

FAQ

Help! Where did all my messages go?

Scenario: i've executed my dialogue and it shows me that all of the email and sms messages have been sent, however none of my customers have actually received any messages.

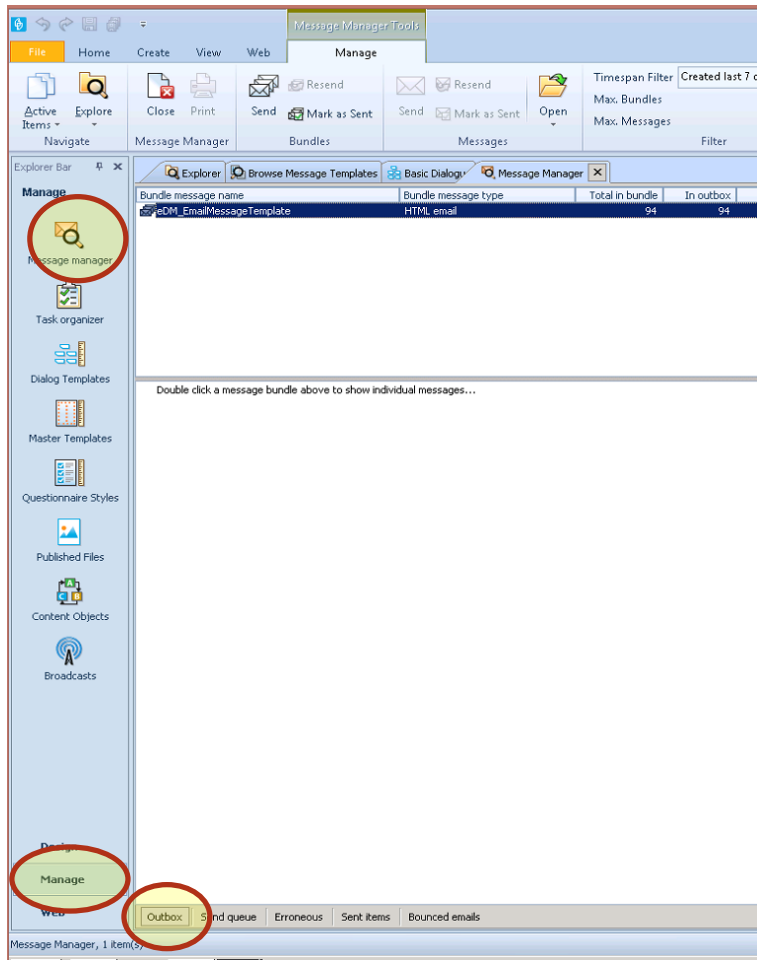
Answer: in 100% of the cases where this question has been posed, the missing messages have been found in the message outbox. This is because the use outbox check box has been left ticked – which is great for during the testing stage, but come time to execute can hold things up.

Here's how to locate your messages and send them on their way!



Spark

1. Within your **Explorer Bar** (located LHS of screen), select the **Manage** menu then click on **Message Manager**. You will now see a list of the message bundles being held in your Outbox.



2. **Right Click** on the bundle of messages that you would like to release and select **Send bundle(s)**. **Done!**

