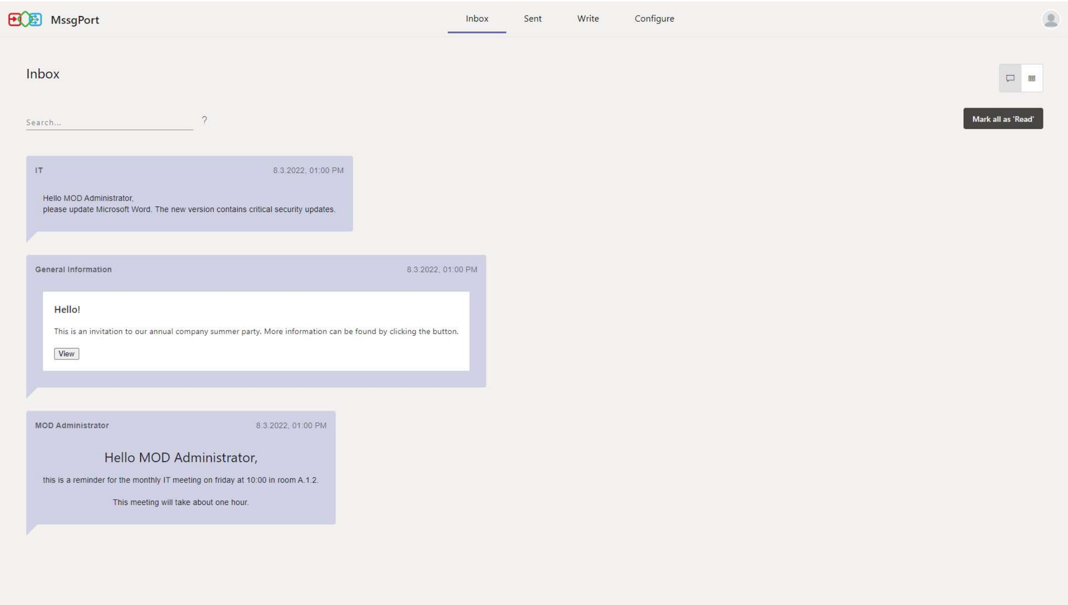
The Inbox displays all messages received by the logged-in user via the **MssgPort** channel. The inbox is available for all users.

There are two possible views, which can be switched by a button on the upper right edge.

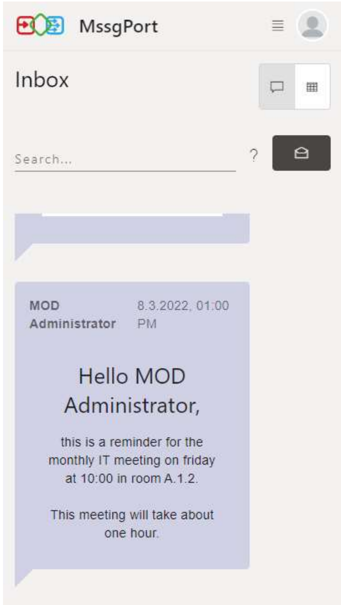
Chat-View

This view displays messages in a classic chat view, with the newest message always at the bottom and scrolling up to find older messages.

Desktop:



Mobile:



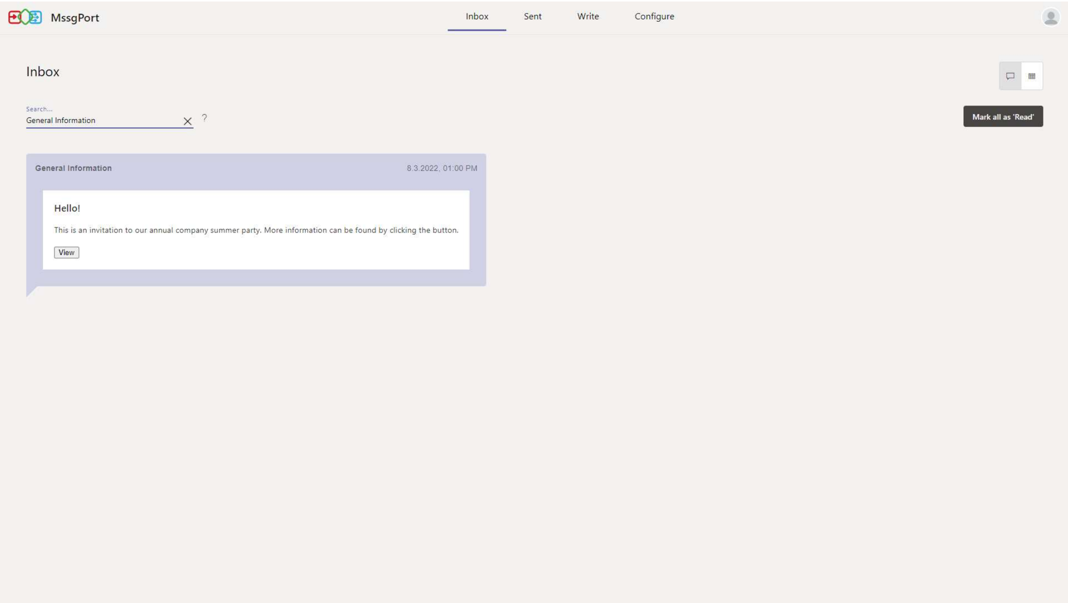
All messages initially have the status `Unread`. When a message is unread, it is slightly grayed out in the chat view. An unread message is automatically set to `Read` when it is readable by the user in the chat view without scrolling. Alternatively, it is possible to manually mark a message as read using the `Mark as Read` command (in the three-dot menu at the top right of the message). Likewise, it is possible to mark all messages as read via the `Mark all as 'Read'` button.

Filter

The text input field at the top is a full text search that searches all elements of a message. So you can search for

- Sender
- Content
- Date

Desktop:



Mobile:

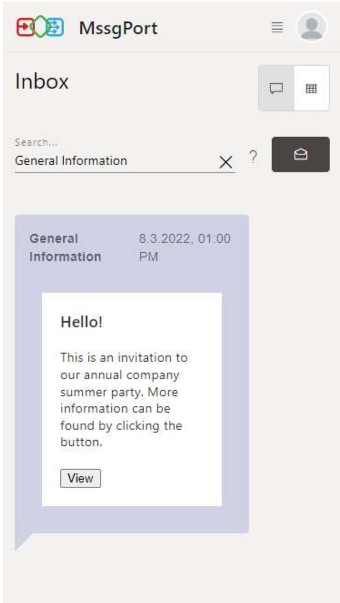
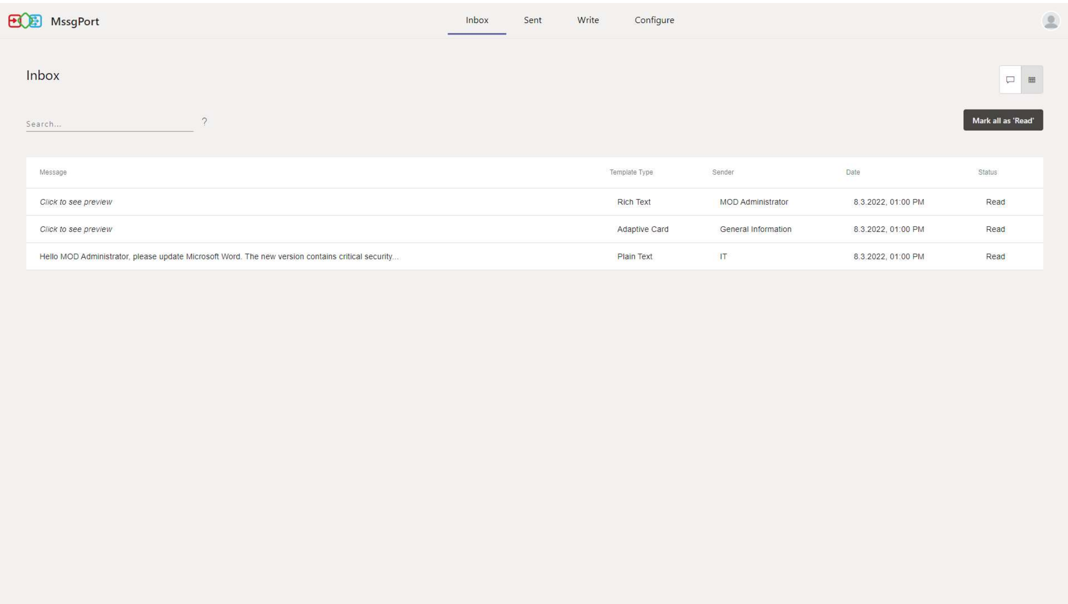


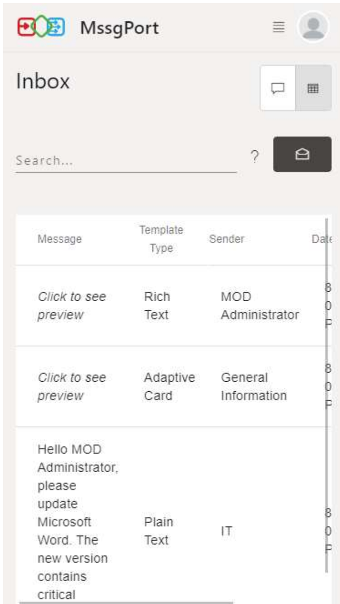
Table-View

This view shows the messages in a table view, which can be helpful if you have a large number of messages.

Desktop:



Mobile:



Depending on the template type, the table column "Message" displays the content of the message or a hint to a preview (for the types "Rich-Text" and "Adaptive-Card").

When a row of the table is clicked, it unfolds to show the full, formatted message text.

Information about the preview can be found in the -> Templates overview

It should also be noted that while the table view is available in Mobile, it adds little value due to the nature of a table to grow horizontally.

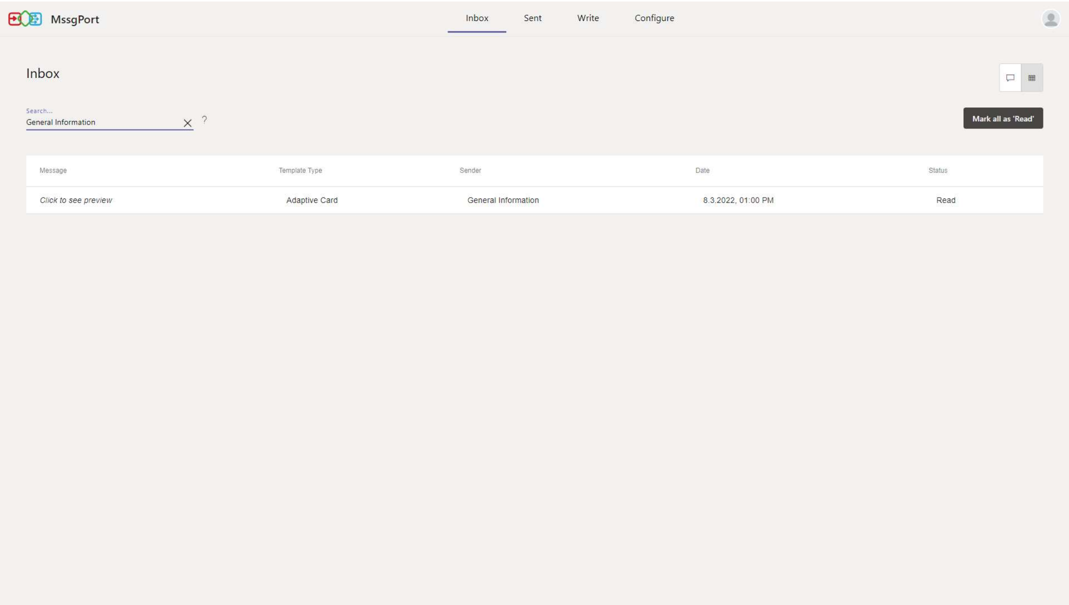
Filter

The text input field at the top is a full text search that searches all elements of a message. So you can search for:

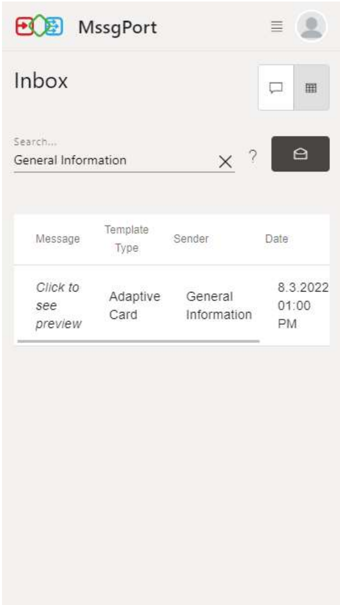
- Content
- Sender
- Template Type
- Date
- Status

The chat view can also be filtered by `Status` or `Template Type`.

Desktop:



Mobile:

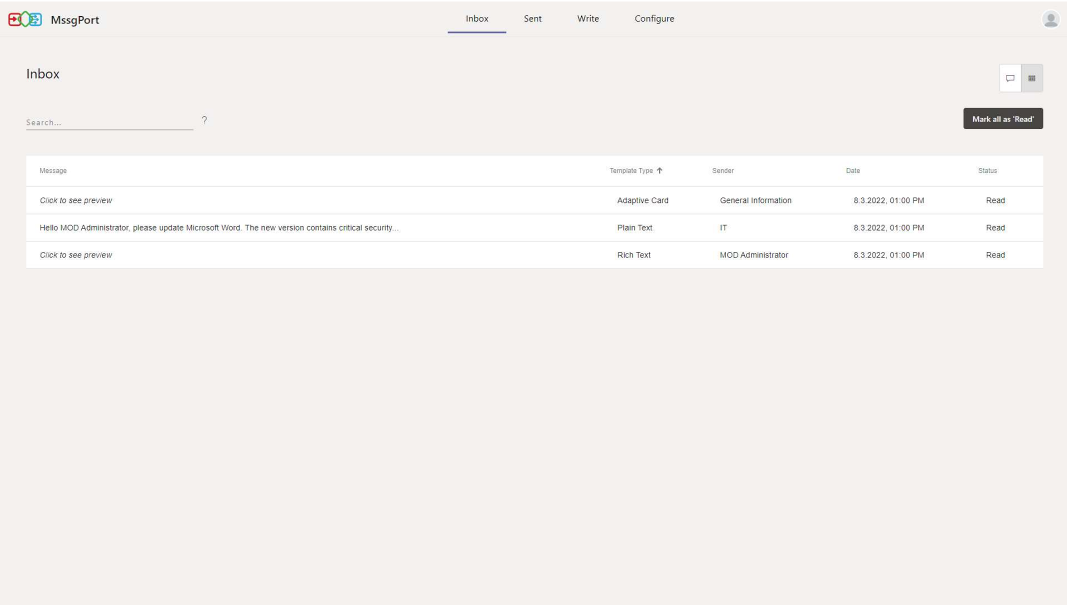


Sort

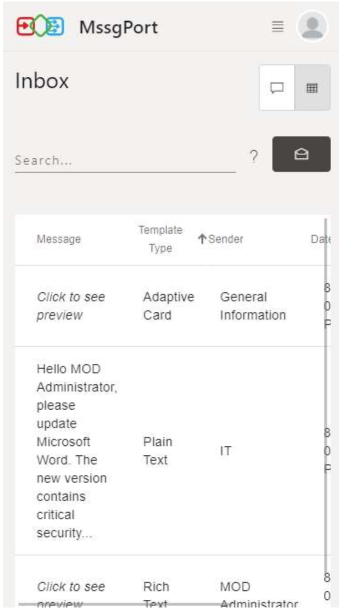
The table can be sorted by each table header. Click once to sort in **ascending** order, double click to sort in **descending** order and triple click to sort **no more**.

The following is an example sorted by `Template Type` :

Desktop:



Mobile:



Sent / Outbox

In the area **Sent** respectively in the Outbox all messages are displayed that the logged in user or one of his SenderGroups has sent. This area is only available if the user has the roles `Sender` or `Administrator` .

A button in the upper right corner allows to switch between the view of the own sent messages and the messages of all SenderGroups the logged in user is a member of.

The views follow the same table scheme as the Inbox, which means that the filtering and sorting is identical and therefore does not need to be considered separately here. In addition, there is also a preview, which can be accessed by clicking on the corresponding table row, just as with the Inbox. Further information on the preview can be found in the -> Templates overview.

The expanded preview also provides the following information:

- Information about the recipients of the message with details about audience and channel.
- A button `Delete` to delete the message, if possible for this message. Cf. the 'Delete' section.

Status

A message can have the status

- Created
  - Message has been created and is waiting for further processing and sending
- Handled
  - Message has been sent
- Cancelled
  - Processing or sending of the message was canceled due to an error
- Deleted
  - Message was deleted
- ToDelete
  - Message has been marked as `ToDelete` and is waiting to be deleted.

Delete

The `Delete` function causes a message to be deleted from all recipients and is thus no longer visible to them. In the table of sent messages, a deleted message appears with the status `Deleted` and is thus not completely discarded.

Whether a message can be deleted depends on which channels it was sent through. Only messages sent exclusively via

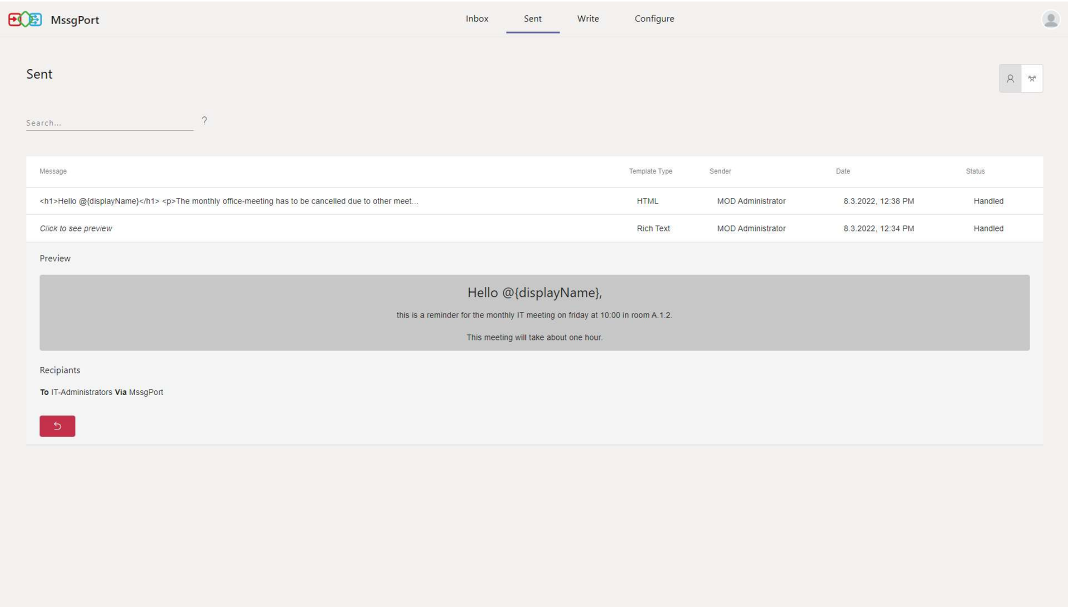
- Microsoft Teams
- MssgPort

can be deleted. So if an audience was reached through one of the channels not listed, this message cannot be deleted at the recipient's end.

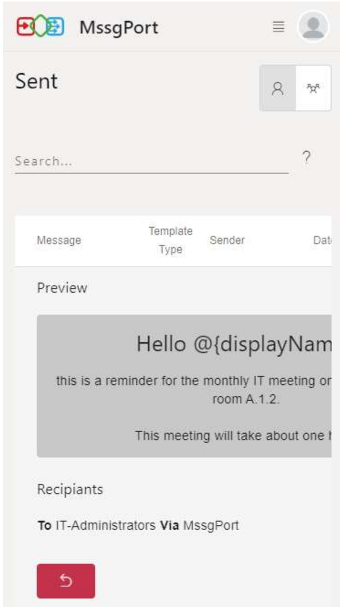
The following example visualizes this fact:

Message that can be deleted

Desktop:

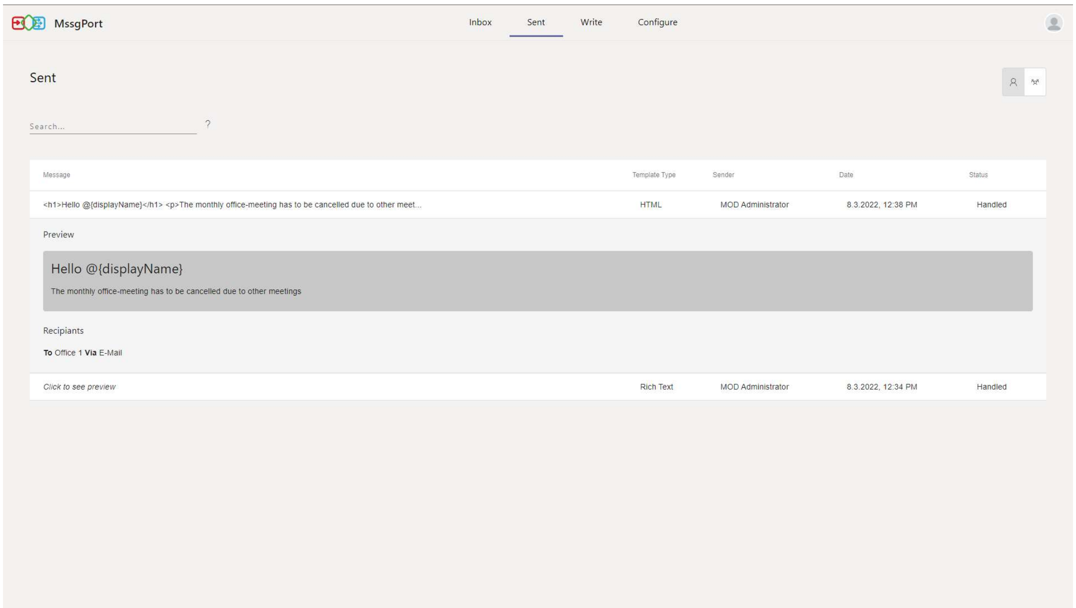


Mobile:

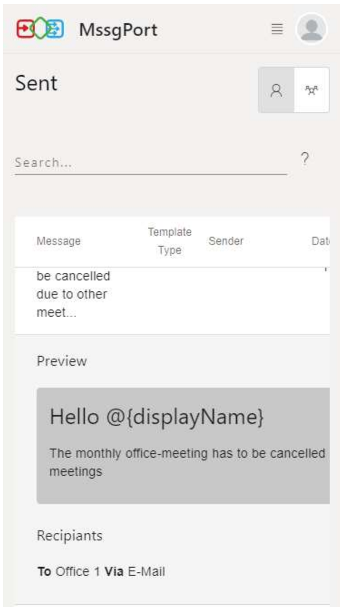


Message that cannot be deleted

Desktop:



Mobile:

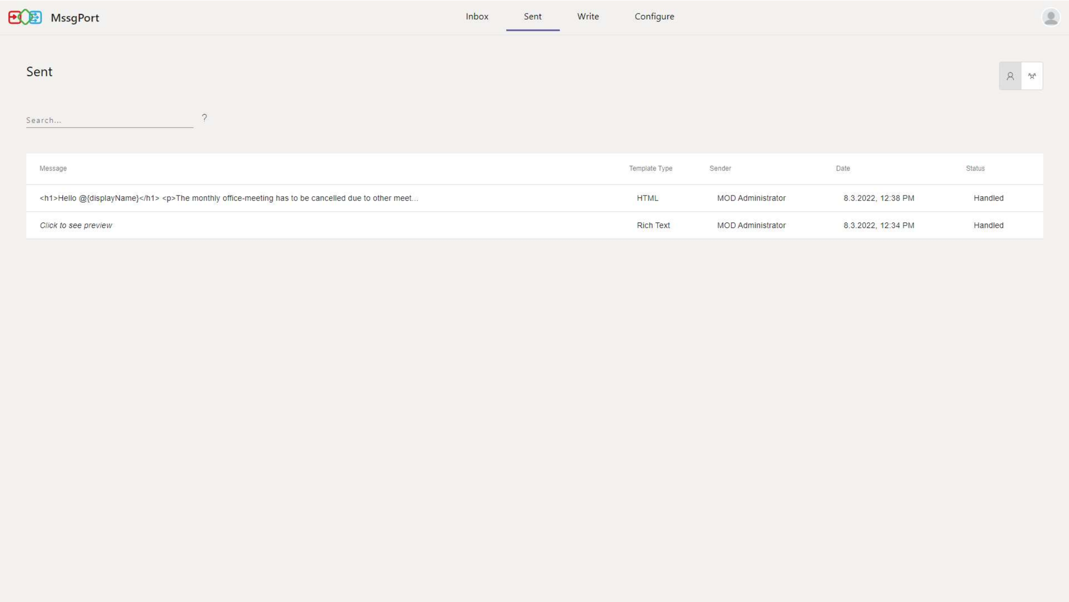


This message cannot be deleted because an email was sent to the Audience `Admins` and the Email channel is not part of the channels that allow subsequent deletion.

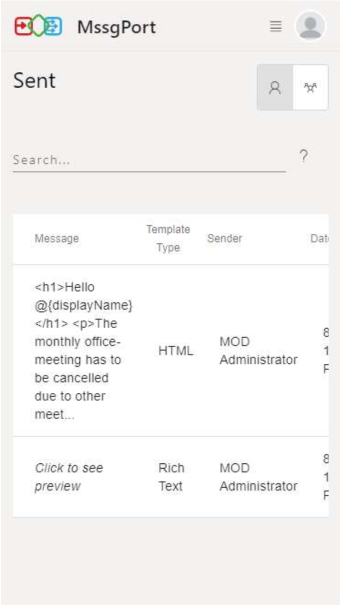
Own messages

In this view, all messages are displayed that the logged-in user has sent, for which he is also entered as the sender.

Desktop:



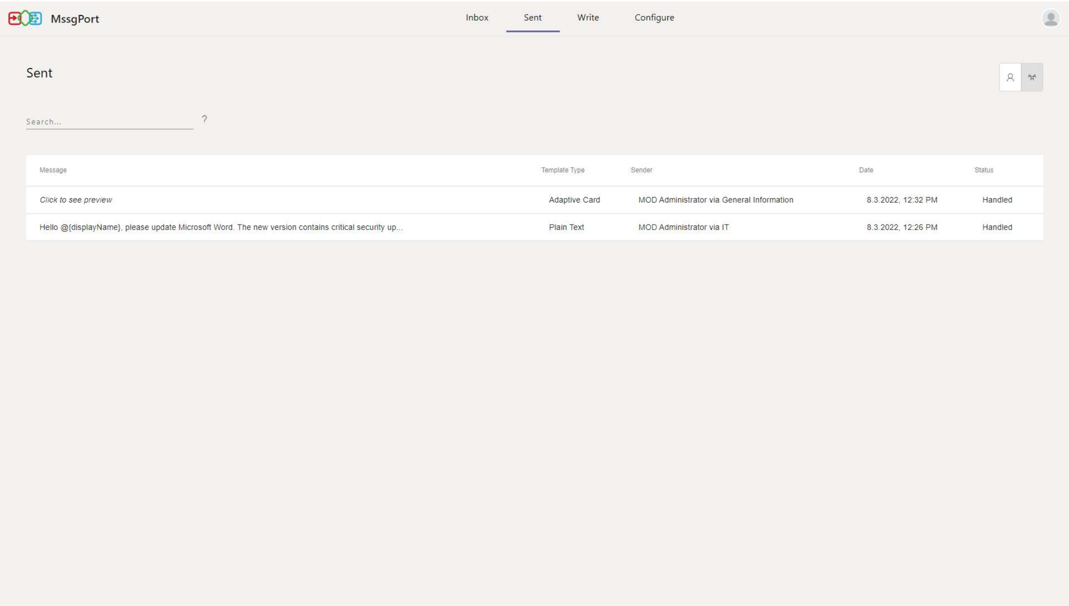
Mobile:



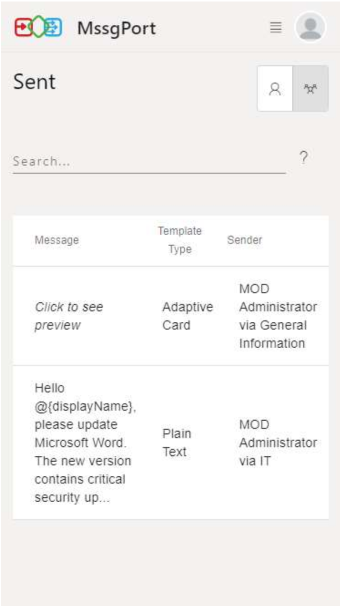
SenderGroup messages

In this view all messages of all SenderGroups are displayed, in which the logged in user is a member. To be able to track who has sent a message in the name of the SenderGroup, the name of the user is listed next to the name of the SenderGroup.

Desktop:



Mobile:



Filter / Sort

The filtering works via a full text search, the sorting can be applied to any of the table headers. More detailed information can be found in the -> Inbox filtering explanation and the -> Inbox sorting explanantion .

Write

Overview

To send a message in MssgPort, **Write** must be selected in the navigation bar.

This navigation item is only available for users who have one of the roles:

- Sender
- Administrator

These can be assigned in AAD (Azure Active Directory) under the `Enterprise Applications -> MssgPort -> Users and Groups` item.

The process to create a message is stepper guided and consists of the following steps:

- Select Sender
  - Personal Message
  - Send via SenderGroup
- Select Audiences
  - for each audience, a channel must be assigned, through which it should be reached
- Select Template
  - a template is mandatory
    - to insert individual content into a message, see -> Create templates with placeholders
- Enter Content
  - The placeholders defined in the template will be filled in
- Summary
  - summarizes information
  - offers the possibility to define the sending time of a message

Differences in Mobile

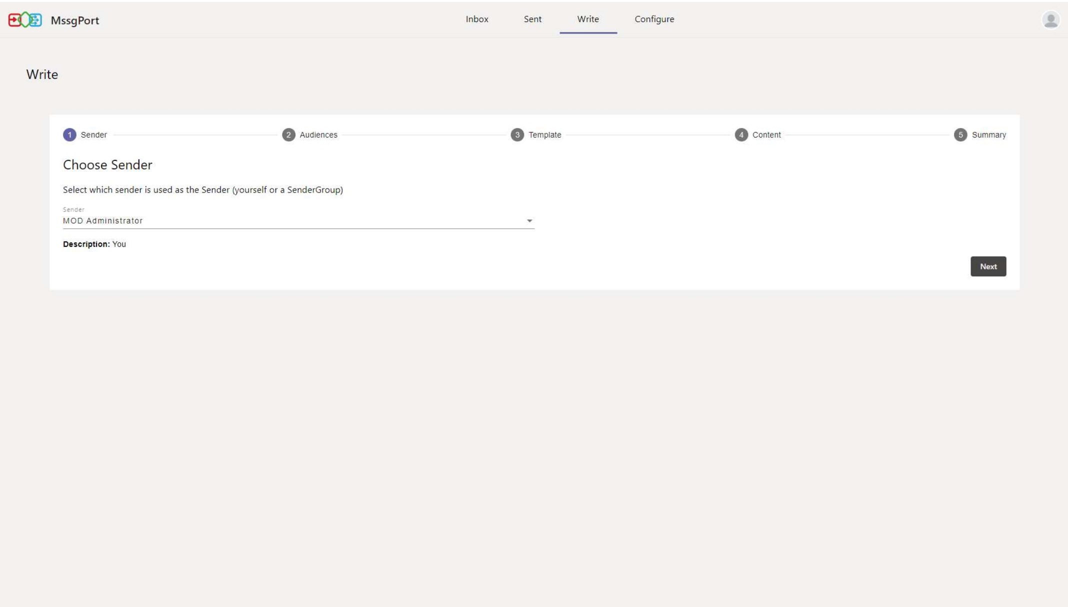
In the desktop version, a horizontal stepper is used. This provides the best user experience on wide screens. Since mobile screens are usually taller than wide, a vertical stepper is used in the mobile version to keep the user experience high.

Choose Sender

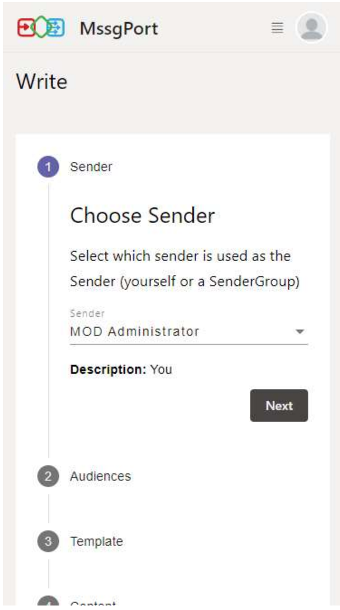
Selecting a sender is the first step in the process of news creation. Here a selection field is given, which shows the currently selected sender. Below it there is a field where the description of the station is displayed.

Initial View

Desktop:



Mobile:



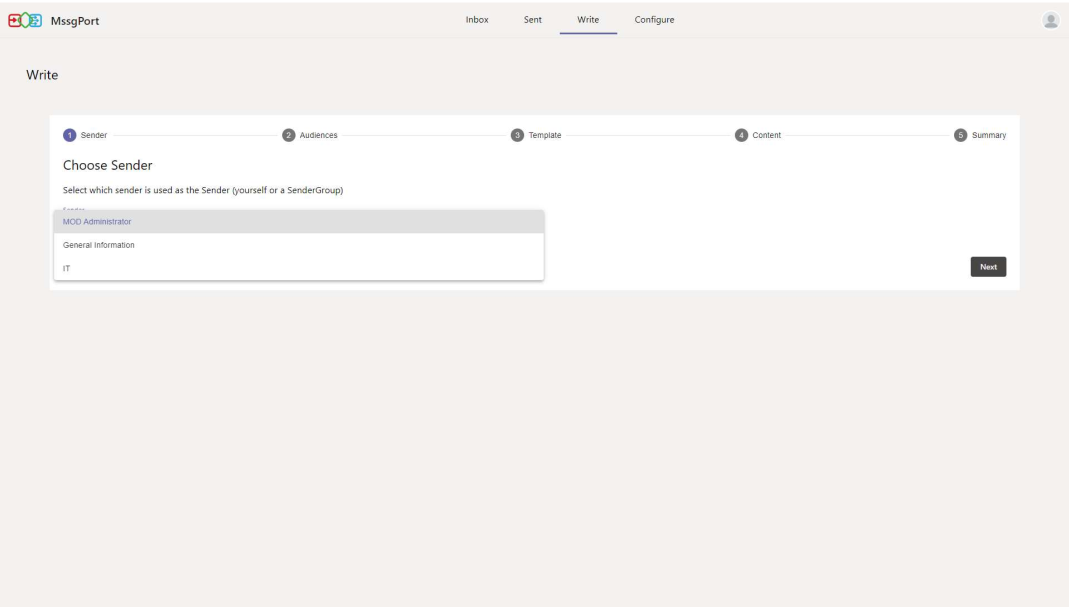
Sender types

The sender types are differentiated between:

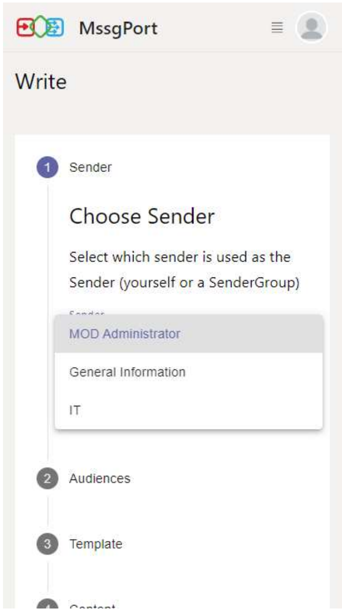
- Personal message
    - Sender itself sends the message and is displayed as sender
- SenderGroup
    - Sender sends via a SenderGroup. Which will be displayed as the sender.

The name of the logged in user is always the first element in the selection field and also always initially selected as the personal sender. SenderGroups are sorted lexicographically in ascending order and occupy all subsequent positions in the selection field.

Desktop:



Mobile:



Special features SenderGroup

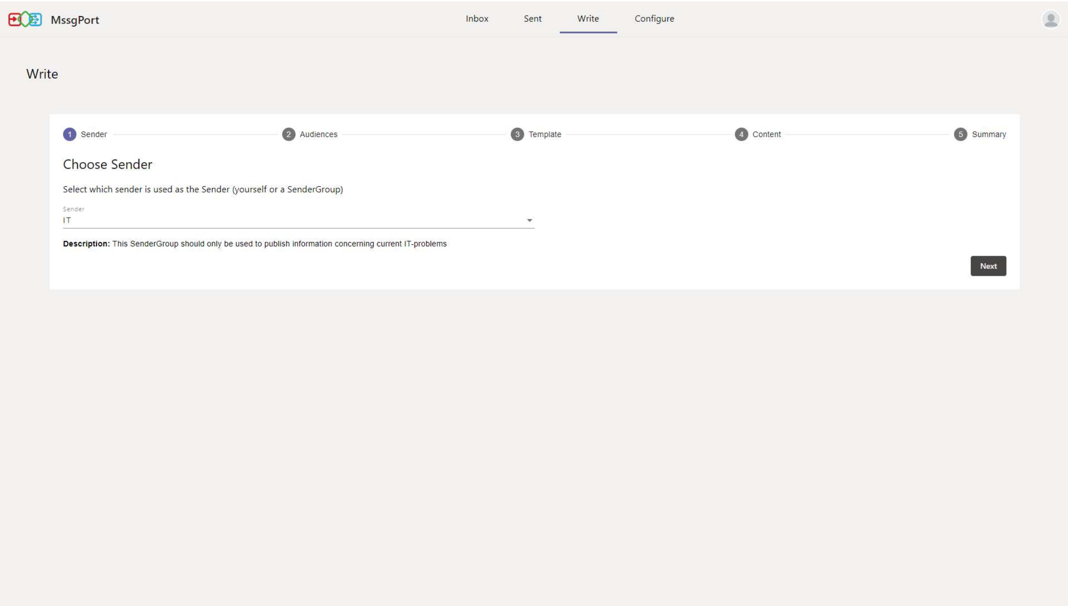
A sender is only shown the SenderGroups in which he is a member. This membership can be direct, but also via a Microsoft 365 Group, which is a member of the SenderGroup. If the sender is not a member of a SenderGroup, he can only send personal messages and not messages on behalf of a SenderGroup.

More information about SenderGroup can be found-> here

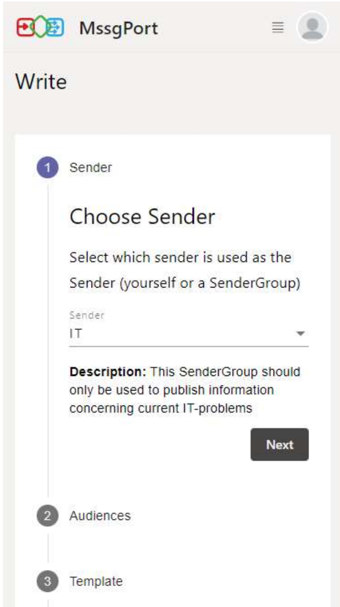
Difference when SenderGroup is selected

A SenderGroup has a description that describes its use in more detail. This description is displayed in the field below the selection.

Desktop:



Mobile:



Write

Choose Audiences

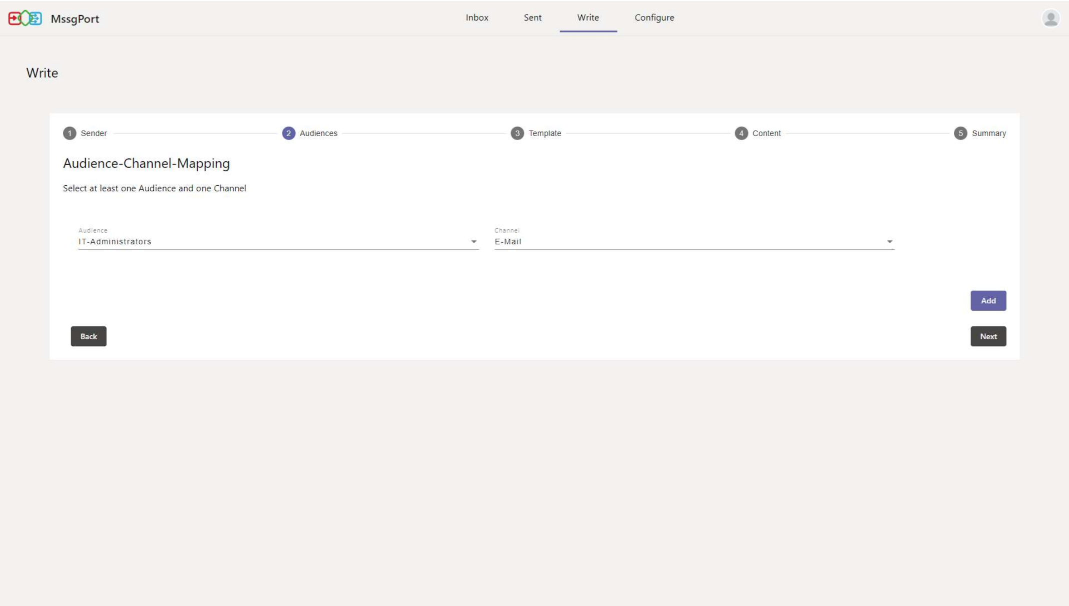
Any number of audiences can be addressed via all possible channels. An audience can also receive messages via multiple channels.

Initial View

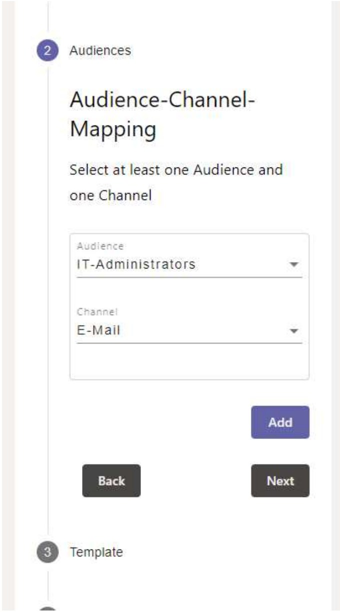
Initially, the lexicographically first Audience and also the lexicographically first channel are selected. These values can be edited for each column (each mapping) to create a custom mapping.

Since a vertical stepper is used in the Mobile view and consequently the selection fields are also above/below each other, a mapping is always bundled by a box.

Desktop:



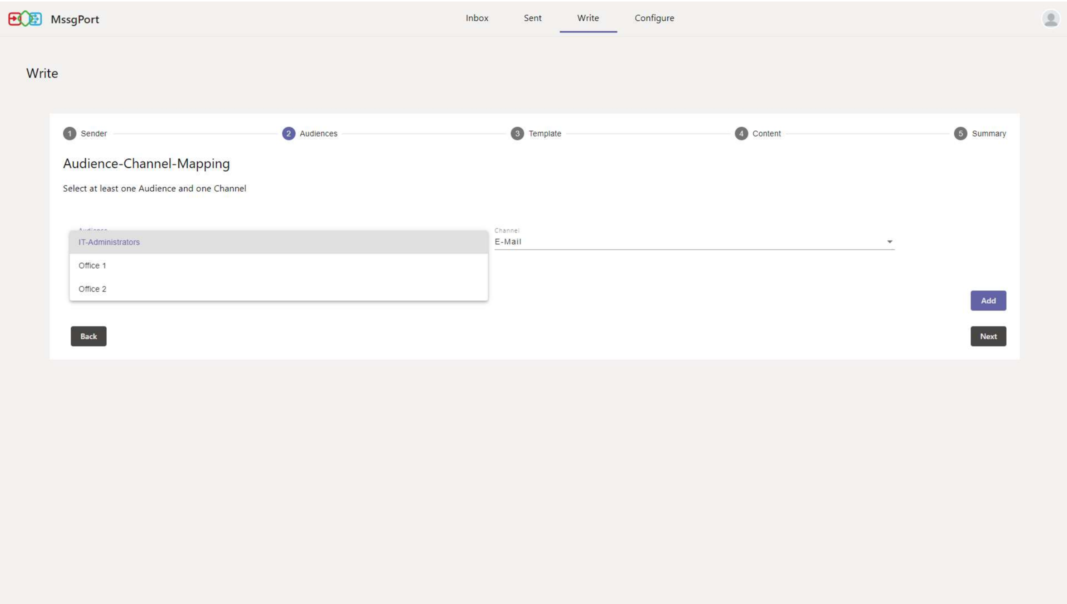
Mobile:



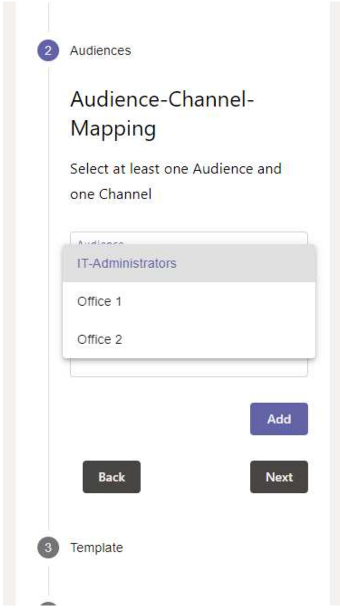
Edit mapping

To edit a mapping, a different value can be selected via the corresponding selection field. For audiences, it is possible to choose between all audiences.

Desktop:



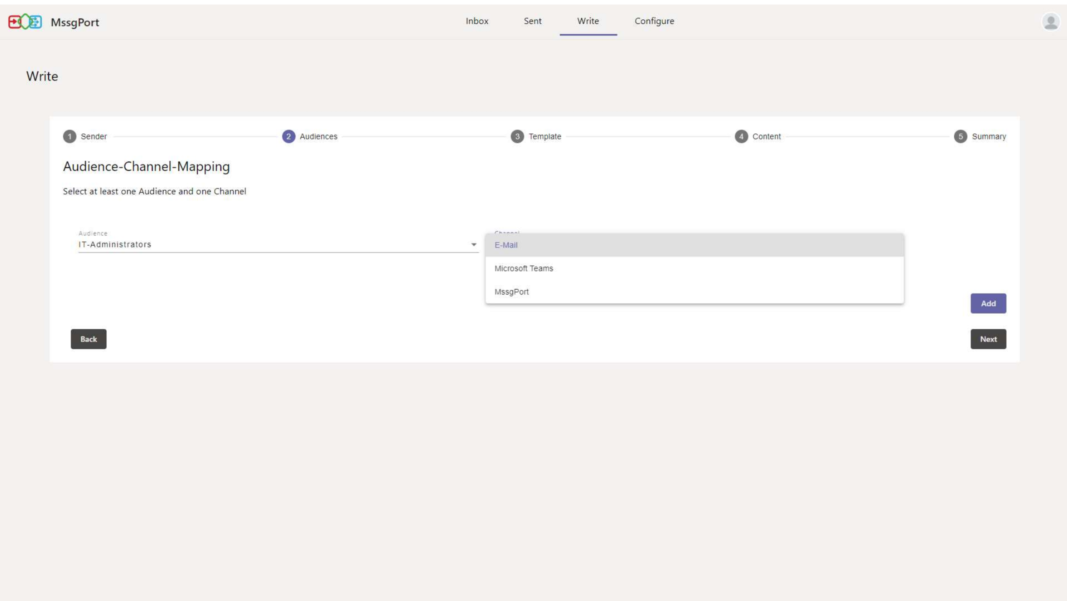
Mobile:



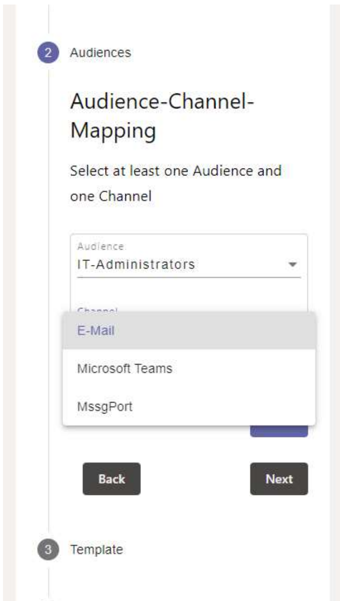
For Channels, there are the following options:

- Email
    - Send the message as an e-mail
- Microsoft-Teams
    - Send the message as Microsoft Teams message
- MssgPort
    - Send the message via MssgPort

Desktop:



Mobile:



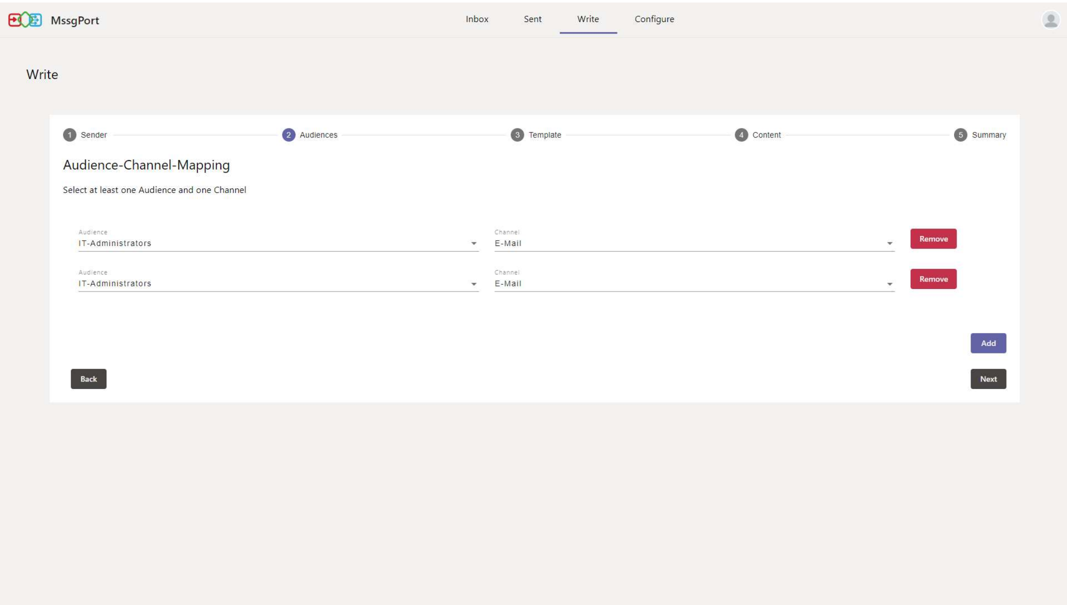
Here, the sender should consider the following criteria:

- Does the selected Audience use the selected communication channel?
  - Does the audience have access to the channel?
  - If the channel is used irregularly, there is a risk that messages will not be read (in time).
- Is the channel appropriate for the intended message?
  - Important messages should not be sent via only one channel.
  - Can the intended content be displayed correctly via this channel?

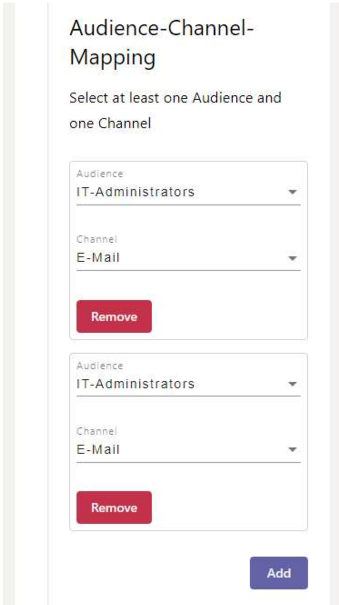
Add mapping

To add a mapping, the `Add` button in the lower right corner is used. Clicking on this button will add a row or a box (for mobile) with the lexicographically first Audience and the lexicographically first Channel.

Desktop:



Mobile:



It is only possible to delete a mapping as soon as there is another mapping, because a message must always be sent to an Audience via a Channel and therefore messages without recipients are not allowed.

Write

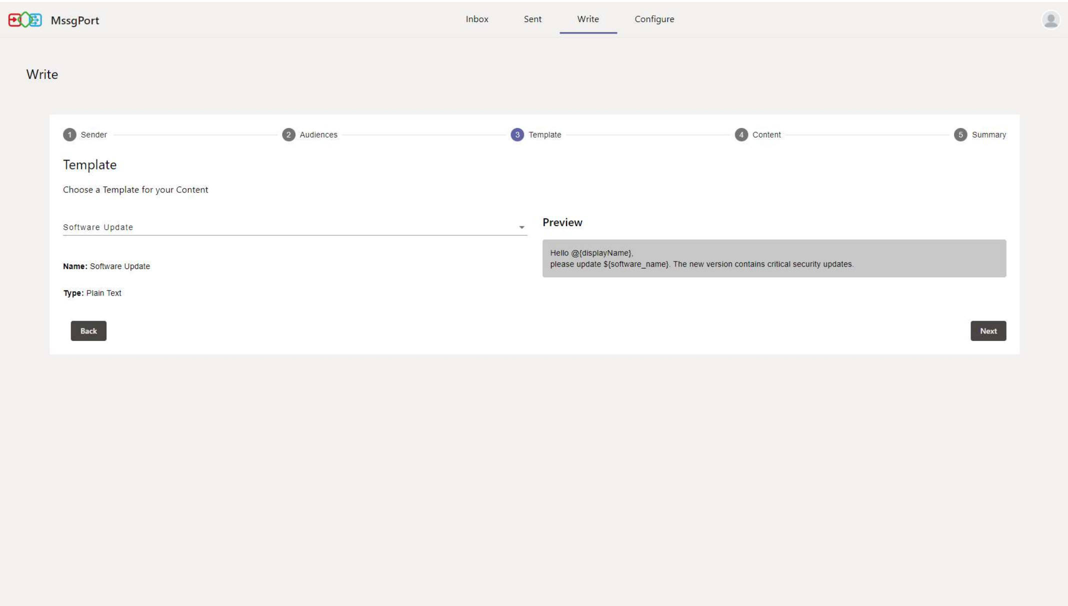
Choose Template

When selecting the template, all available templates are listed in a selection field. These are sorted lexicographically and the first template is automatically selected.

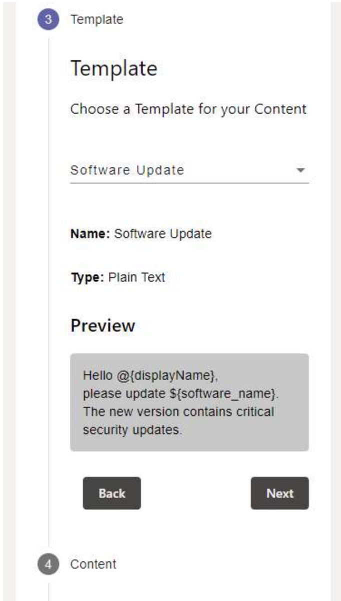
Below the selected template there are two fields. The upper field shows the name, the lower field the type of the template.

On the right side (in case of mobile below) a preview of the template is displayed. This preview corresponds to the preview of the templates in the configuration wich will be described in detail -> here

Desktop:



Mobile:



Write

Set Content

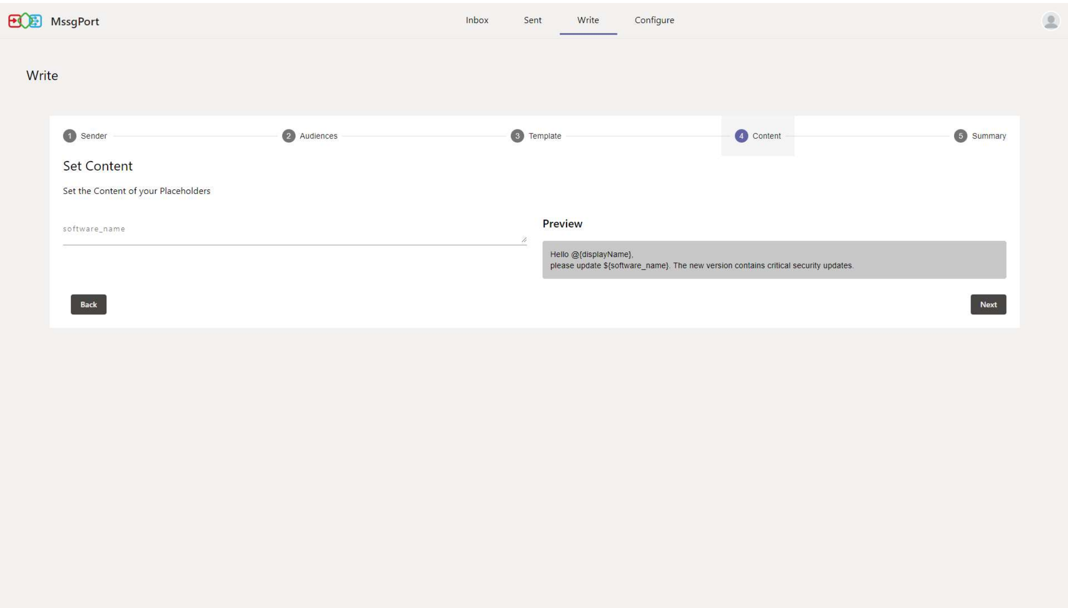
To fill a message with custom content, the placeholders contained in the selected template are filled with content. This process happens with real-time updates, so the preview on the right side (below on Mobile) is always up-to-date.

However, there is a difference in the available editors between plain text templates and adaptive-card, HTML or rich text templates.

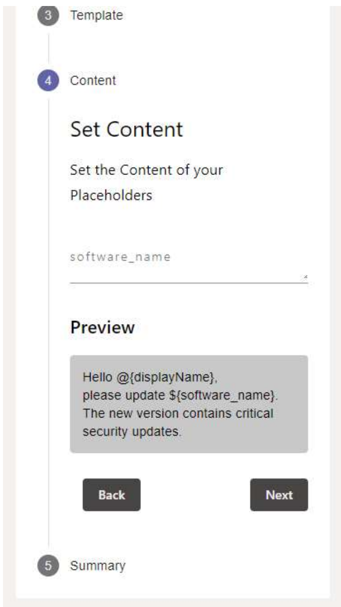
Plain Text

Since a plain text template also implies that the message to be sent should also contain only plain text, it makes no sense here to offer an editor for formatted text for the placeholders. Thus, a simple multiline text input is available. This also supports AAD (Azure Active Directory) attributes. How to use this and how to use autocomplete is explained in -> Create Templates.

Desktop:



Mobile:

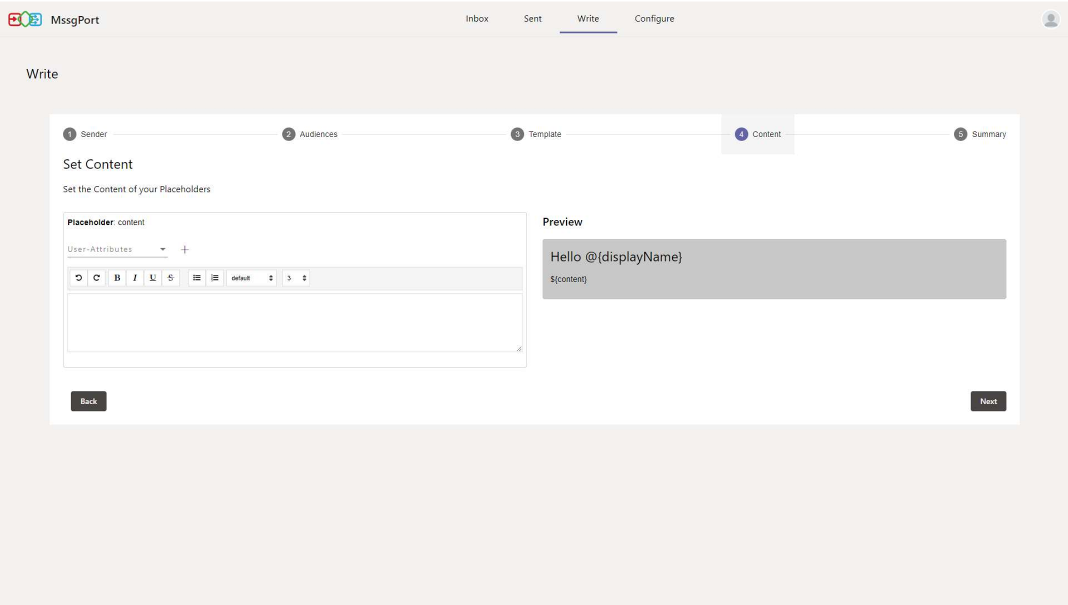


Adaptive-Card, HTML, Rich-Text

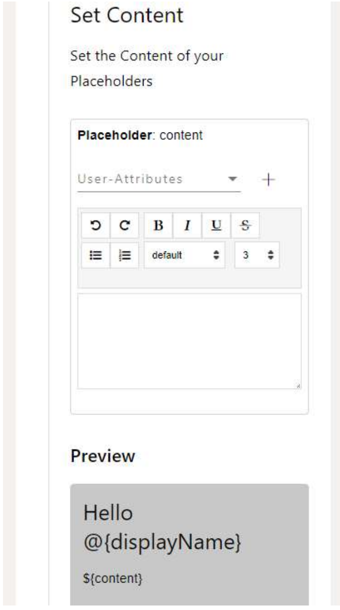
An editor is available here, similar to the one used in -> Create Templates but with limited functions.

Visually, the editor is combined with its selection field for AAD attributes with a border to form a unit.

Desktop:

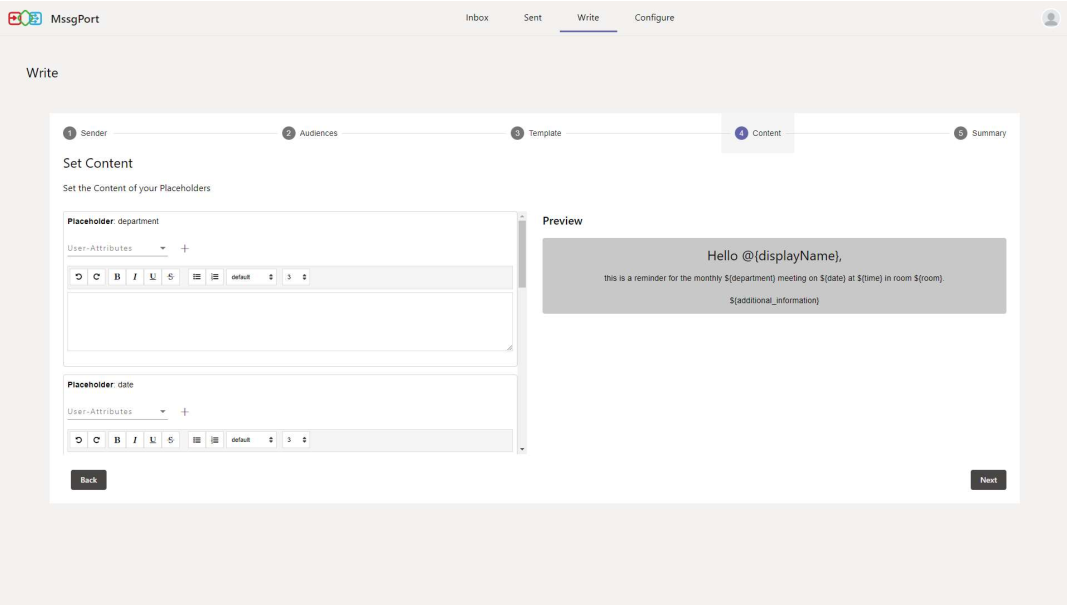


Mobile:

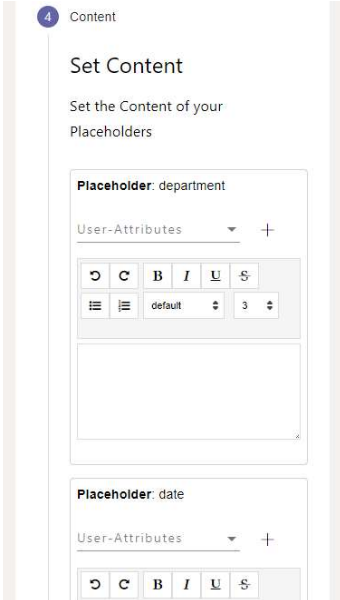


The border of the editor unit is especially helpful when there are many placeholders.

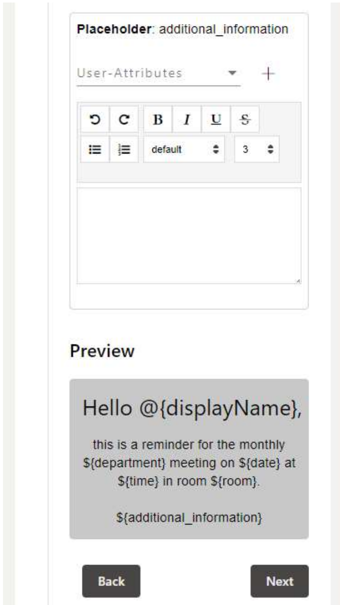
Desktop:



Mobile:



Mobile (when scrolled):



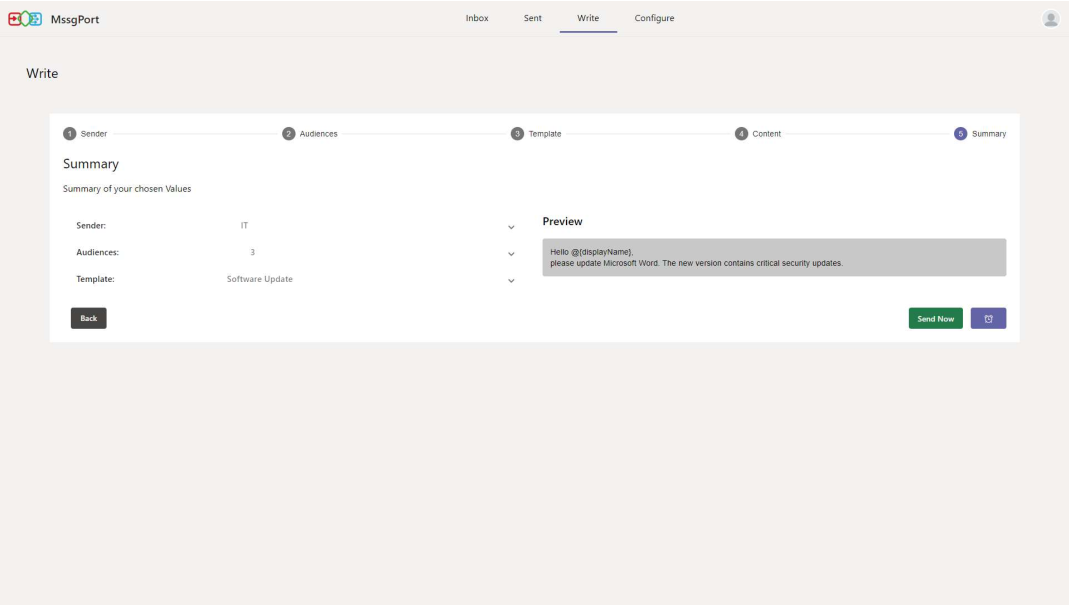
Write

Summary

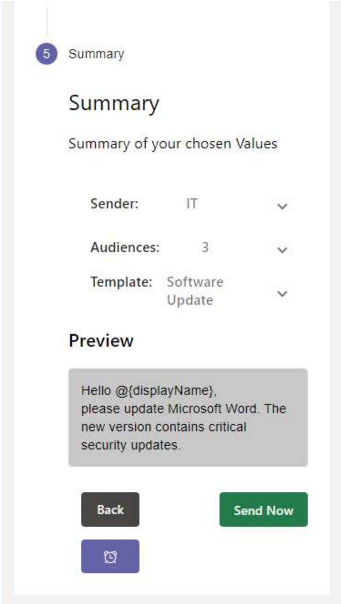
In the summary, all relevant information is listed again. This includes:

- The selected sender
- The selected audiences
- The selected template
- Preview
  - To the right of the other information (below for mobile)

Desktop:



Mobile:



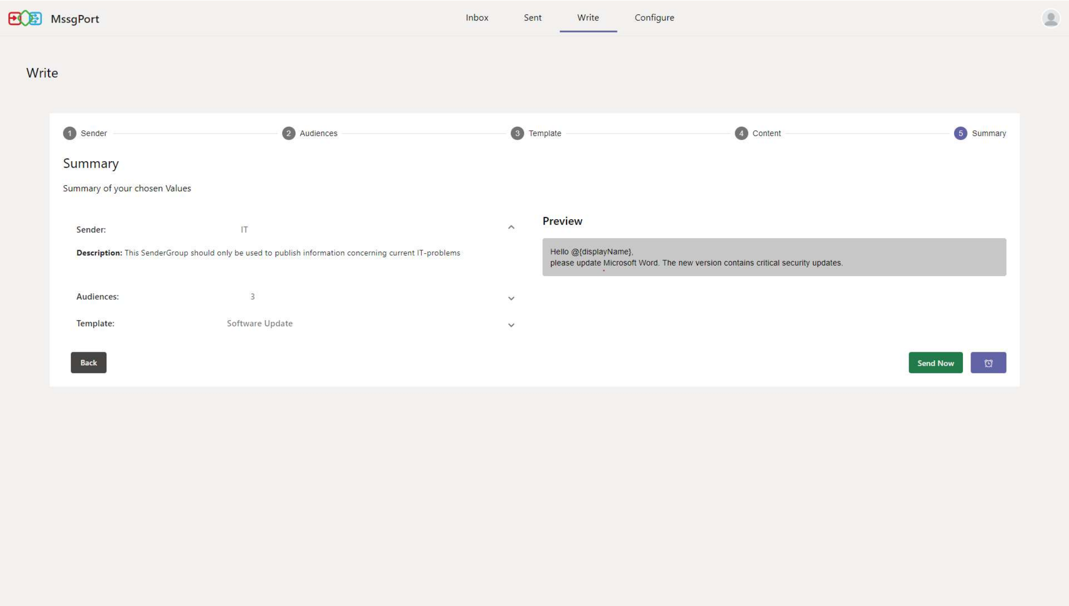
Information

The information is provided with a preview value. With a click on the line, it expands and further information becomes visible.

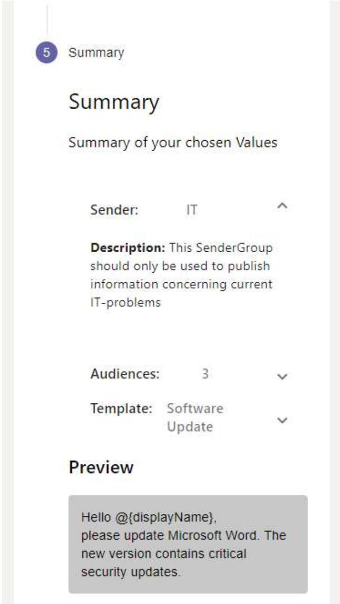
Sender

Here the sender is displayed with its description. For more information about the sender and the possible contents see -> Sender types

Desktop:



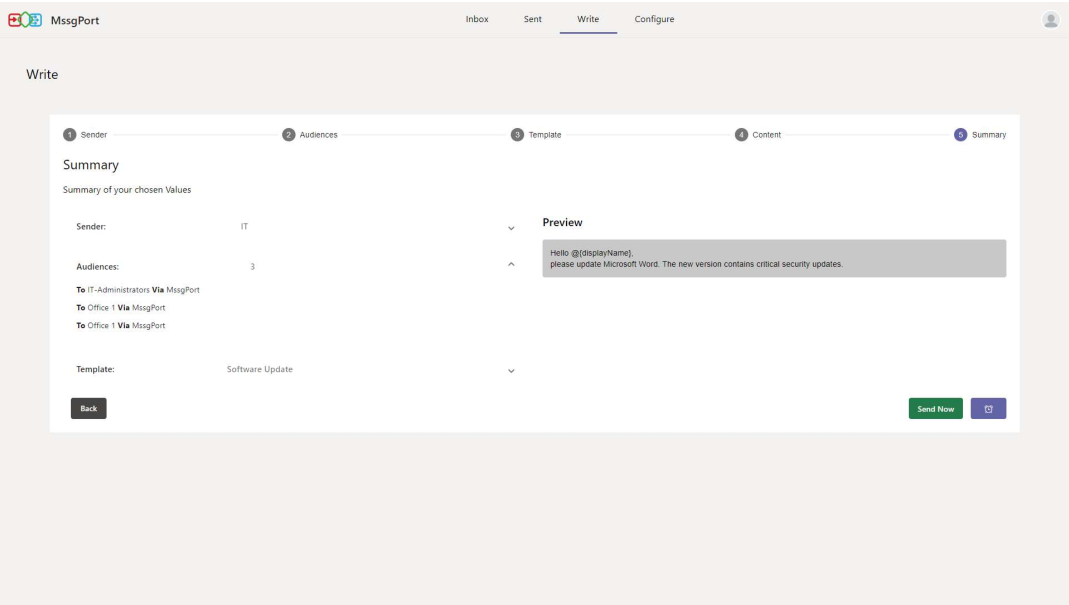
Mobile:



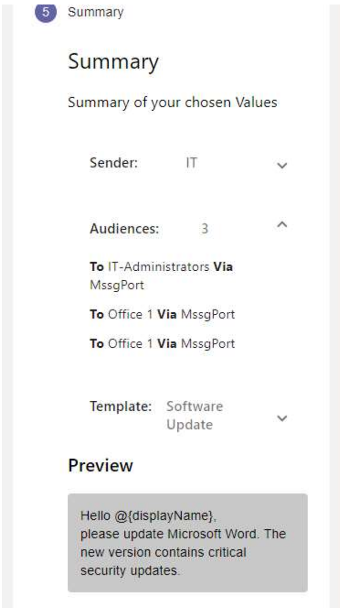
Audience

Here the number of audiences is displayed in the preview. After the click, the audience channel mappings become visible.

Desktop:



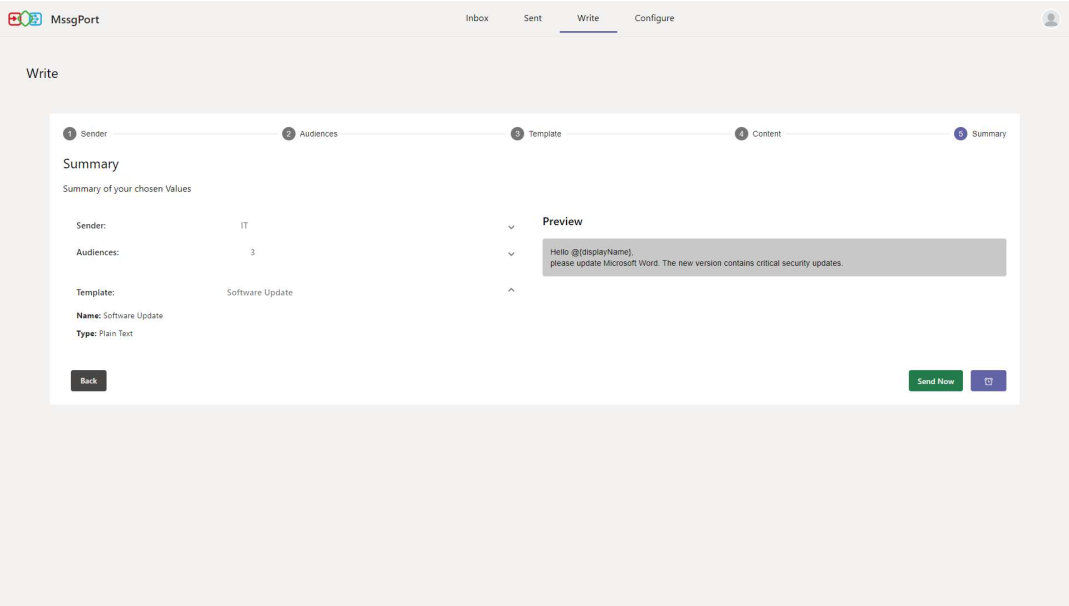
Mobile:



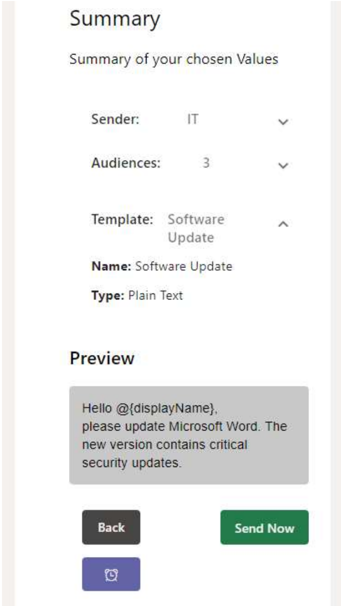
Template

The template name and type are displayed here.

Desktop:



Mobile:



Preview

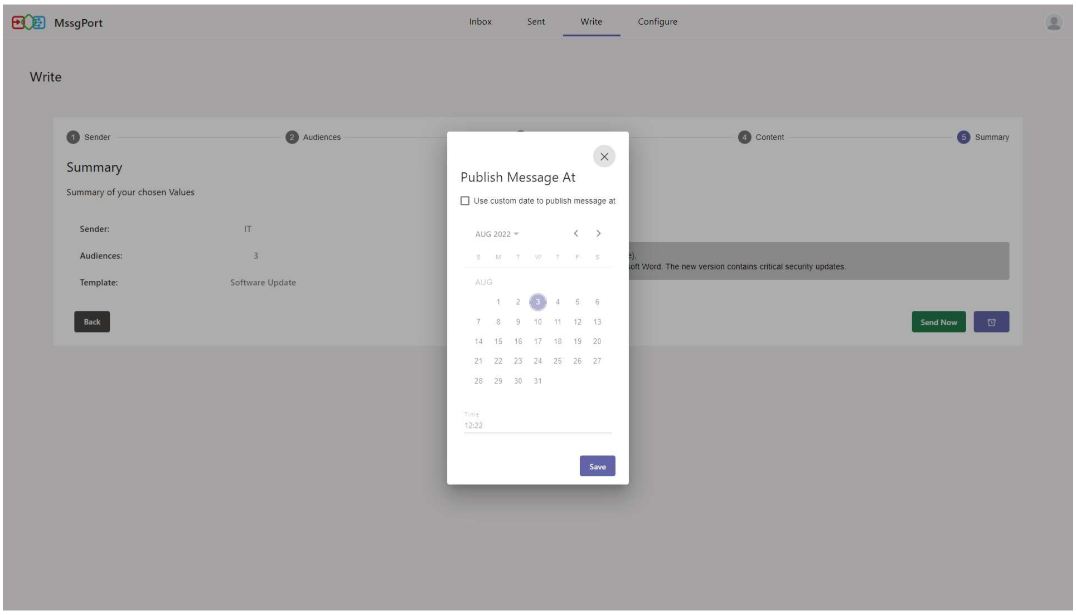
The preview is identical to the preview elements from the previous steps with the difference that here the content is already filled in.

Send time

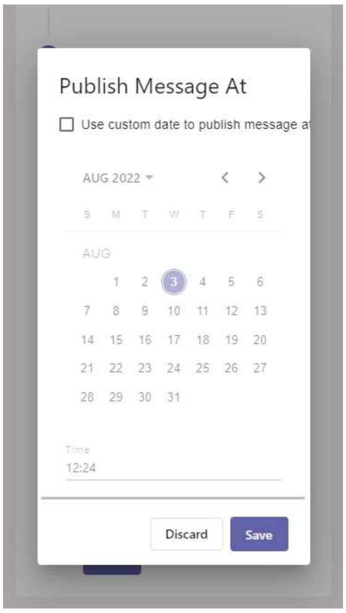
The `Send now` button sends the composed message immediately. If a message is to be sent at a certain time, it is possible to set a send time using the button with the *clock*.

After a click on the clock the following dialog opens:

Desktop:



Mobile:



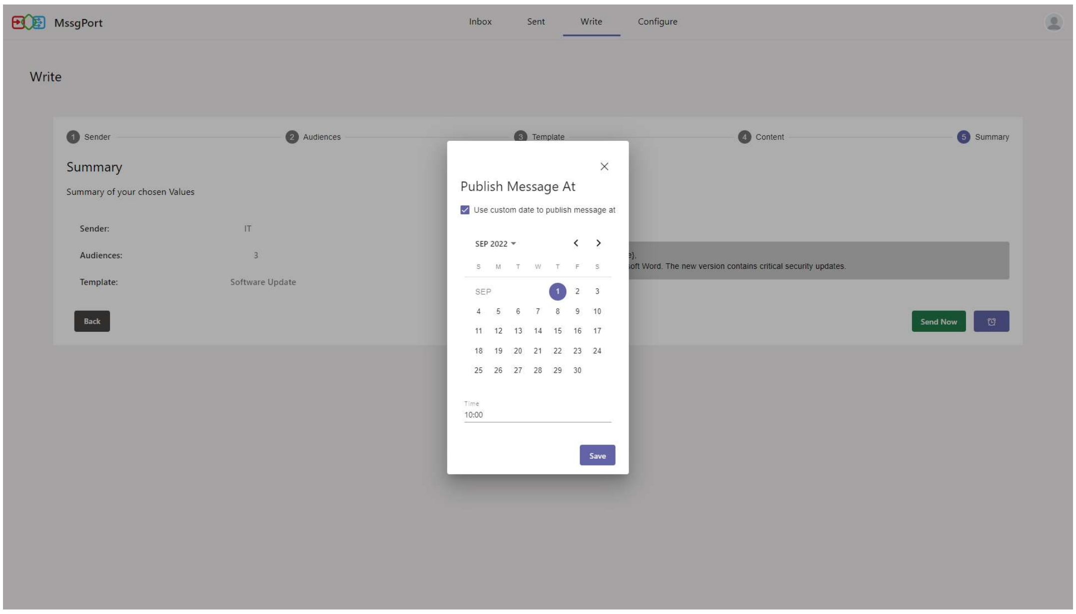
Select send time

To be able to set a time, the checkbox must be checked. When this is done, it is possible to select a day and a year from the date picker. The time is entered via a text field. Here the format HH:MM is required, using the 24-hour count.

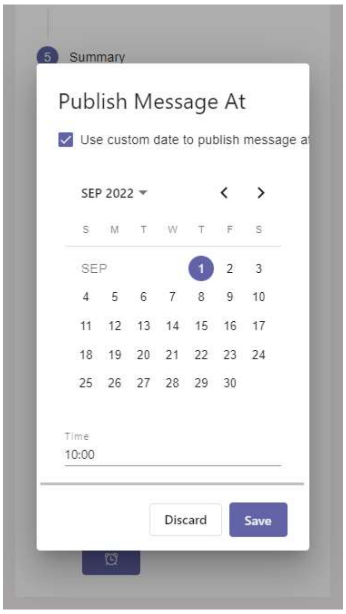
- H -> hour
  - HH -> hour optionally with preceding 0 for single-digit hour numbers (4 -> 04, 8 -> 08 usw.)
- M -> Minute
  - MM -> minute optional with prefix 0 for single digit minute numbers (4 -> 04, 8 -> 08 usw.)

Valid entries would therefore be e.g. `12:34` or `09:05`.

Desktop:

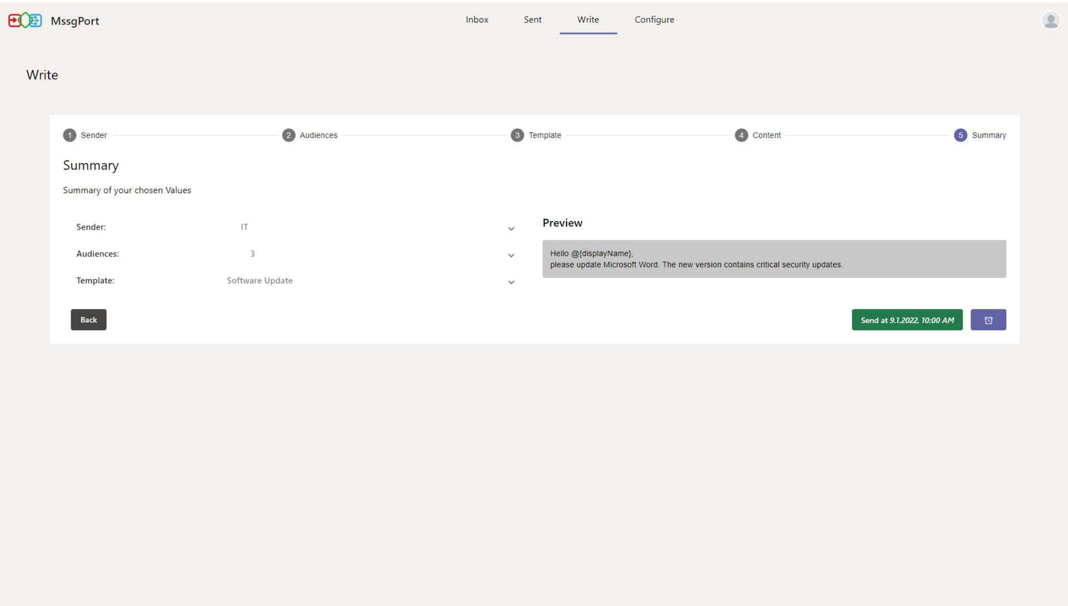


Mobile:

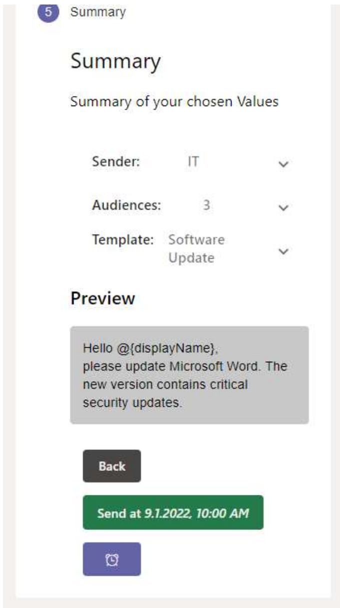


If a time is set, it can be viewed in the button where `Send now` was. The text of this button will be replaced by `Send at` and the selected time.

Desktop:



Mobile:



Remove send time

To remove a send time, just click on the *clock* and uncheck the checkbox. By clicking the `Save` button, the existing send time is removed if the checkbox is unchecked and the Send button has `Send now` as content again.

Configuration

Configuration

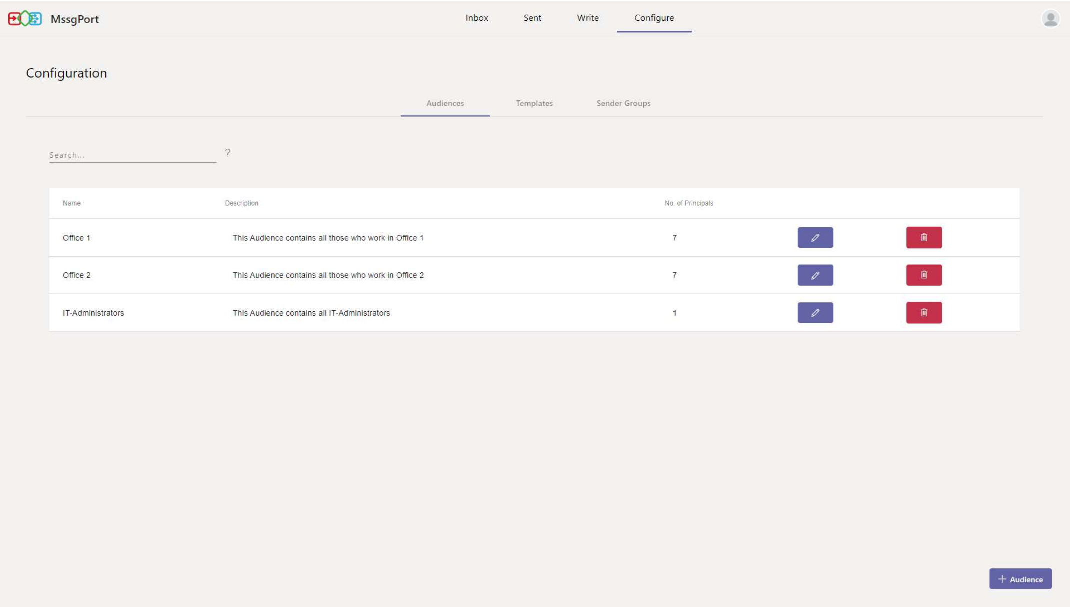
Audiences

Since the concept of MssgPort is to send messages only to specific audiences and not to individuals, audiences offer the possibility to group multiple AAD (Azure Active Directory) users or groups into such an audience. An audience must consist of at least one user or AAD group.

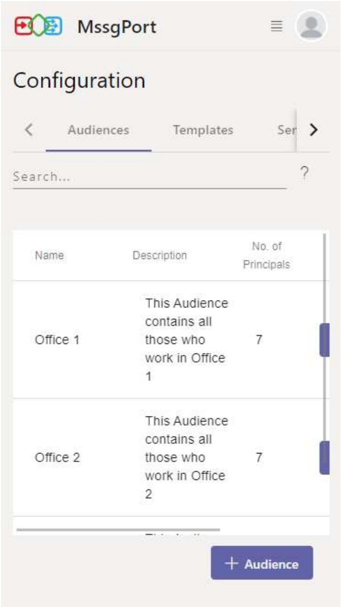
Overview

The existing audiences are displayed in a table. In mobile view, this is shrunk accordingly and vertical scrolling as well as horizontal scrolling is required.

Desktop:



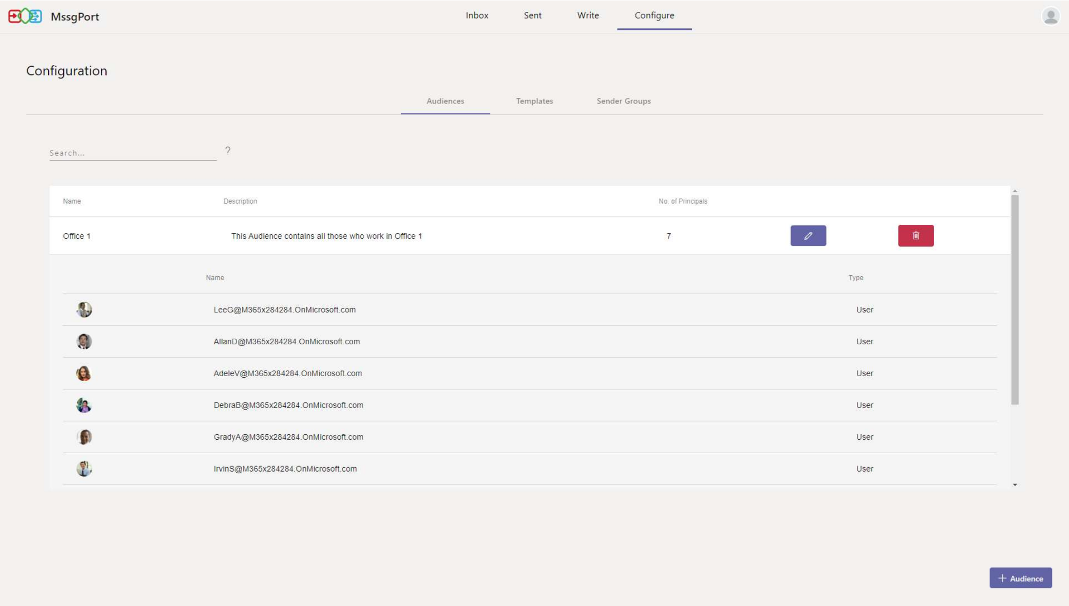
Mobile:



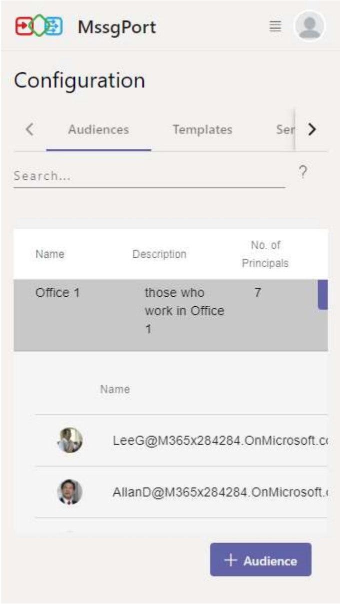
Extended information

When a row in the table is clicked, it expands. In the expanded field, all users / groups that are members of this Audience are displayed.

Desktop:



Mobile:



Sort

The table can be sorted by each table header. Click once to sort in **ascending** order, double click to sort in **descending** order and triple click to sort **no more**.

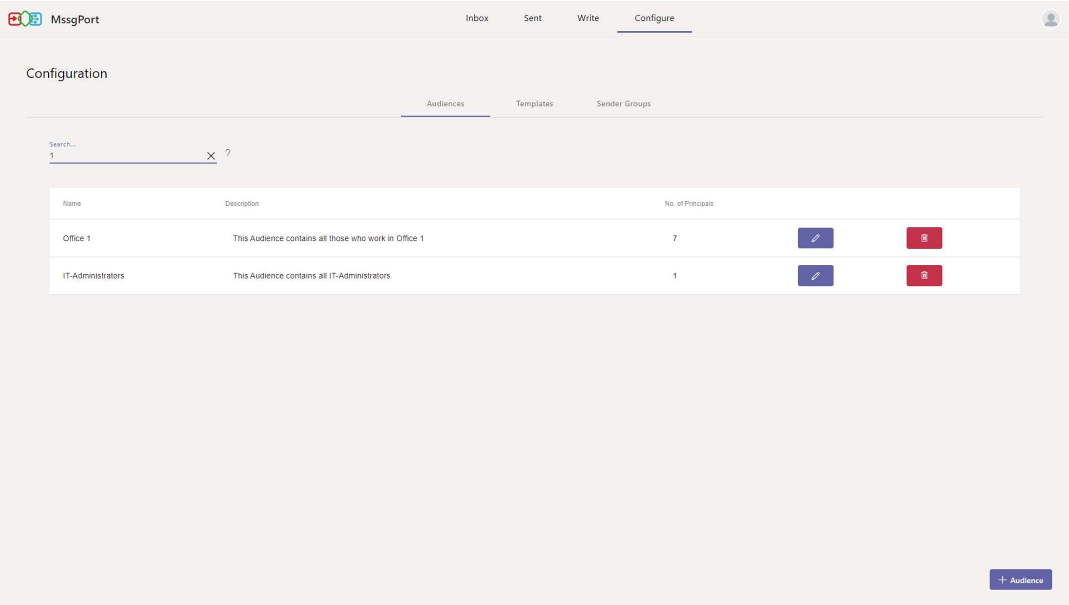
Filter

The input field at the top (left) of the table allows a full text search over all visible values of an audience. This way

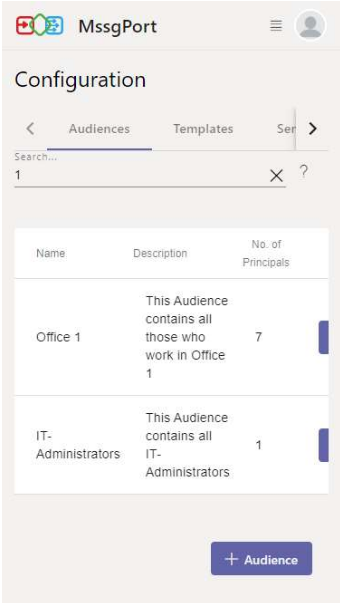
- Name
- Description
- Number of Principals

will be searched after the input. The displayed output then contains only the elements that meet the criteria.

Desktop:



Mobile:



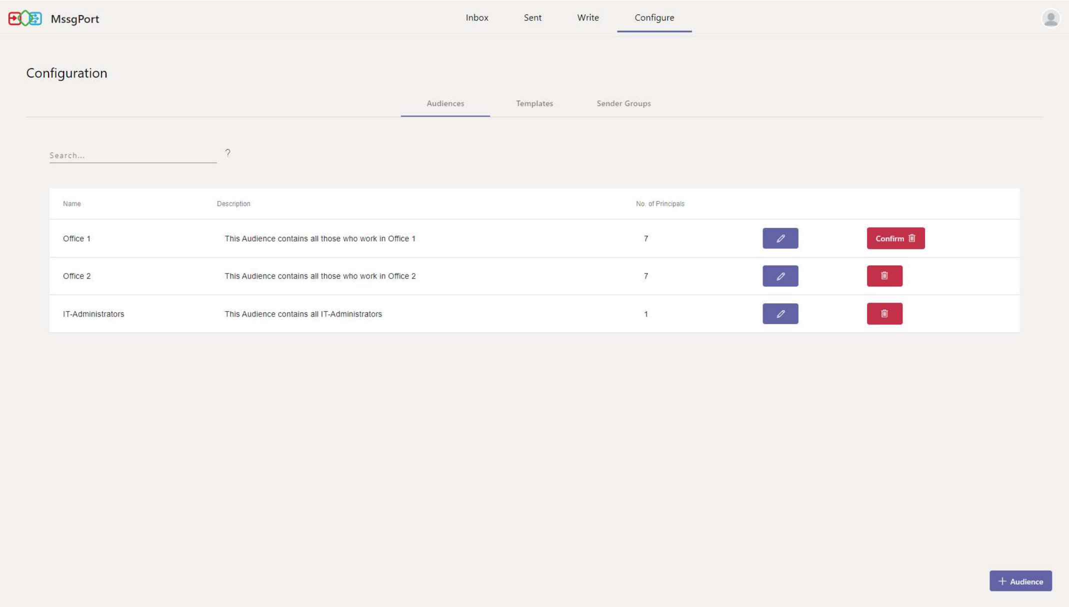
Edit

An audience can be edited by clicking on the `pencil`. This opens a dialog that works in the same way as the dialog for creating an audience.

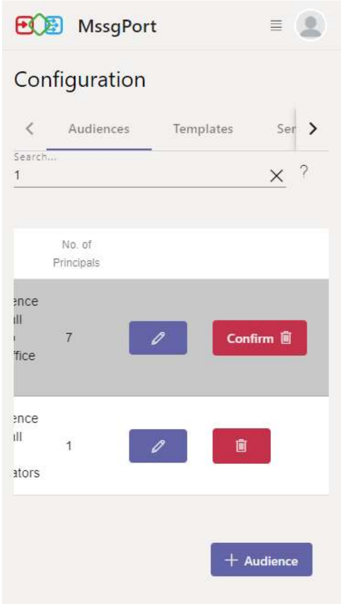
Delete

An Audience can be deleted by clicking on the `recycle bin` at the right edge of a table row and then confirming (click again).

Desktop:



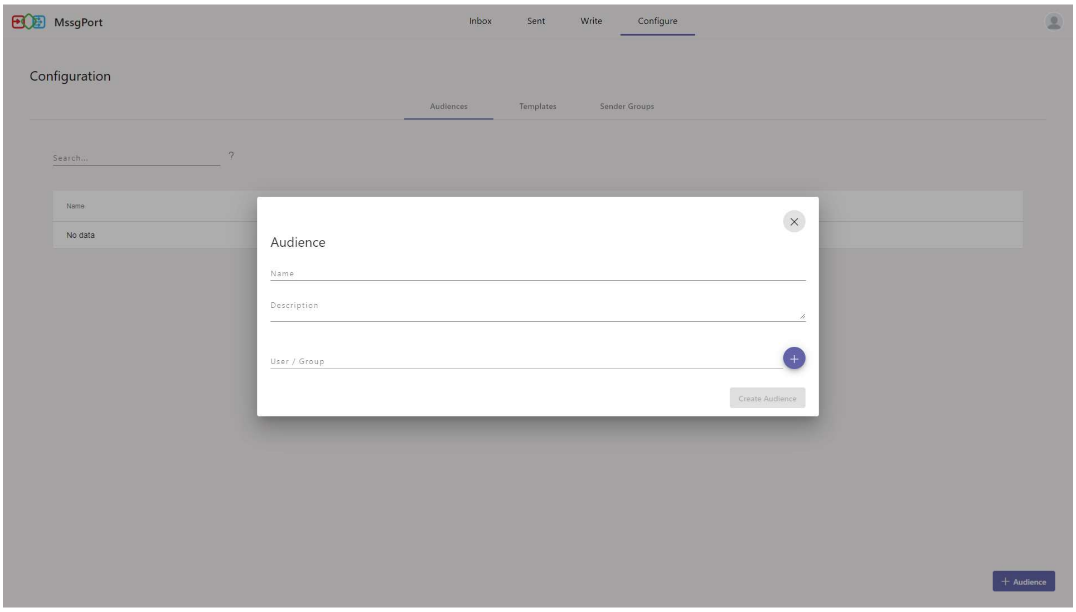
Mobile:



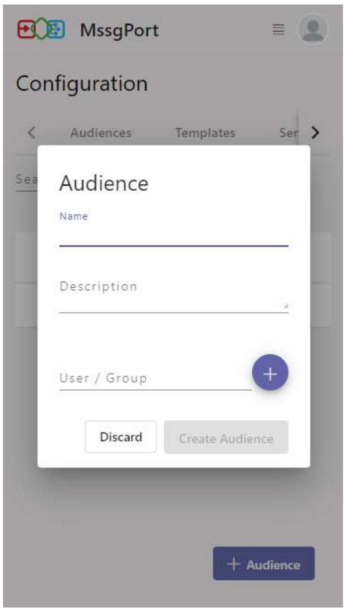
Create

To create an Audience, click on the button `+ Audience` to open the following dialog.

Desktop:



Mobile:



Here you can insert content for the fields

- Name
- Description

to make the audience identifiable and explain its use. A name can only be assigned once.

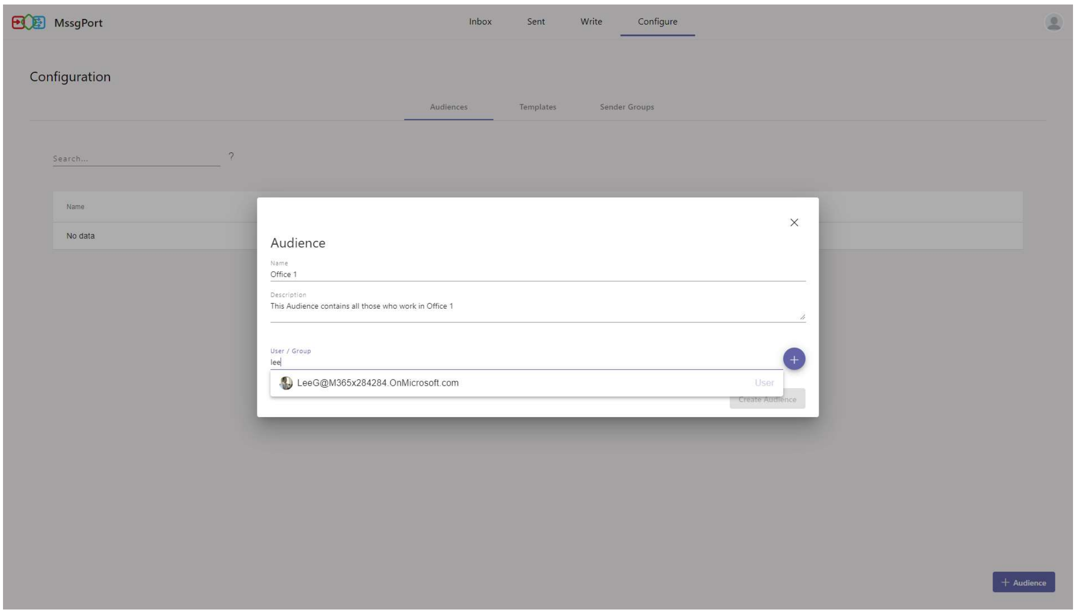
Members

An audience always has a set (number > 1) of members. These can be AAD users directly, or AAD groups. If a group is added, all members of this AAD group are automatically members of the Audience.

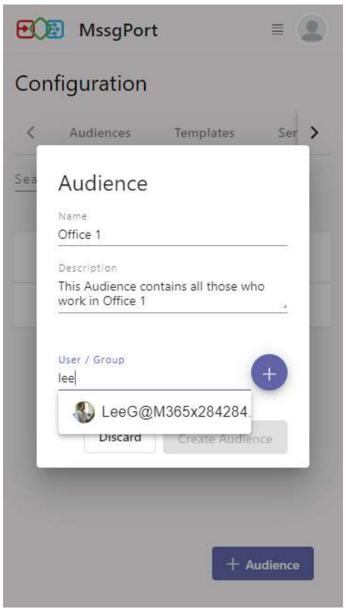
The `User/Group` field is an autocomplete field that searches and filters the list of all users / groups in the AAD when at least two letters are entered. Only those users and groups are displayed whose e-mail address contains the filter entered.

> **Tip:** An Audience can also consist of exactly one user, which realizes sending to individuals.

Desktop:

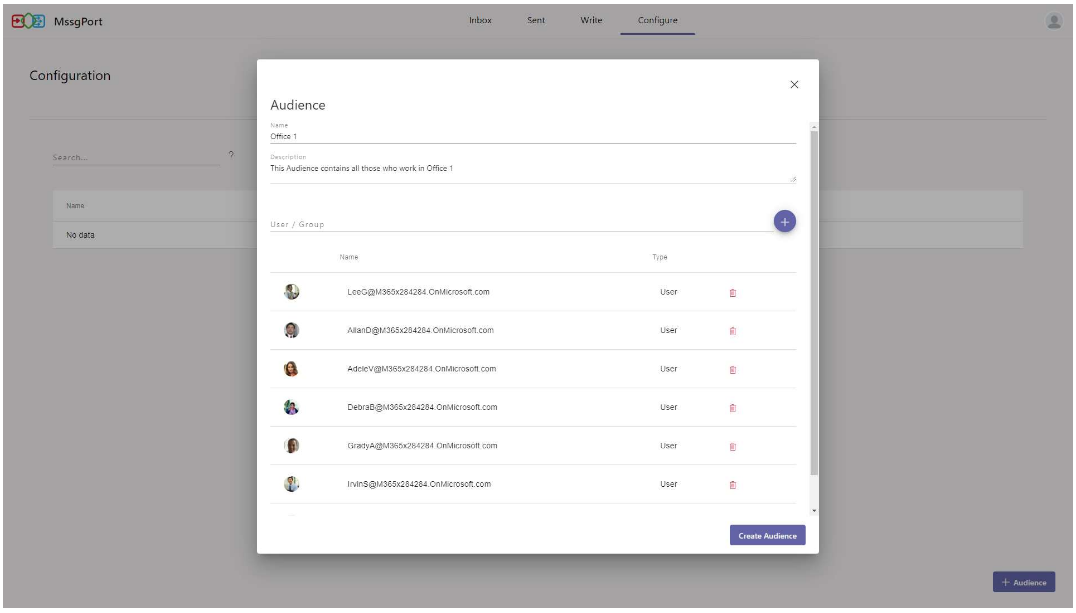


Mobile:

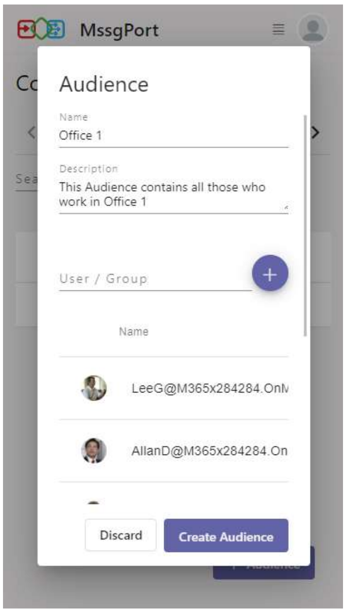


To add a user or group, select the corresponding email address and click the `+` button to add it to the audience. Below the input field, a table shows all users and groups already added.

Desktop:



Mobile:



A user or group can be removed from the audience by clicking on the `red recycle bin` on the right side of the table.

Save

Once all the desired users and groups have been added, the audience is created by clicking on `Create Audience`.

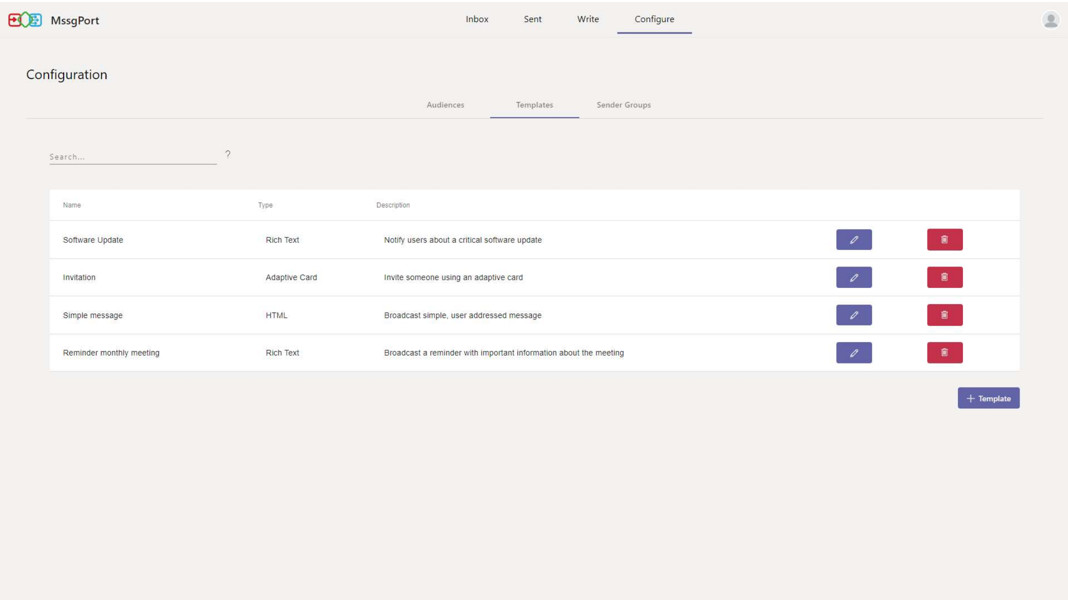
Templates

Templates give structure to the messages that are to be sent via MssgPort and allow to insert placeholders that can be filled in the process of creating a message. Every message in MssgPort must necessarily have a template.

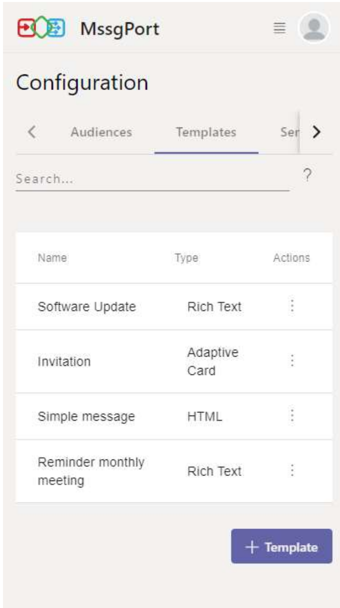
Overview

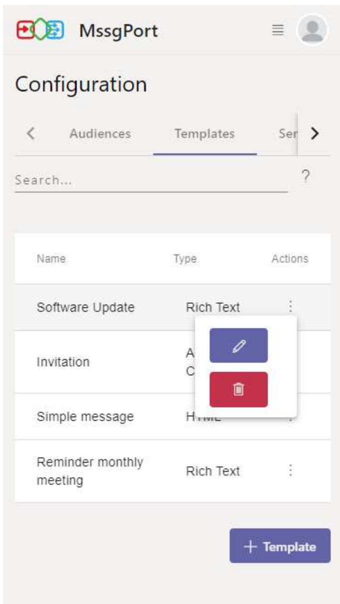
The existing templates are displayed in a table. In mobile view the Table is reduced to the columns `Title` and `Type`. Actions (edit/delete) are accessible through a menu when clicking `⋮`.

Desktop:



Mobile:



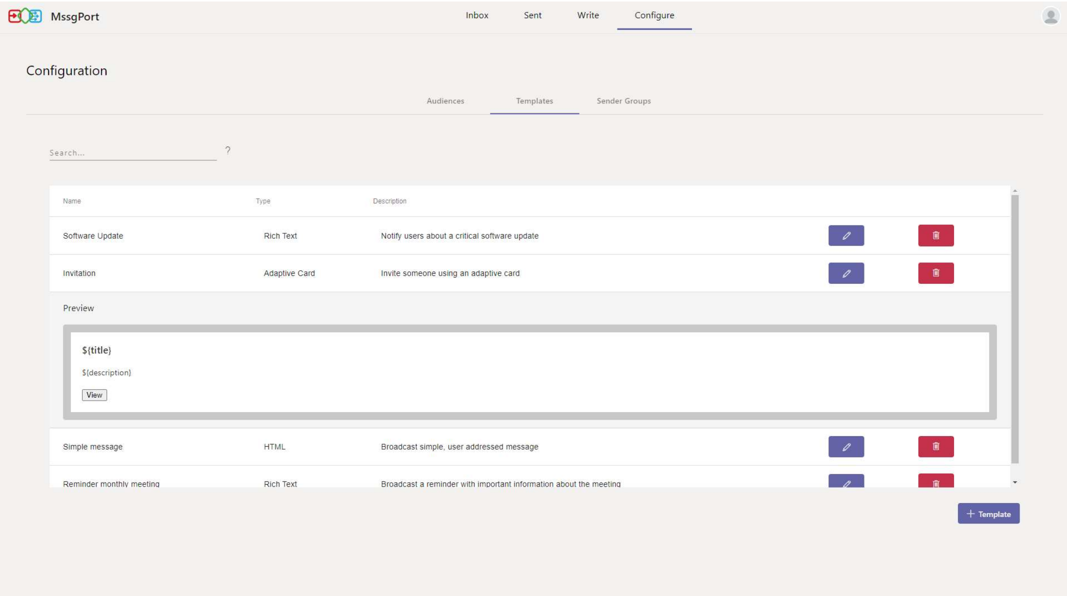


Preview

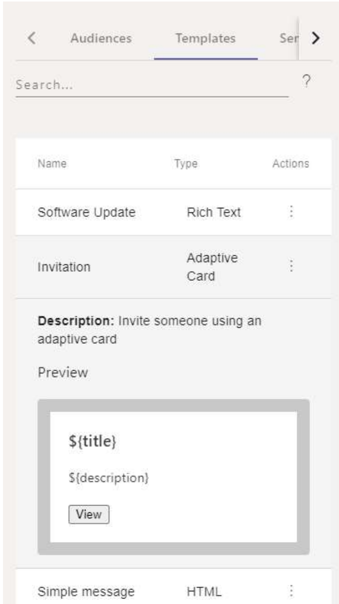
If you click on a row in the table, it expands. In the expanded field a preview of the message is displayed. This preview is correctly formatted (HTML, AdaptiveCard, RTF) and thus gives an idea of how the message will be received by the recipients. More information about the possible types or formats can be found below under "Create / Types".

Adaptive Card

Desktop:

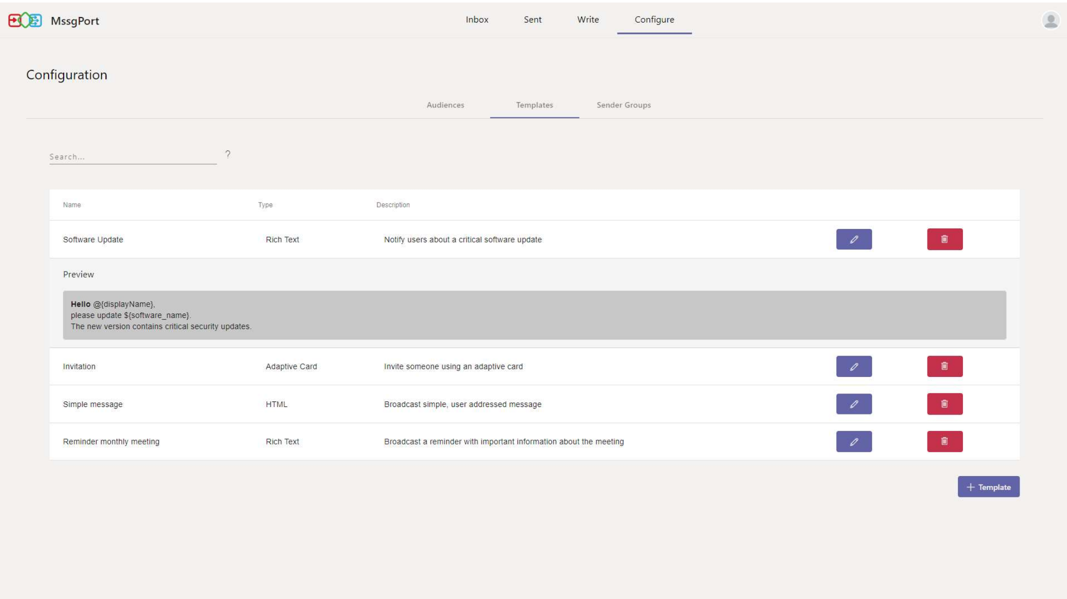


Mobile:

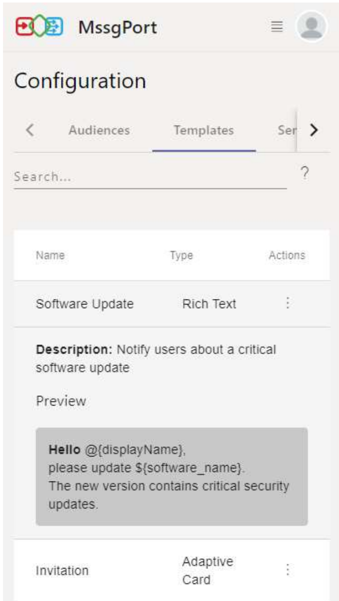


Plain Text

Desktop:

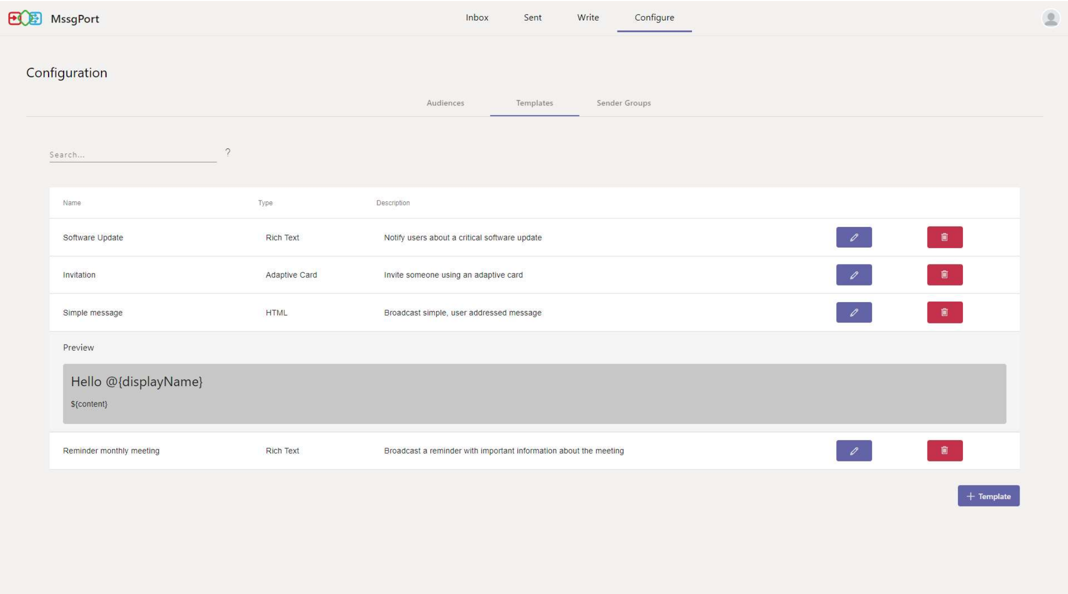


Mobile:

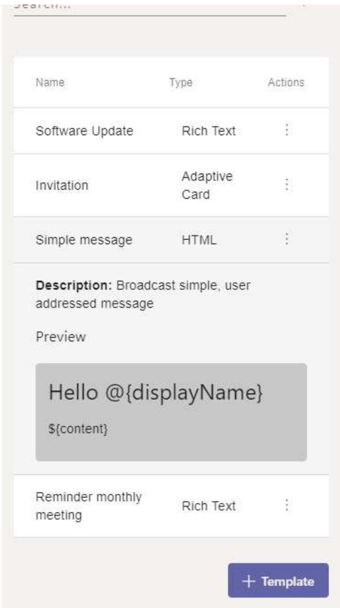


HTML

Desktop:

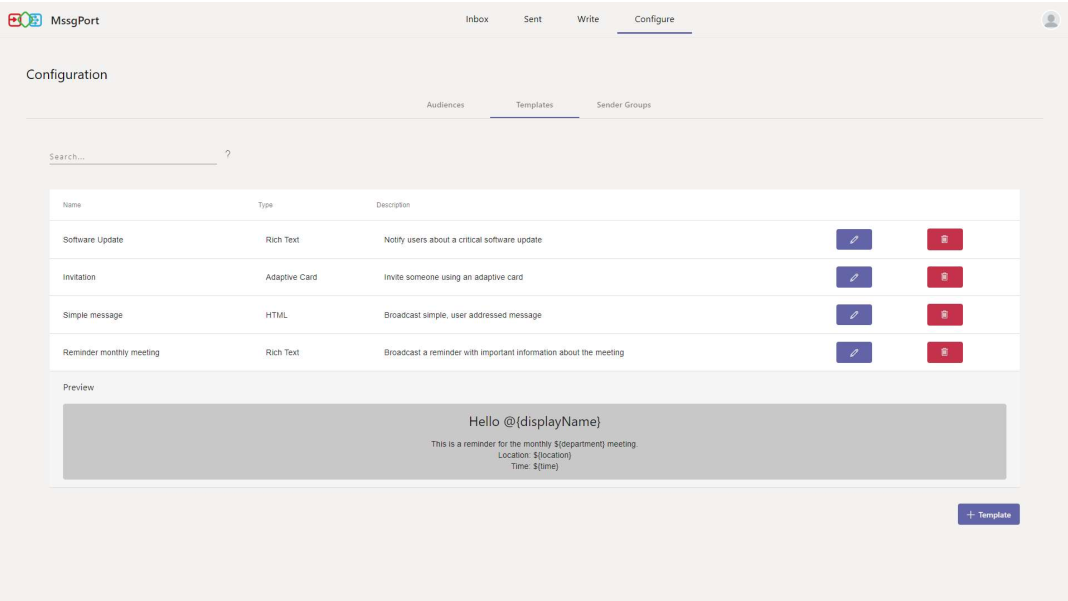


Mobile:

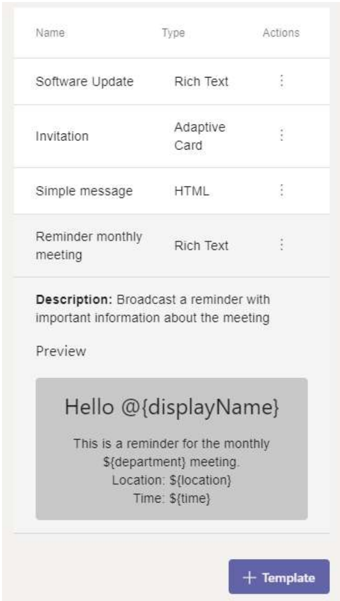


Rich Text

Desktop:



Mobile:



Sort

The table can be sorted by each table header. Click once to sort in **ascending** order, double click to sort in **descending** order and triple click to sort **no more**.

Filter

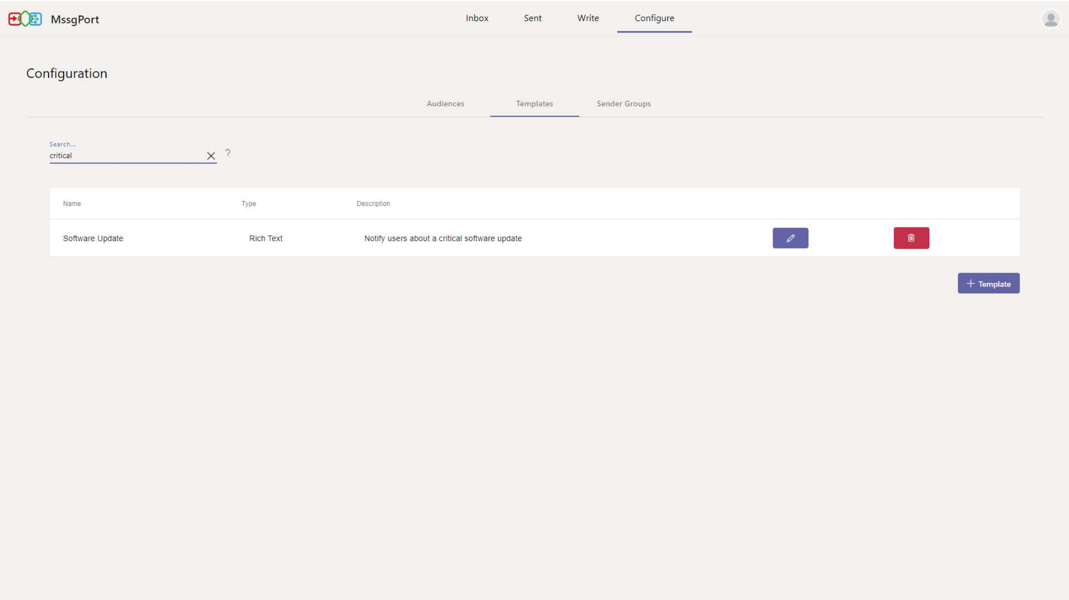
The input field at the top (left) of the table allows a full text search over all visible values of a template. This way

- Name
- Description
- Type

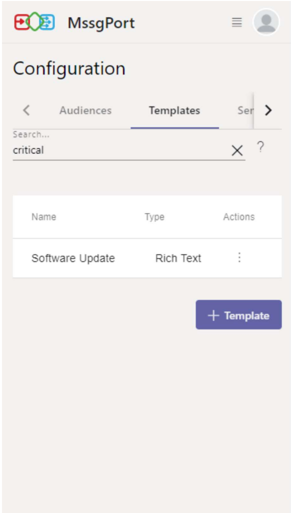
are searched after the input. The displayed output then contains only the elements that meet the criteria.

In the example you can see that the content is also searched:

Desktop:



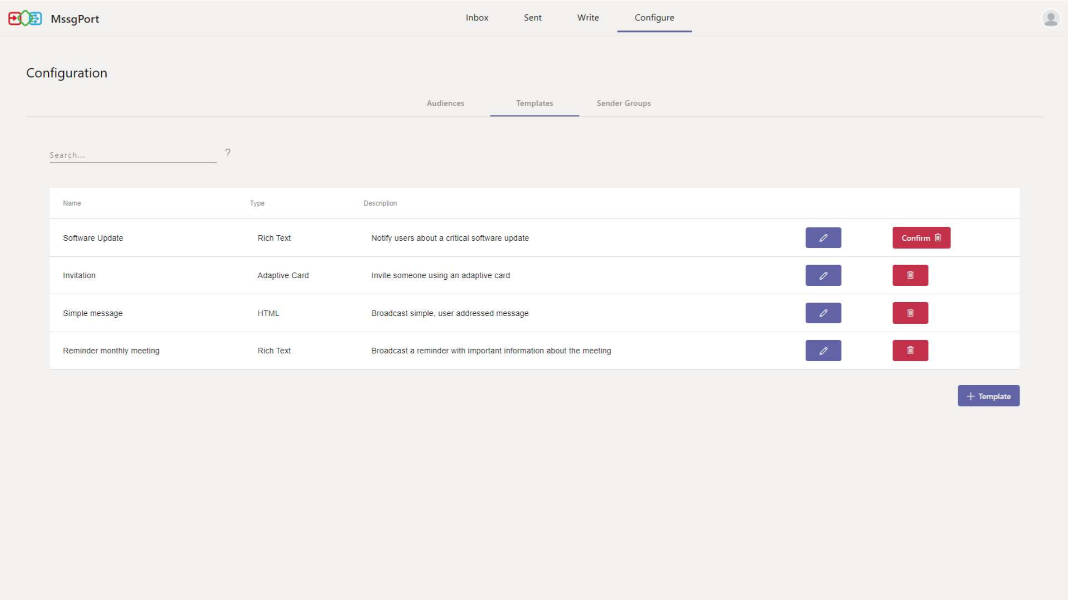
Mobile:



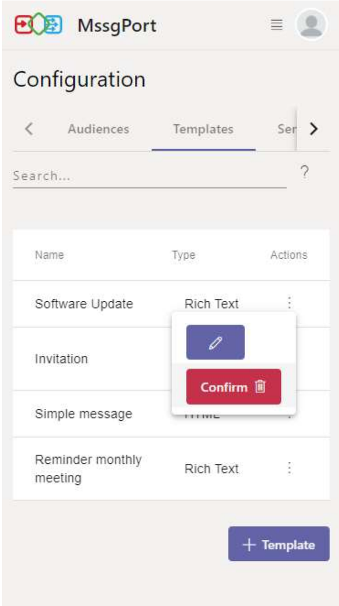
Delete

A template can be deleted by clicking on the `recyvle bin` at the right edge of a table row and then confirming (click again).

Desktop:



Mobile:



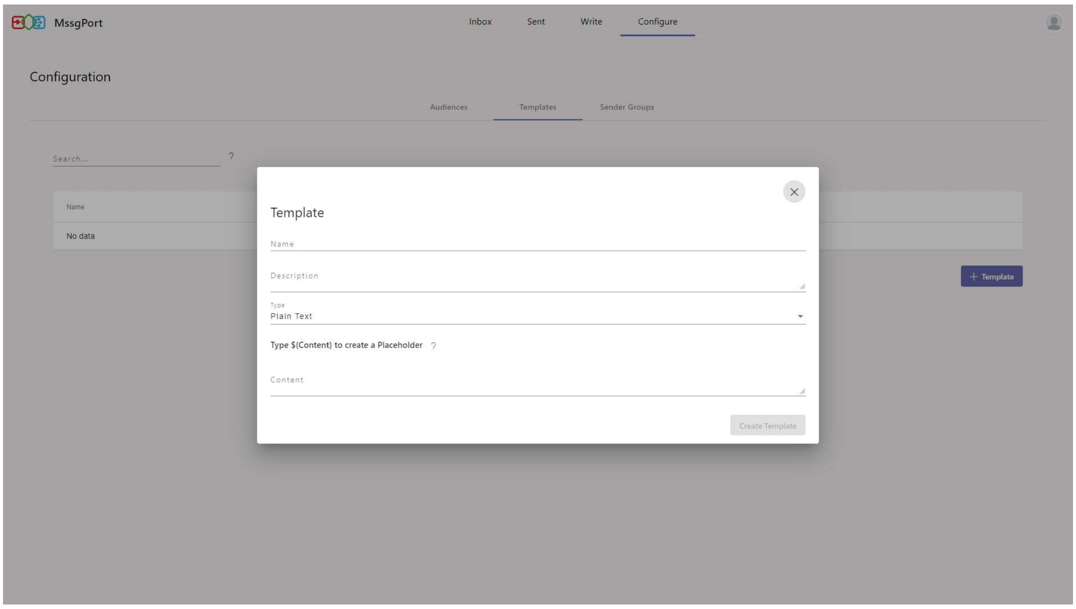
Edit

A template can be edited by clicking on the `pencil`. A dialog will open, which is similar to the dialog when creating a template.

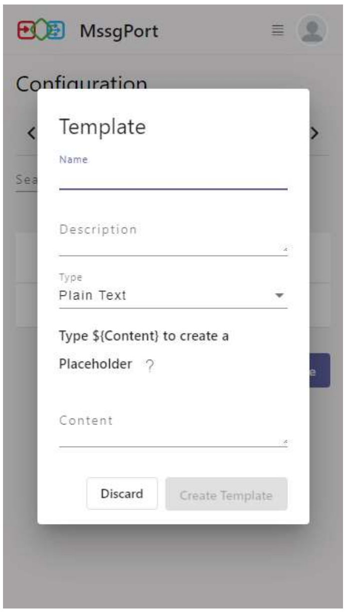
Create

To create a template, click on the button `+ Template` to open the following dialog.

Desktop:



Mobile:



Here you can insert content for the fields

- Name
- Description

to make the audience identifiable and explain its use. A name can only be assigned once.

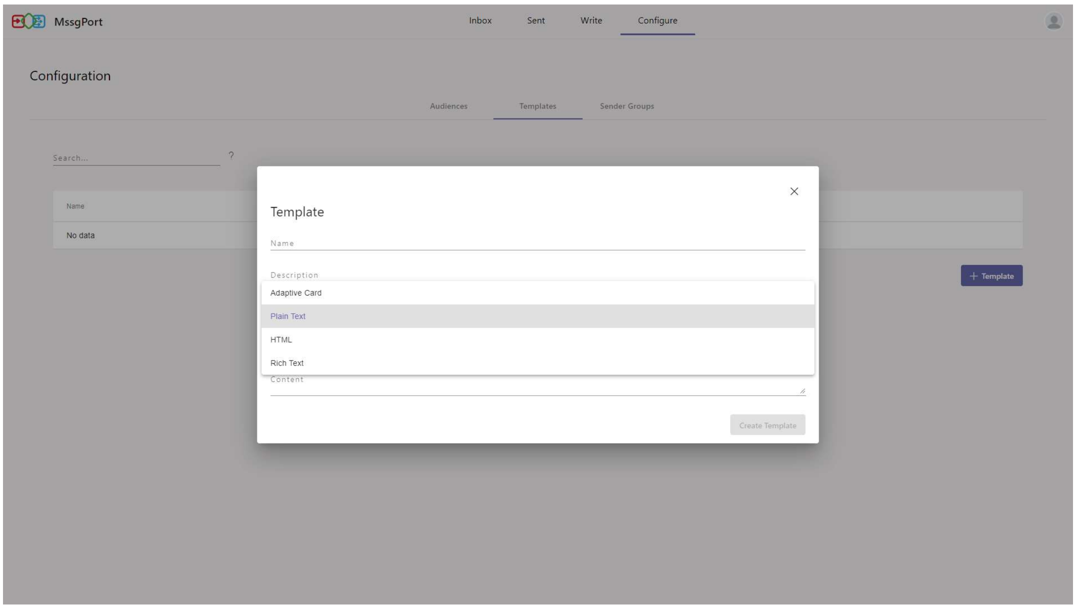
Type

The type of a template determines how a message should be displayed to the recipient. The following options are available:

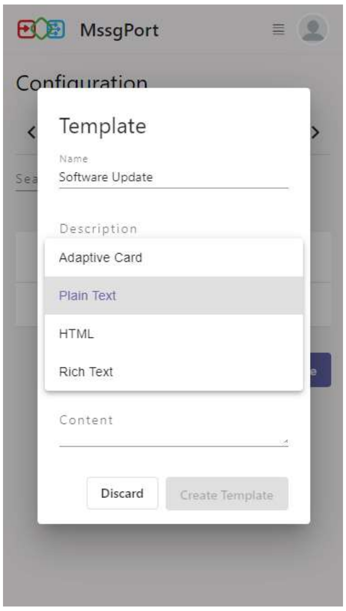
- Adaptive Card
- Plain Text
- HTML
- Rich Text

The properties of the Types are explained in more detail below.

Desktop:



Mobile:



Placeholder

Placeholders allow administrators to create templates where individual text can be inserted in certain places. So if a placeholder is inserted, the author of a message can fill it with his text while composing the message.

Placeholders follow the `${placeholder_name}` syntax and are resolved by the assigned name in the process of composing a message. It is therefore a good idea to assign unique names to placeholders.

Further information, e.g. about allowed characters in placeholders, can be displayed by clicking on `?` .

> **Tip:** If a template should not have a predefined structure, it is also possible to simply have a placeholder as content. This way the content of the message is completely left to the author.

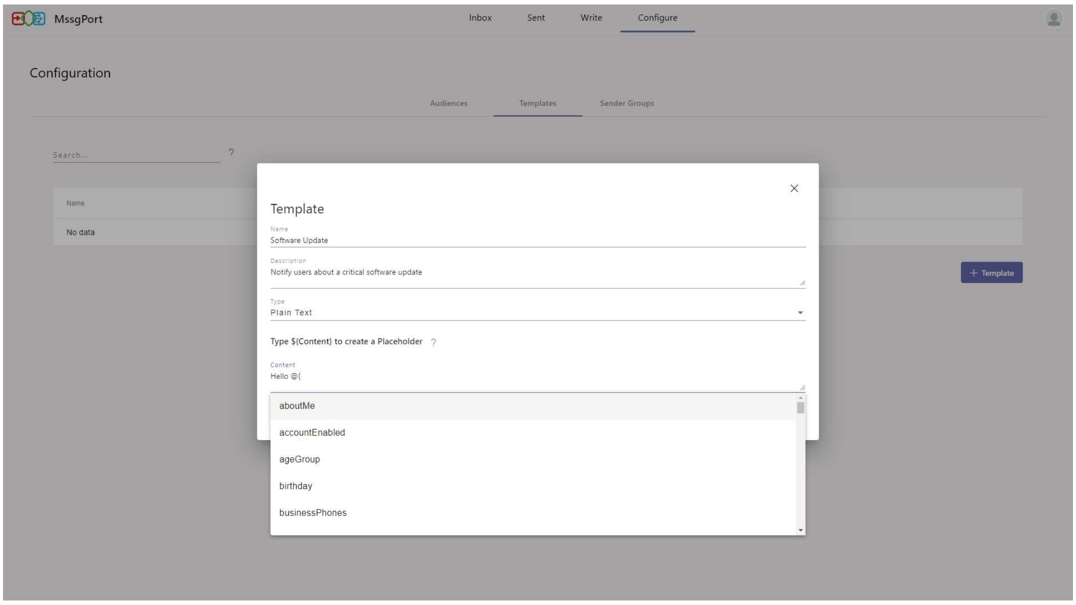
AAD Attributes

AAD attributes are user related information. These can be inserted, specially coded, into the contents of the template and interpreted when sending the message. They therefore always refer to the recipient's information.

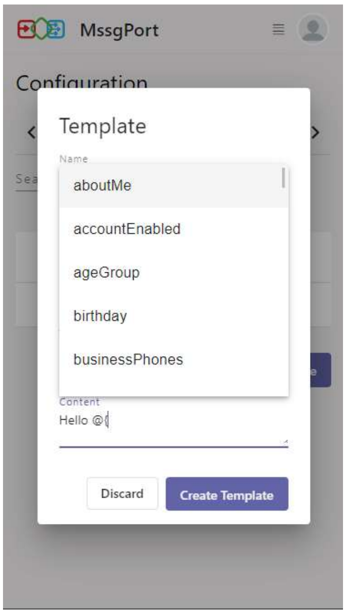
To insert an AAD attribute in templates of the types Adaptive Card, Plain Text and HTML, the string `@{` can be written. When this string is written, a selection of user attributes opens from which to choose. If an element is selected, it will be inserted into the text. An AAD attribute must always follow the syntax `@{Attribute_Name}`.

For inserting AAD attributes in templates of type Rich Text see below.

Desktop:



Mobile:



Adaptive Card

If this type is selected, the text in the `Content` field is converted to an Adaptive Card. Thus, this text must follow a specific format. It is based on a nested JSON notation, which is not very intuitive to write. For this reason, the help dialogs, which can be accessed by clicking on the `?` button, recommend using the -> Adaptive Card Designer to create the basic framework of an adaptive card and then insert it into the template.

Plain Text

If this type is selected, the content will be sent as a plain text message. A multiline text field is available as an input field.

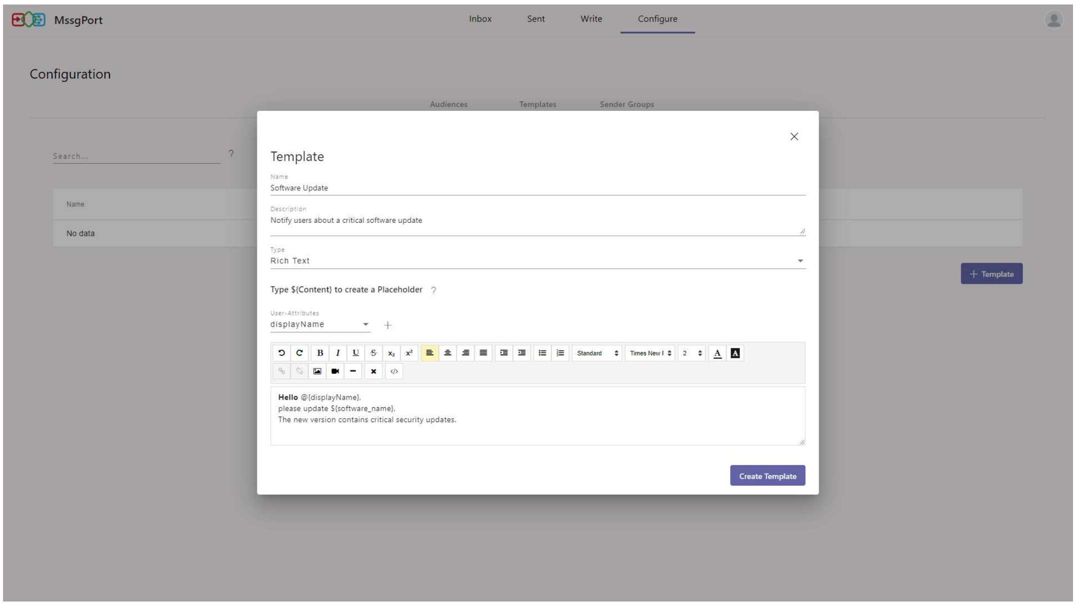
HTML

If this type is selected, the content of the multiline text field is interpreted as HTML code. Thus different styles can be applied. But all styles must be within the file, because the HTML code must be bundled in itself.

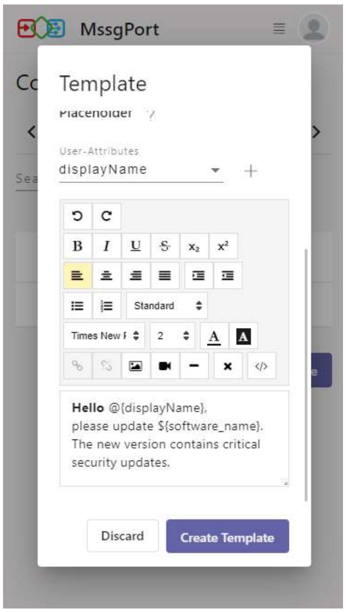
Rich Text

When this type is selected, a WYSIWYG editor appears that allows text to be formatted. This includes, among other things, bold, italics, colors, right-aligned text and the insertion of images. Images should not exceed 500kb in size.

Desktop:



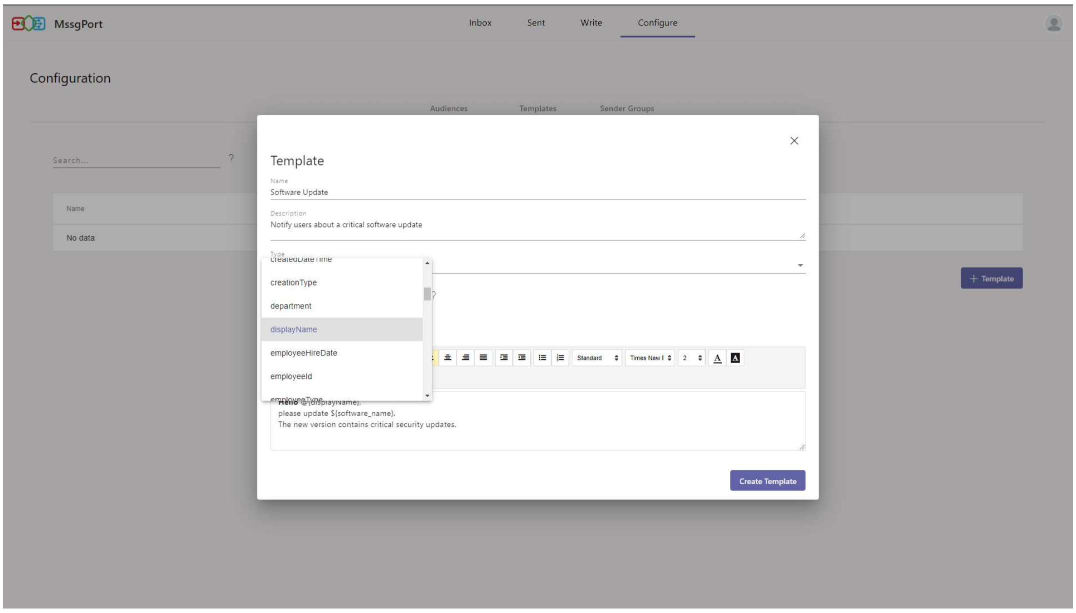
Mobile:



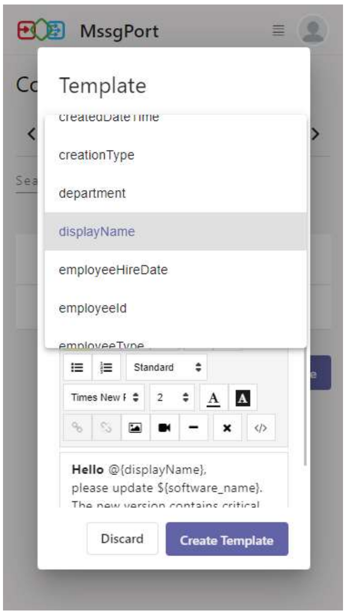
AAD attributes are not accessible here through the `@{` syntax, but must be selected from a selection box and inserted into the text using the `+` button. It is important to click on the desired position in the text after selecting the desired attribute. This is the order to insert an attribute:

- Select attribute
- Select the place in the text where the attribute should be inserted
- Insert with `+`.

Desktop:



Mobile:



Save

Once you have entered all the information and content for the new template, click on `Create Template` to save it.

Configuration

SenderGroups

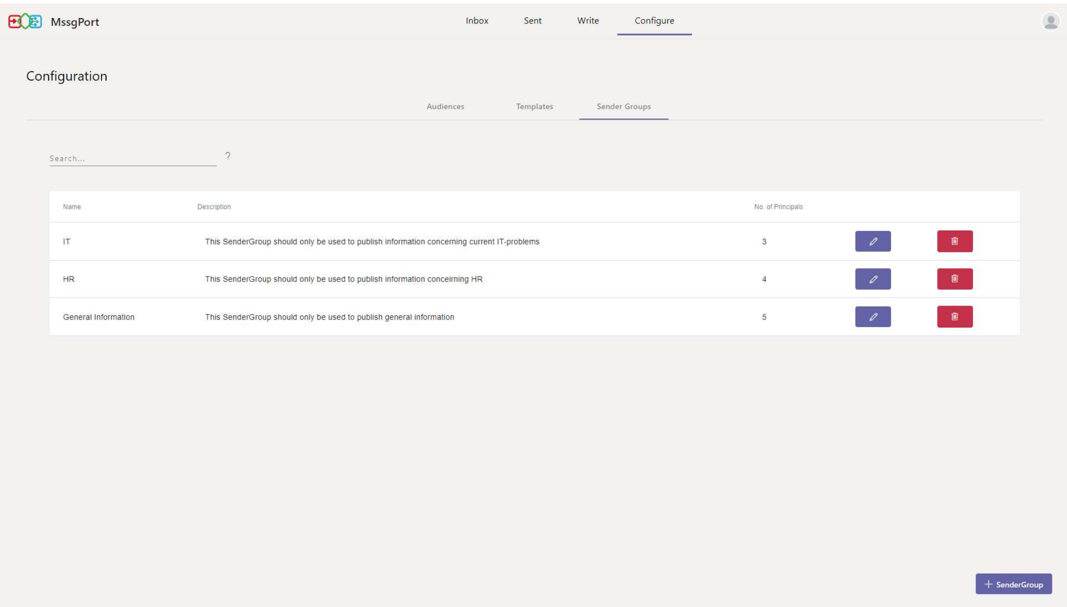
SenderGroups group individuals or groups into a single entity and give them the ability to send messages on behalf of a group.

> For example, it would be possible to create a SenderGroup called "IT" that contains selected IT experts from the company. Now each expert can send a message on behalf of this SenderGroup. Only the name of the SenderGroup and not the name of the expert appears in the recipients' inboxes.

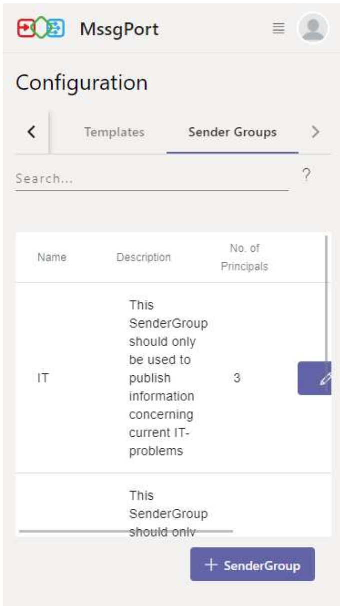
Overview

The existing SenderGroups are displayed in a table. In the mobile view, this is shrunk accordingly and both vertical and as horizontal scrolling is required.

Desktop:



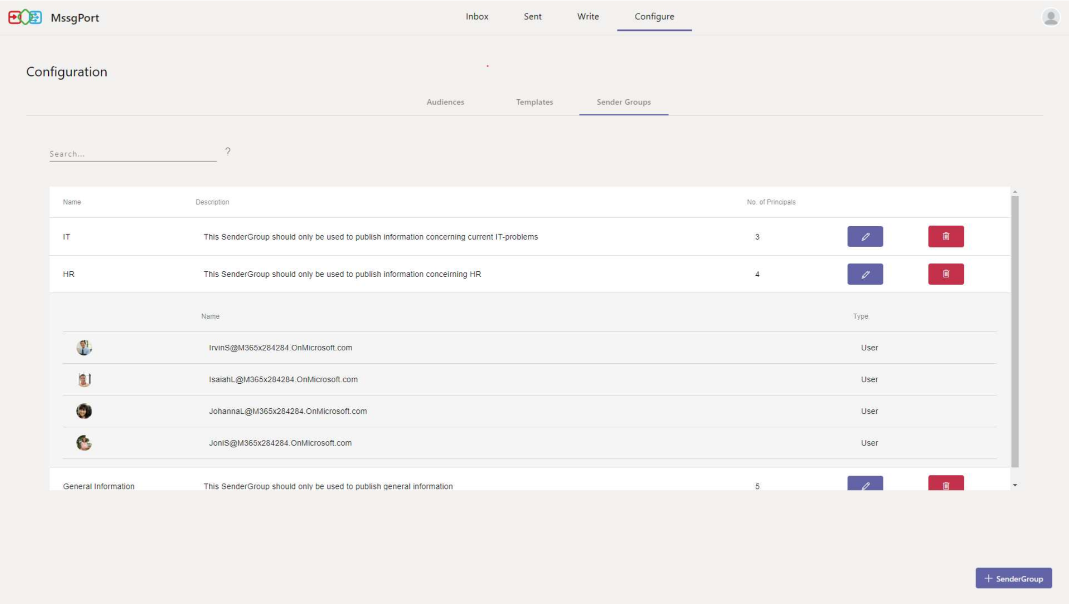
Mobile:



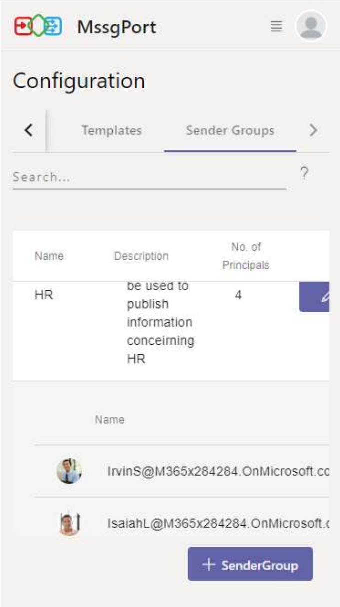
Extended information

When a row in the table is clicked, it expands. In the expanded field all users / groups are displayed that are members of this SenderGroup.

Desktop:



Mobile:



Sort

The table can be sorted by each table header. Click once to sort in **ascending** order, double click to sort in **descending** order and triple click to sort **no more**.

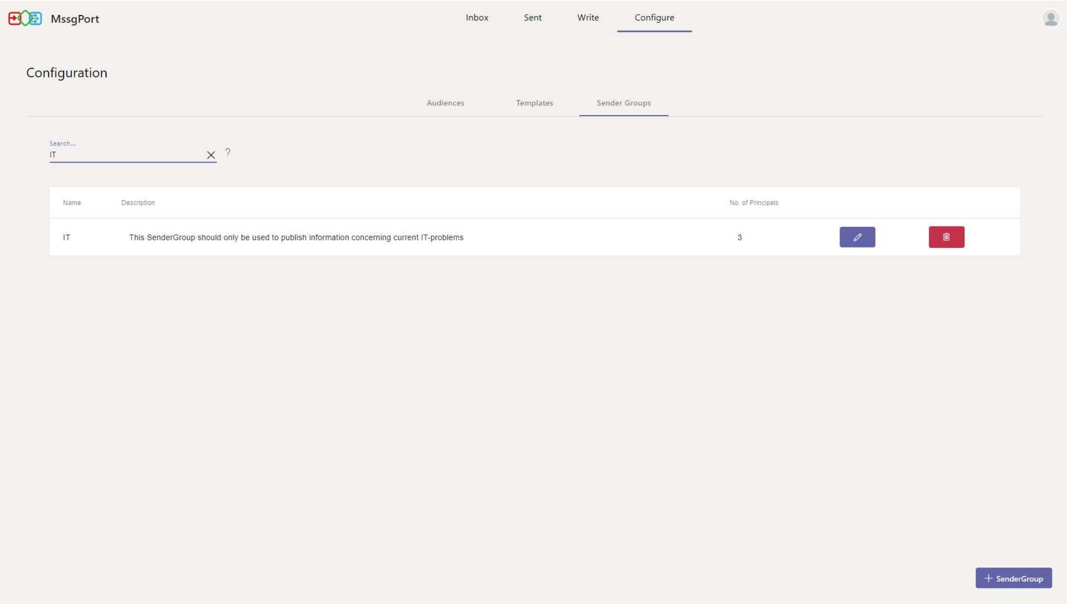
Filter

The input field at the top (left) of the table allows a full text search of all visible values of a SenderGroup. This way

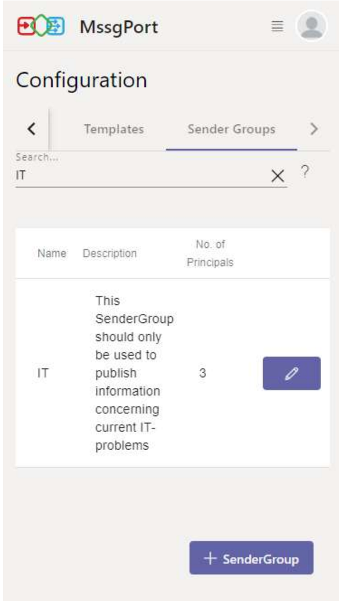
- Name
- Description
- Number of Principals

will be searched after the input. The displayed output then contains only the elements that meet the criteria.

Desktop:



Mobile:



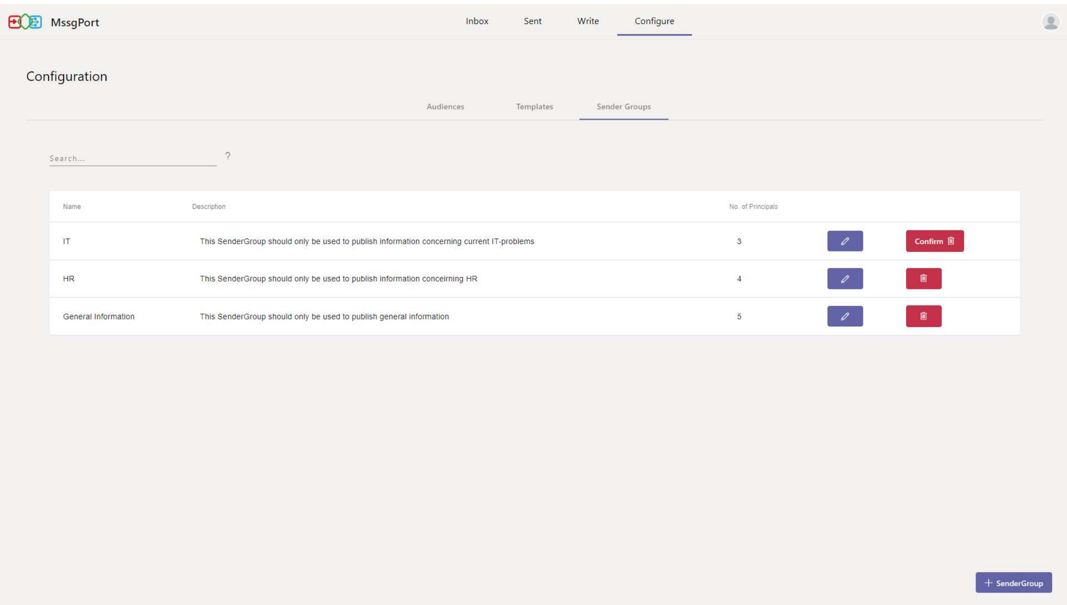
Edit

A SenderGroup can be edited by clicking on the `pencil`. A dialog opens, which is similar to the dialog when creating a SenderGroup.

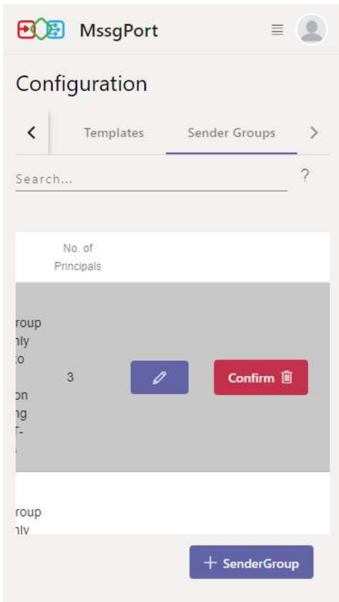
Delete

A SenderGroup can be deleted by clicking on the `recycle bin` at the right edge of a table row and then confirming (click again).

Desktop:



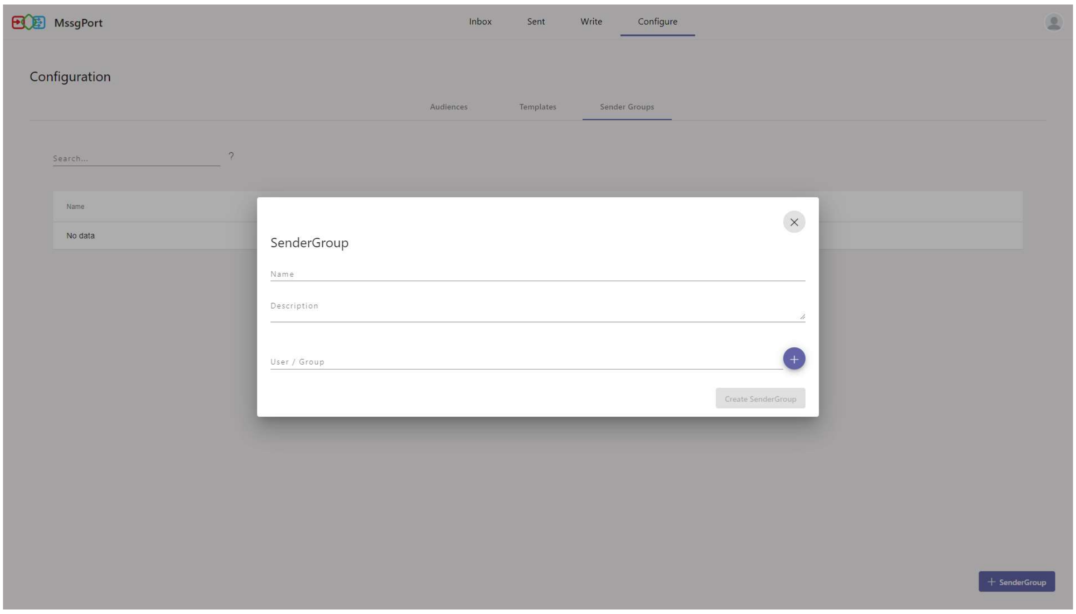
Mobile:



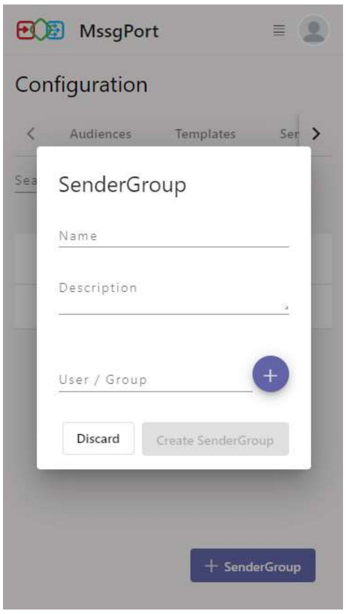
Create

To create a SenderGroup, click on the button `+ SenderGroup` to open the following dialog.

Desktop:



Mobile:



Here you can insert content for the fields

- Name
- Description

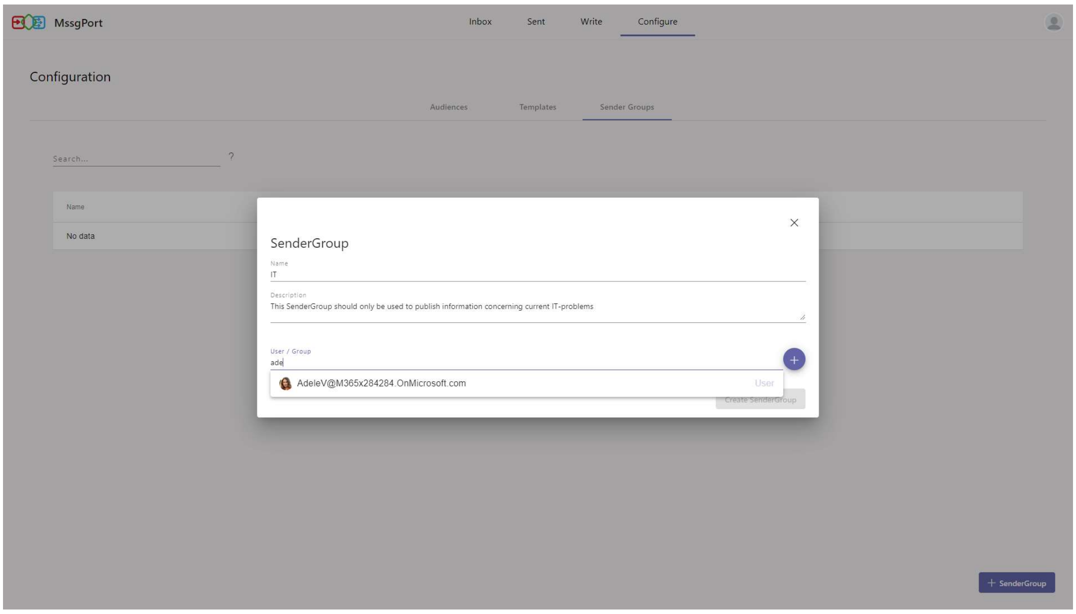
to make the SenderGroup identifiable and explain its use. A name can only be assigned once.

Members

A SenderGroup always has a set (number > 1) of members. These can be AAD (Azure Active Directory) users directly, or AAD groups. When a group is added, all members of that AAD group are automatically members of the SenderGroup.

The `User/Group` field is an autocomplete field that searches and filters the list of all users / groups in the AAD when at least two letters are entered. Only those users and groups whose **email address** contains the filter entered will be displayed.

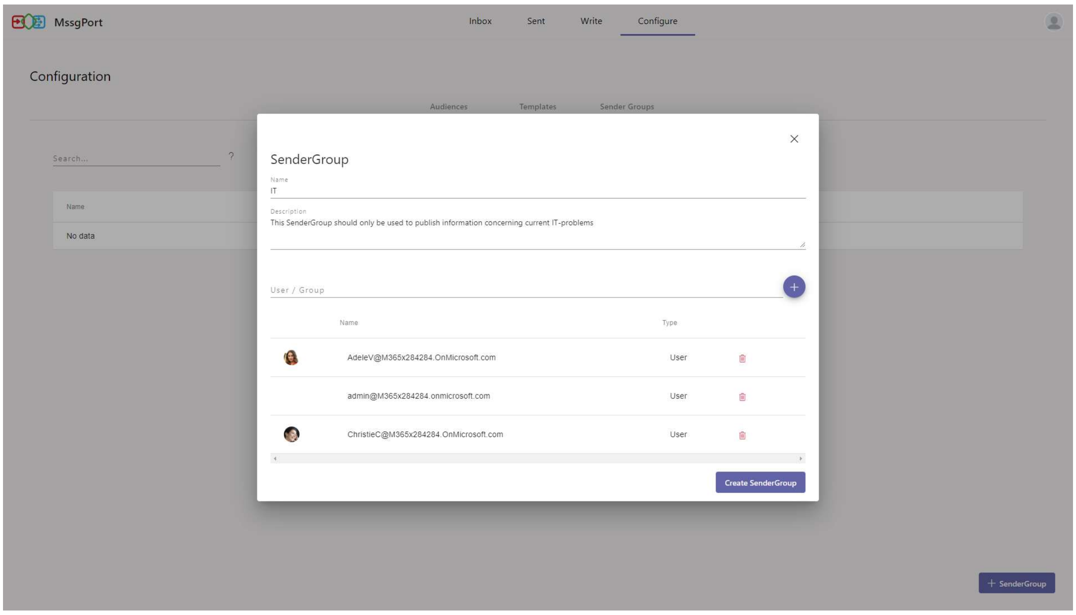
Desktop:



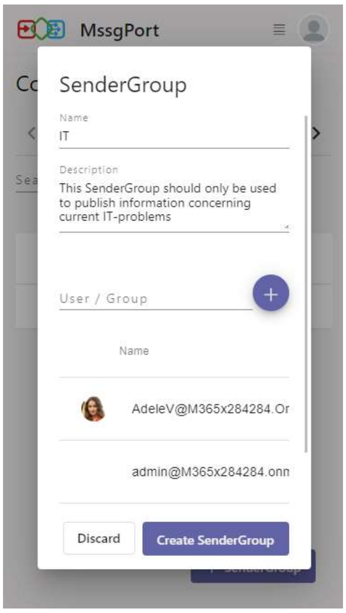
Mobile:

To add a user or a group, the corresponding e-mail address is selected and added to the SenderGroup by clicking the `+` button. Below the input field a table shows all users and groups already added.

Desktop:



Mobile:



A user or group can be removed from the SenderGroup by clicking on the red `recycle bin` on the right side of the table.

Save

Once all the information for the new SenderGroup has been entered, it is saved by clicking on `Create SenderGroup`.