

## 4.17 Denali Instant Messaging



Instant Messaging in Denali simply means sending a direct text message from one user to another user while both are on-line within the Denali system. Actually, the recipient doesn't have to be online at the time you send them a message. They will receive your IM the next time they login to Denali. The process starts by clicking the **Messaging** Menu item on the Denali Menu. The Online Log shows all Denali members ... with those currently on-line indicated by a flashing light icon.

Online Users			My Messages	Sent Messages	Select Recipients	Select Groups
No R Email Engineering Last Login: 6/23/2008 5:30:55 PM	Guest H Guest Engineering Last Login: 6/14/2008 6:55:08 PM	Neesie Neesie managers Last Login: 7/1/2008 7:50:06 PM				
Homer W Simpson Engineering Last Login: 7/29/2008 1:38:48 PM	Jim H Smith Engineering Last Login: 7/29/2008 1:41:21 PM	Bob H Tuna Engineering Last Login: 7/28/2008 10:54:26 AM				
Mary R Wilson Engineering Last Login: 7/28/2008 10:28:14 AM						

Clicking a name in the online log opens a message window where a user can enter a text message to the person whose name was clicked in the online log.

Return Send Instant Message

From: Jim H Smith To: Bob H Tuna

Arial Size [Rich Text Editor]

File Link: (optional) [Text Field]

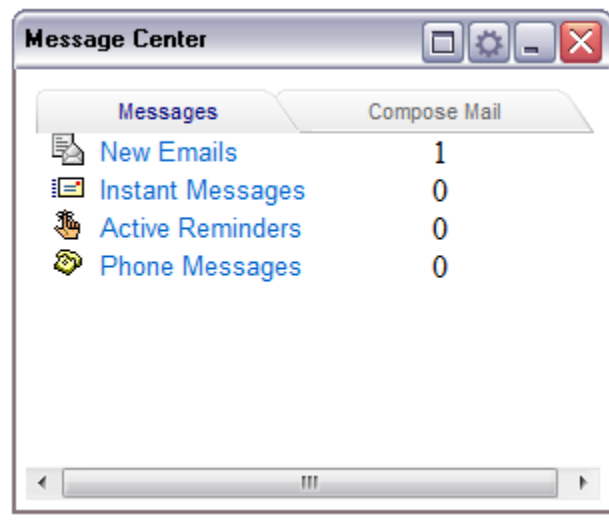
File Upload: (optional) [Text Field] Browse...

Request Options: None Also Send as Email?  No  Yes

Send

When a user opens or returns to the Denali homepage, the program checks the message log and if valid messages exist, the Message Center applet will display the number of new messages on the homepage. A sound will also indicate new messages when returning to the homepage. The Message Center

applet will continue to periodically check for new messages as long as it is open on the homepage.

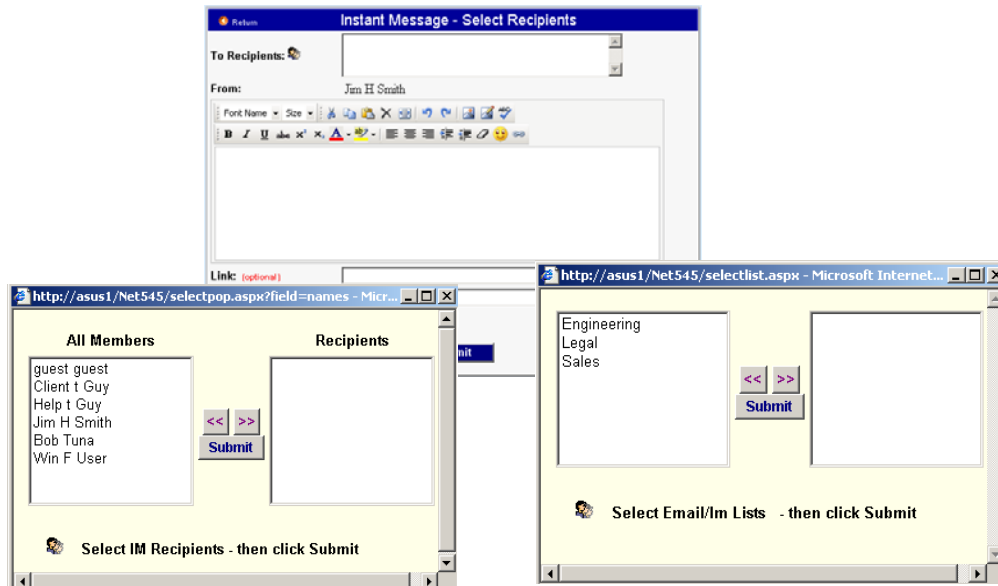


[Return](#) 11 Messages for : Jim H Smith [IM](#) [Delete Selected Records](#)

<input type="checkbox"/>	Message	From	Link	Sent	Reply	Options
<input type="checkbox"/>	ok .....try to reply again to this. jim	Bob H Tuna		7/28/2008 11:46:32 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	ok here is my new reply .....try to reply again to this. jim	Bob H Tuna		7/28/2008 11:41:57 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	Bob H Tuna has responded to your routed file: Approval Status .... Yes Comments ..... Jim - this looks great - when can we get started ??	Bob H Tuna		7/28/2008 11:08:56 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	here is reply. .....bob - please try a reply. tx jim	Bob H Tuna		7/28/2008 11:05:32 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	what do you need?	Bob H Tuna		7/28/2008 11:01:10 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	jim thanks. homer .....fixed	Homer W Simpson		7/28/2008 10:43:53 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	fixed	Jim H Smith		7/28/2008 10:42:38 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	hey guys - this is jim	Jim H Smith		7/28/2008 10:42:08 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	jim here it is. .....bob - please send me the budget reports. txs jim	Bob H Tuna		7/28/2008 10:32:56 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	go with it .....what	Bob H Tuna		7/28/2008 10:22:46 AM	<a href="#">Reply</a>	None
<input type="checkbox"/>	jim - looks good.  .....bob - hi.	Bob H Tuna		7/28/2008 10:18:49 AM	<a href="#">Reply</a>	None

Change page: < 1 > | Displaying page 1 of 1, items 1 to 11 of 11.

Instant messages may also be sent to off-line users, multiple recipients, and even entire groups. Both options are selected from the Menu Bar shown above. Selecting the **Multi-Select** or **Groups** options bring up the window shown below where you can select multiple individuals or a group name to receive your message.



## Instant Message Logging

Administrators can elect to maintain a Log of all instant messages – both sent messages and replies. By default, no log is produced, but by changing the “0” to a “1” on the following line in the web.config file administrators can direct Denali to produce a text file of all messages.

```
<add key="Imlog" value="0"/>
```

Messages are time and date stamped and stored in a file at **../storage/templates/imlog.htm**

Superadministrators will be able to view the message log in html format by going to the Administration Panel and clicking the Storage button and then opening the Templates folder.

## Log File Maintenance

If you utilize the Instant Message Log file, it may tend to grow quite large over time and will need to be “culled” or edited periodically. The file is physically located at **../storage/templates/imlog.htm**. Administrators can use any text-editor to clear or edit this file periodically to save storage space and improve access performance.

## Member Security Settings:

For new Members, the Instant Messaging module has 2 overall levels of Access Permissions as shown below:

Messaging	?	<input checked="" type="radio"/> No Access	<input type="radio"/> Full Access
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These 2 choices can be further defined in terms of the starting named security profiles, and their allowable actions as shown in the chart below:

17) Instant Messaging					
Access Permissions	No Access		Full Access		
Profile Name	Guest	0	Assoc, Basic, Advanced, Admi		
All IM Functions			✓	✓	✓

### Using the “Buddies List” feature

Denali users can choose to enhance their use of the IM module by using the “Buddy List” feature. In each user’s Member Directory profile – users can select other Denali users to place on their buddies list. The list will then popup when visiting the Online Log page mentioned above – alerting users whenever a buddy logs on or off the system. The Buddies popup window looks similar to the one shown below.



Users can also elect in their Member profiles to have this window open automatically on their homepage during initial login. Once activated – users can minimize the window without closing it to allow login monitoring. Then – whenever a buddy from their list enters or leaves Denali the window will re-appear with the updated information.

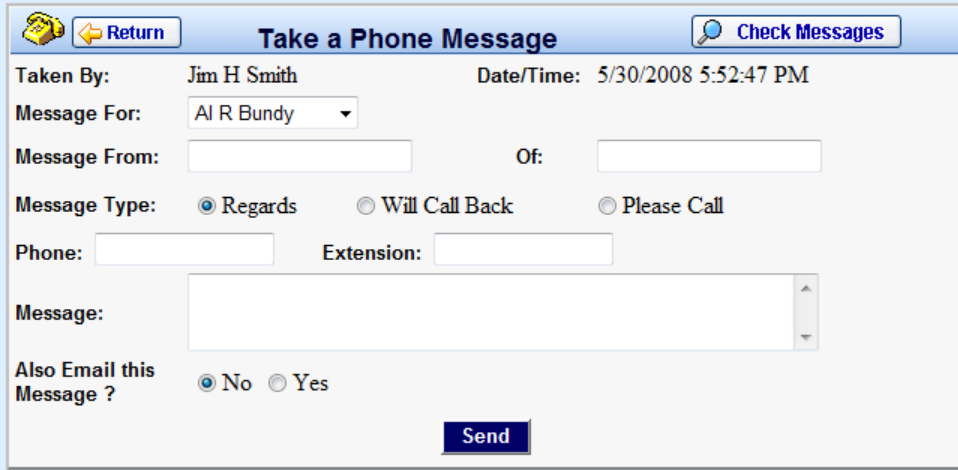
### Log- Off

Users should always return to the home page and click the Log-off text to cleanly exit the program. Logging-off will also make sure the user is removed immediately from the on-line list used for Instant Messaging.

#### 4.17.1 Phone Messages

The Phone Message module allows anyone with access the Messaging Module #17 – to take phone messages for co-workers. By phone messages, we mean to

answer the phone for someone and jot down (using a Denali form) the jest of the message, and a phone number for returning the call.



The screenshot shows a web form titled "Take a Phone Message". At the top left is a "Return" button with a left-pointing arrow. At the top right is a "Check Messages" button with a magnifying glass icon. The form contains the following fields and options:

- Taken By:** Jim H Smith
- Date/Time:** 5/30/2008 5:52:47 PM
- Message For:** A dropdown menu with "Al R Bundy" selected.
- Message From:** An empty text input field.
- Of:** An empty text input field.
- Message Type:** Three radio buttons: "Regards" (selected), "Will Call Back", and "Please Call".
- Phone:** An empty text input field.
- Extension:** An empty text input field.
- Message:** A large empty text area with a vertical scrollbar on the right.
- Also Email this Message ?** Two radio buttons: "No" (selected) and "Yes".

A "Send" button is located at the bottom center of the form.

The date and time are automatically recorded as well as the name of the person taking the call. Phone messages, if any, are displayed in the Message Center area of the user's homepage. The Phone Message Module uses the same Advanced Security setting as the Instant Message Module - #17.