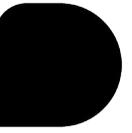


Product Webinar

New Feature: Batch Messaging

Agenda



- New feature under Batch Actions - Message
- Release 27/06/24
- How to use Batch Message
- Example of a batch message flow
- Q&A



Charlotte Kristensen
Customer Success Manager
Delogue PLM



Pernille de Place Winther
Product Strategist
Delogue PLM

Clear caches

First thing to do - clear caches



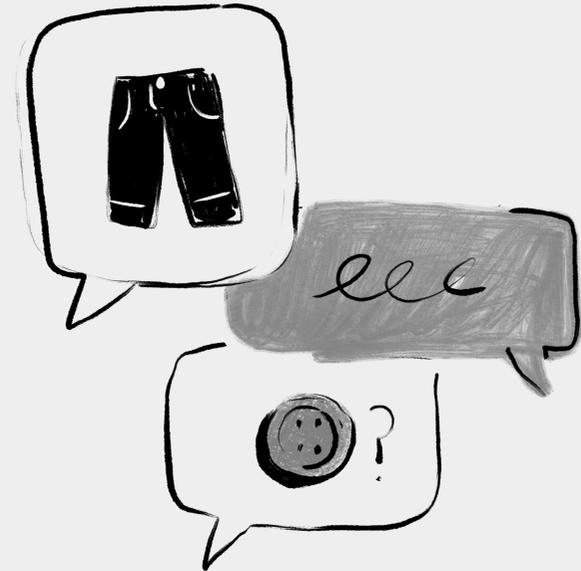
Batch Messages



Batch Messaging streamlines message handling across various styles by allowing you to send identical messages to recipients across multiple styles across multiple suppliers. This functionality is consistent for both brand users and supplier users.

We recommend using this function primarily to request specific actions from recipients, such as

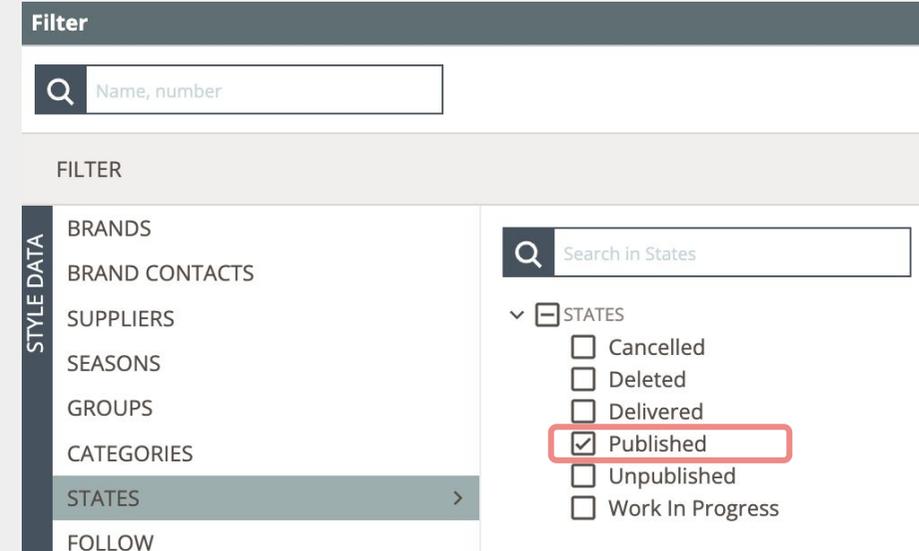
- Requesting supplier cost price for a group of styles
- Requesting supplier to add care instructions to a group of styles
- Supplier user informing about production delays on a group of styles



Steps for Batch Messages

- Start with filtering on the selected styles
 - We recommend you to filter on minimum the **suppliers** and the state **Published**

- Click on the button 
- Select: "Message"
- Now select the styles you want to communicate about. Either all styles or a selection
- If you want the message to be internal, toggle to the right
- Choose who to notify
- You can choose both company contacts and supplier contacts
- NOTE: If the styles are assigned to multiple suppliers you/the brand can see all the supplier contacts, but the supplier will only see the styles they are in charge of



Filter

Q Name, number

FILTER

STYLE DATA

- BRANDS
- BRAND CONTACTS
- SUPPLIERS
- SEASONS
- GROUPS
- CATEGORIES
- STATES >
- FOLLOW

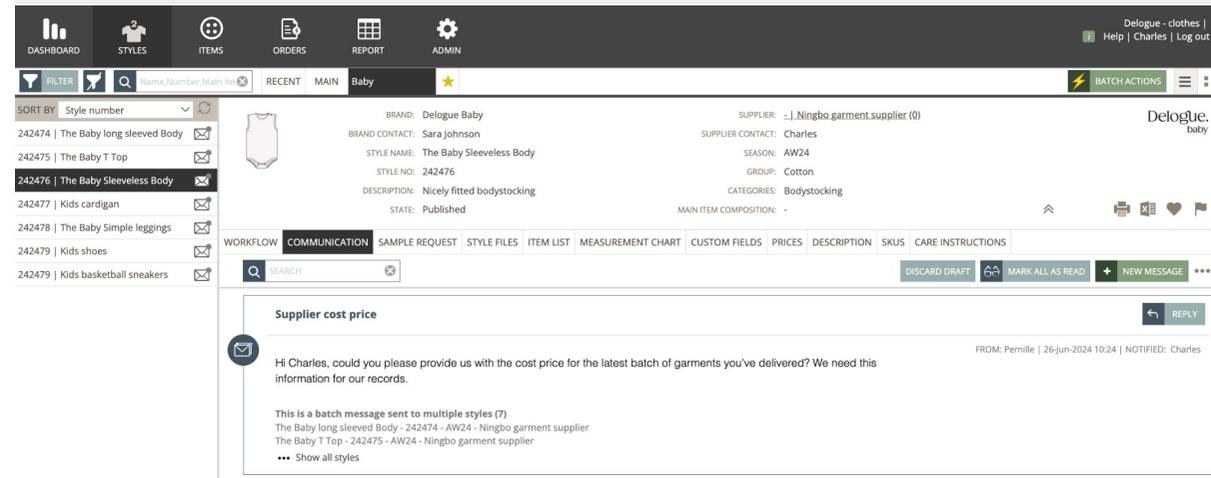
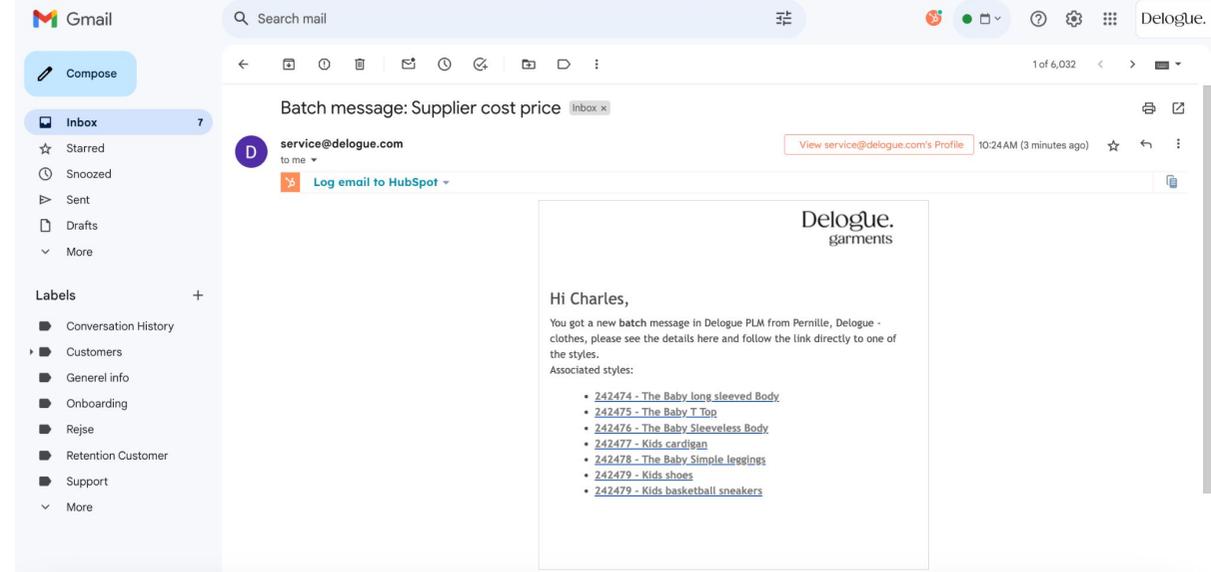
Q Search in States

STATES

- Cancelled
- Deleted
- Delivered
- Published
- Unpublished
- Work In Progress

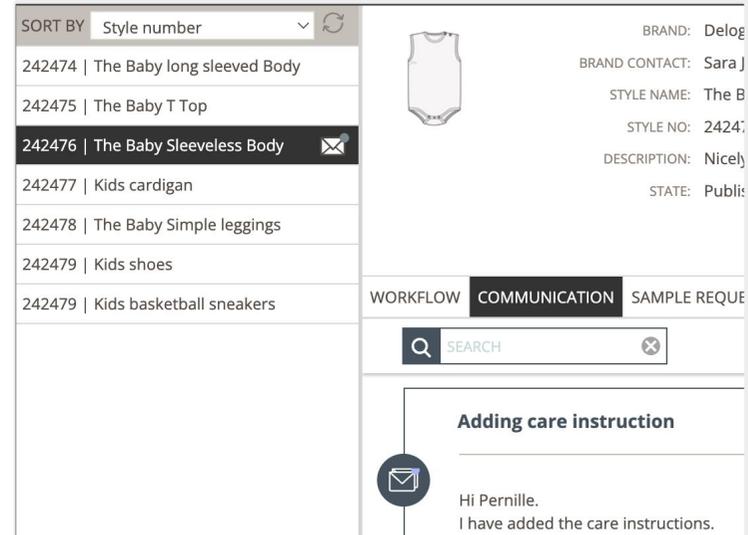
Receiver of Batch Messages

- Receives a mail notification with links to styles/communication
- The *actual message* is not visible in the email
- The receiver clicks on a link of a style
- Replying - Use the toggle to reply to all styles or only to the current style you are on
- When batch replying, the system will ensure that you only reply to styles belonging to the same supplier



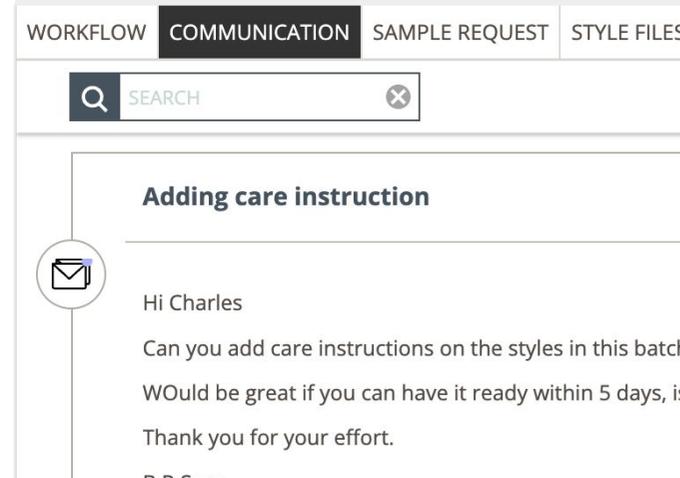
Icons of Batch Messages

- Icon for an unread Batch Message:



The screenshot shows a software interface with a list of items on the left and a communication panel on the right. The list includes items like 'The Baby long sleeved Body', 'The Baby T Top', and 'The Baby Sleeveless Body'. The 'The Baby Sleeveless Body' item is highlighted with a dark background and a white envelope icon, indicating an unread message. The communication panel on the right shows a search bar and a message titled 'Adding care instruction' with the text: 'Hi Pernille. I have added the care instructions.'

- Icon for a read Batch Message:



The screenshot shows a software interface with a communication panel. The panel has tabs for 'WORKFLOW', 'COMMUNICATION', 'SAMPLE REQUEST', and 'STYLE FILES'. Below the tabs is a search bar. The message titled 'Adding care instruction' is shown with a read icon (an envelope with a checkmark) and the text: 'Hi Charles. Can you add care instructions on the styles in this batch... Would be great if you can have it ready within 5 days, is t... Thank you for your effort. B. B. Sara'.





Q&A