6. Offline Messages
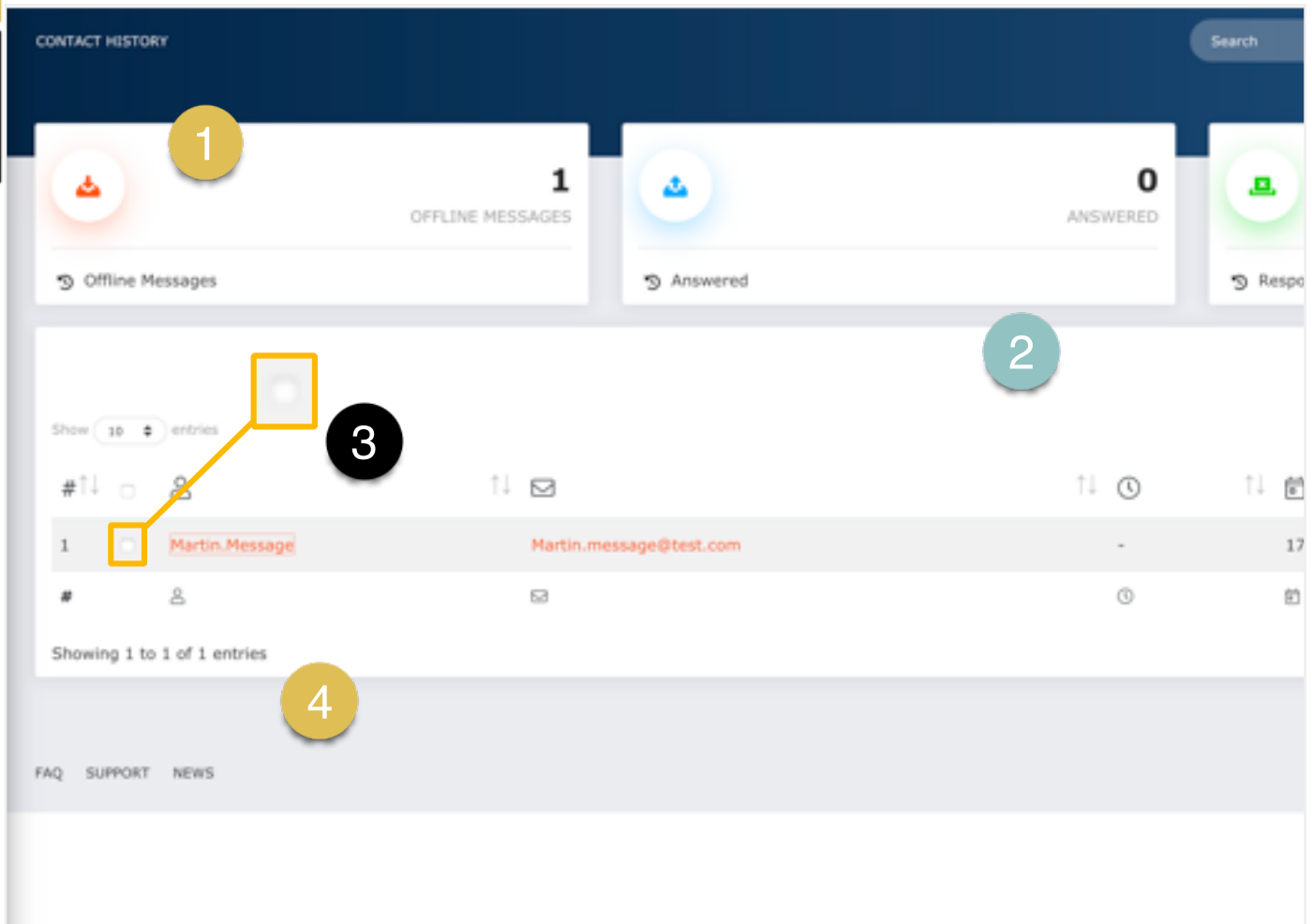

1
Overall Statistics for the offline messages. It shows total messages, how many you have answered and the response rate.
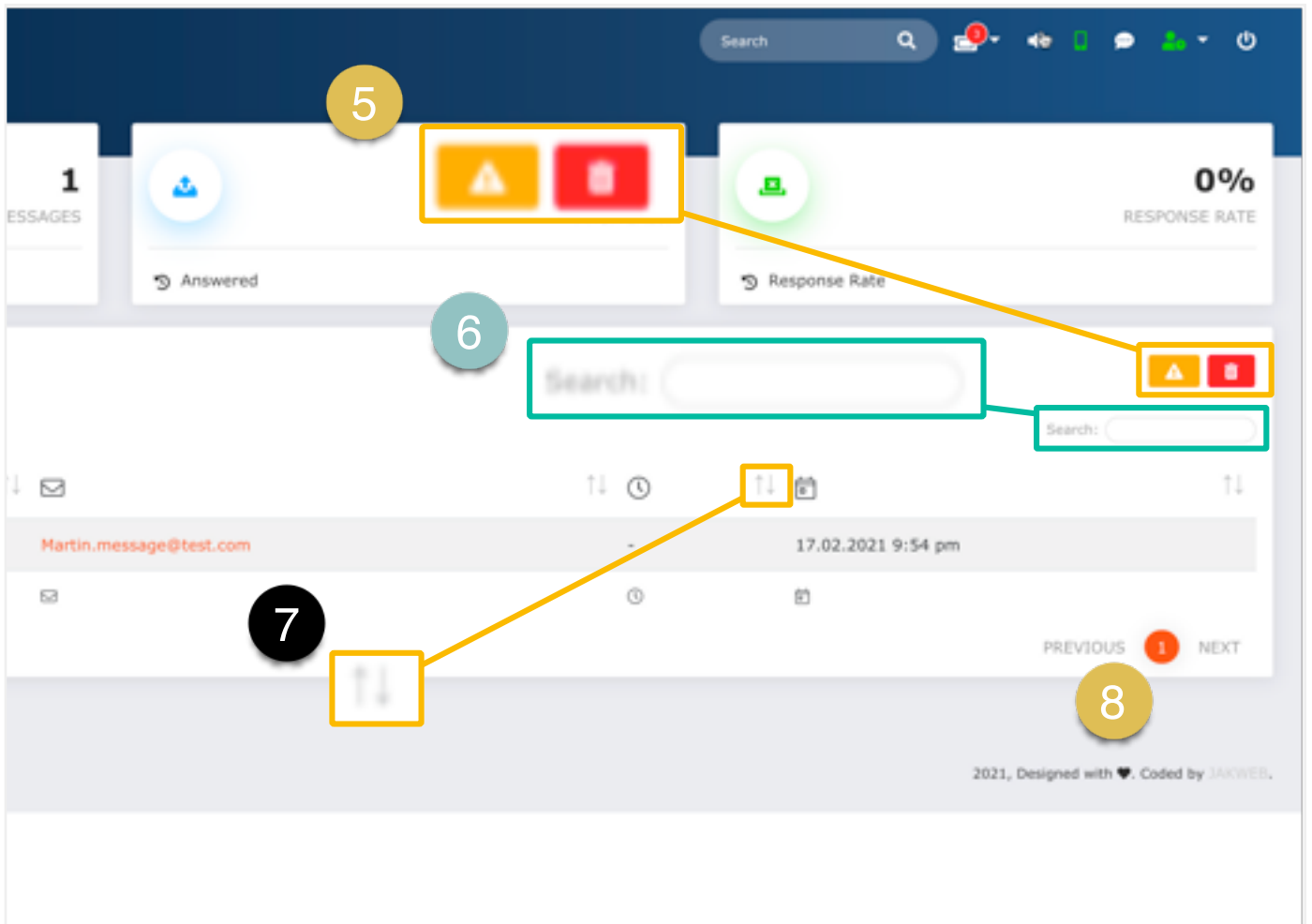
2
All offline messages are shown here.

3
Select one or multiple messages to modify or delete them.

4
Shows 10 messages per page and the total available.

5
"Truncate" the complete offline message table or "Delete" selected (see number 3) offline messages.
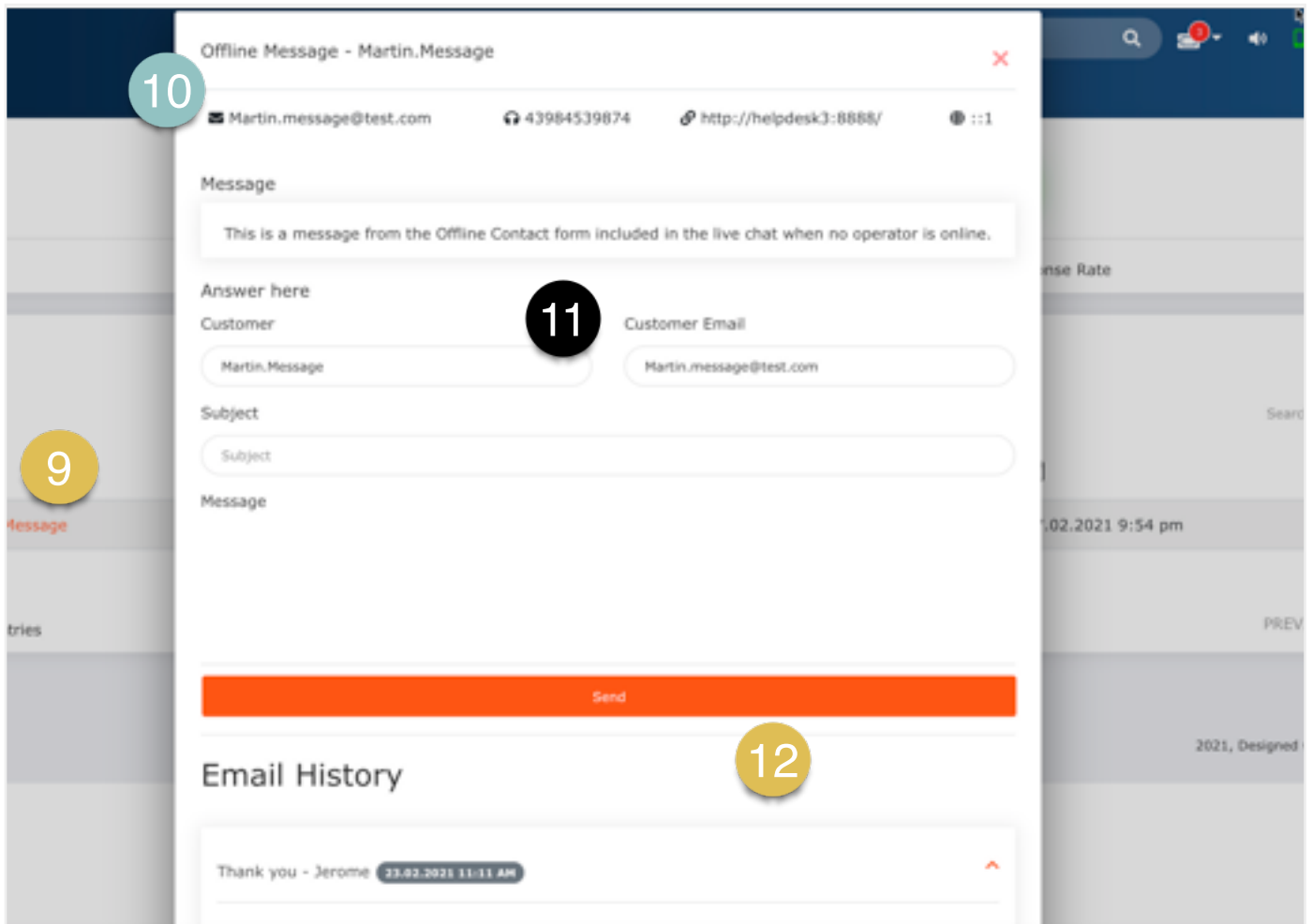
6
Search through the offline messages by typing any alphanumerical characters.

7
Sort the table by using the arrows next to each column. Use Shift (Windows) or Shift (Mac) for selecting multiple columns.

8
Navigate through multiple pages. 5 Pages are always cached so they can be accesses quickly.

9
Click on the contact message to open the pop up which contains all the information about the message.

10
You will find all information the client left on the contact form.

11
You can either reply directly from the pop up window by entering a subject and your answer or copy / paste the email address and use your preferred email agent.

12
Already sent answers will be listed below in the Email History box. Subject, Date and Time as well the content will be displayed.