Functional Tips for ScanWorkX
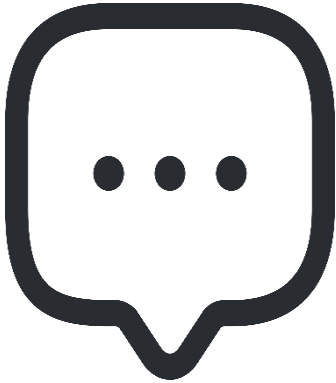
This month's tip for getting more from your ScanWorkX implementation!

ScanWorkX Mobile Messaging

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In this month's issue of ScanWorkX functional tips, we will review ScanWorkX native mobile messaging feature. ScanWorkX mobile messaging allows users to send custom or pre-generated messages to ScanWorkX mobile users from the D365 console and from within the ScanWorkX mobile messaging application. It's simple to use and can make communicating with your warehouse operations staff a breeze!

Sending Messages from D365 console

The mobile messaging console allows messages to be pushed out to specific users or groups of users onto their handheld device. To send a message, select New Mobile Message from the Periodic section in the ScanWorkX area page, fill out the form, and press the "Send Message" button.

Message – You can either type a custom message or double-click to bring up a list of default messages. (See default messages below)

Icon – Select what Icon shows up in the message dialog to the user

Button Type – You can select "OK" or "Yes/No" if you would like a response. Messages can be informational only and displayed with an OK button or may require a YES/NO response. Message senders can will see either that the message was acknowledged or the "Yes" or "No" response as appropriate.

Message Expires – Messages sent to offline users will be delivered the next time they login. Setting an expiration date/time on a message ensures old, irrelevant messages are not delivered long after the fact, such as when an employee returns from vacation or an extended absence.

Message Recipients – Check off users in the list to select them for message receipt. All ScanWorkX users in your company will initially be listed in the left box. Users with green dots are currently online. Users with gray dots are not currently logged in. Drag users into or out of the right-hand box to select which users will receive the page. In the example above, one message recipient, IFSAPP, has been specified. The green dot next to IFSAPP's username lets us know that this user is currently online. It will be delivered the next time IFSAPP performs an action on the handheld. If the user in the left box was also added as a recipient, since the user is currently offline (gray dot), the message would be delivered at their next login.

Send Message – Click this message to send the message to all users in Recipient box

Filters by User, Company, Site, and Warehouse are available to reduce the number of users in the list. By default, the current Dynamics AX user's company is populated into the form. If the Dynamics AX user also has a matching ScanWorkX account, the default site from their ScanWorkX account will also be populated in as a filter.

Sending Messages from ScanWorkX Mobile Messaging app

Open the ScanWorkX Mobile Messaging app from your ScanWorkX menu. First, the app prompts you for a recipient. You can use the LOV to view all ScanWorkX users, as well as their online/offline status.
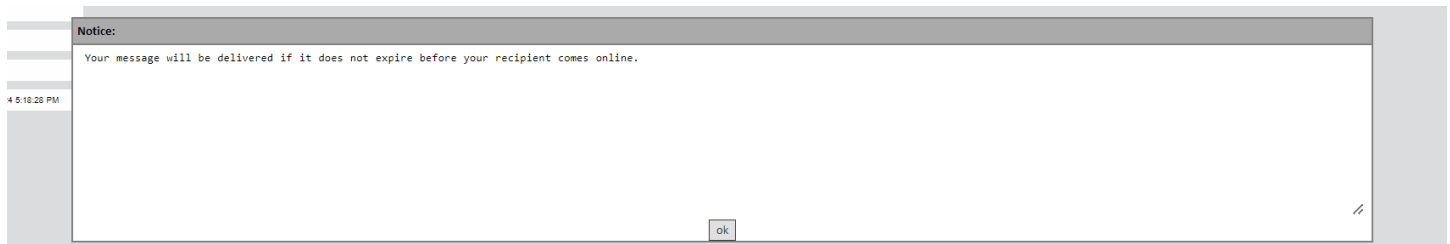Then, in the Message box, I can type a custom message or select a default message from the LOV (See default messages below.)

The priority field is set to Normal by default, but I can change it to Low priority or Urgent.

Finally, I can see my auto-populated expiration date and time. By default, mobile messages expire after 24 hours, meaning if I send a message to a user who is Offline, they will see the message only if they log on within 24 hours from the time the message was sent. However, you can configure your expiration time in Application Parameters.

	Command	
Recipient:		
Message:		
Priority:	Normal	
Expires:	3/26/2024 5:10:48 PM	

If I send a message to a user who is currently offline, I will receive the following message.

| Notice: |
|---|
| Your message will be delivered if it does not expire before your recipient comes online. |

4 5:18:28 PM

ok

Default Messages

Under the ScanWorkX module > Mobile Messaging defaults, I can maintain a list of predefined quick messages which can make communication across your warehouse even more efficient. All of the default messages I set here can be chosen from within the Mobile Messaging app in ScanWorkX or from the Mobile Messaging dashboard in D365.
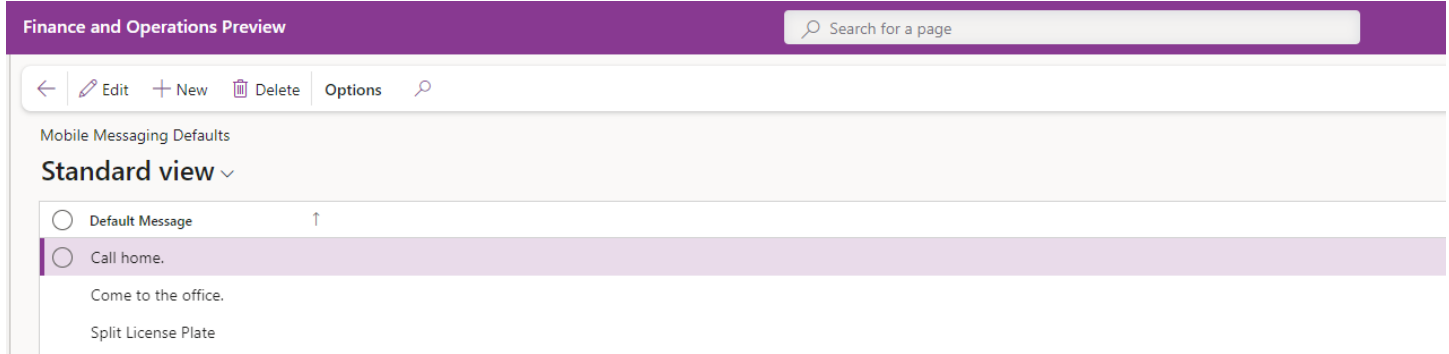
Mobile Messaging History

The Mobile Messaging History feature allows a supervisor to see the status of the messages sent.
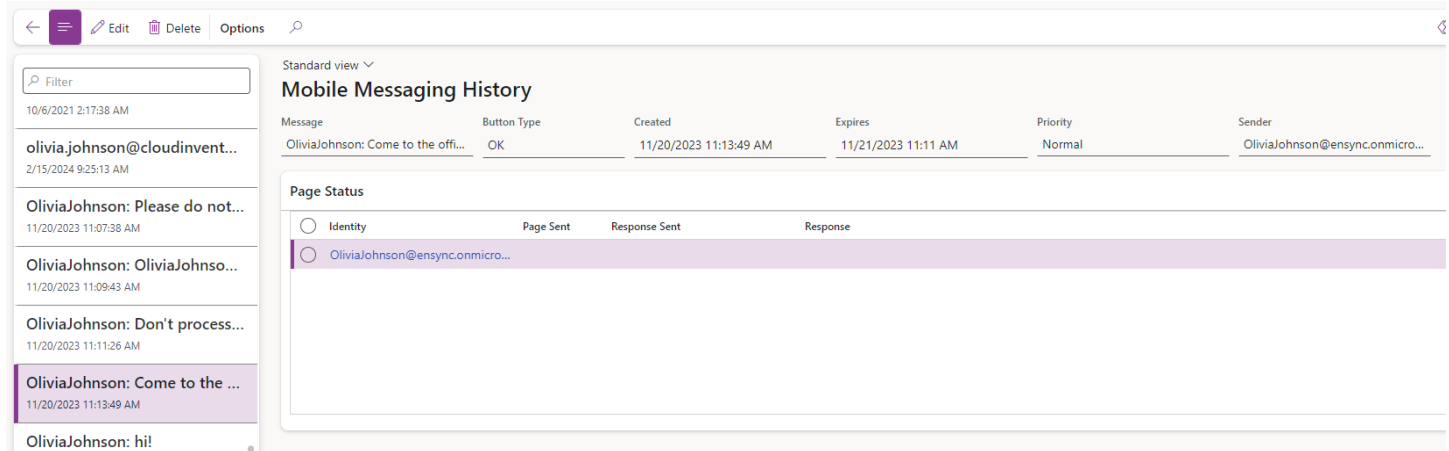
The list on the left side of the screen displays previous messages, with the details of those messages appearing in the main form. By selecting a message, you can see the status of the individual message – status of if the message was sent, if the user acknowledged the response and when, and what the response was (Yes, No, or OK).

If you are not already using the ScanWorkX mobile messaging feature, I hope this walkthrough will serve as an introduction. I encourage you to reach out to us at Olivia.Johnson@cloudinventory.com with your questions and concerns, or to get the latest version of the ScanWorkX model. If you are already leveraging ScanWorkX mobile messaging, let us know what you like about the feature and give us feedback on how we can improve.

As always, thanks for being an awesome ScanWorkX customer. We are determined to help you get the most out of your ScanWorkX implementation and are always looking to make our solution better. We look forward to hearing from you!