

Absolute End User Messaging Workflow

Absolute End User Messaging provides Absolute Console administrative users the ability to send messages to devices to inform end users about an upcoming event or to solicit information from devices or their respective end users. The feature enables Console administrative users to configure and send messages, leveraging pre-defined templates or by creating a new one using the End User Messaging Editor. This document illustrates the feature's configuration and end user workflow. For more details on End User Messaging, contact your Absolute Customer Success Manager or Absolute Sales Rep.

CONFIGURING AND SENDING END USER MESSAGES REQUESTS

1. Select devices from any Device Report, Device Groups, or a specific Device Details page
2. Choose 'Send Message' from the action drop-down. Messages can also be sent across multiple devices using the 'Upload Bulk Device File' action from the menu on the top right-hand side of the Console.

The screenshot shows the 'Assets' page in the Absolute Console. A red circle with the number '1' highlights the 'Devices' tab. The page displays a table of assets with columns for selection, device name, and last connected time. A dropdown menu is open over the table, showing various actions. A red circle with the number '2' highlights the 'Send Message...' option in the dropdown menu.

	Freeze...	Run Script...	Wipe...	Unenroll	...
<input type="checkbox"/>					Freeze...
<input type="checkbox"/>					Remove Freeze
<input checked="" type="checkbox"/>					Delete File...
<input checked="" type="checkbox"/>					Send Message... 2
<input checked="" type="checkbox"/>					Run Script...
<input checked="" type="checkbox"/>					Perform EDD Scan
<input type="checkbox"/>					Manage Supervisor Password...
<input type="checkbox"/>					Report Missing or Stolen...
<input type="checkbox"/>					Report Found

CONFIGURING AND SENDING END USER MESSAGES REQUESTS CONTINUED

3. Specify when you'd like the message to be sent, add a description, and select a pre-built message template.
4. You can customize your message and include Absolute custom-defined fields to solicit specific information from end users or devices.
5. Furthermore, choose if you'd like the message to be displayed as a dialog box or full screen on devices, and if end users should be allowed to snooze the message to respond later.
6. Finally, preview and send the message.


Message - Feb 8, 2022
This message is used to send to devices that violate travel policy

Schedule message

As soon as possible

On or after a certain date

Message



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Hello ,

It appears that your laptop has left the United States, in violation of our Travel Policy. Tell us below if it is incorrect, you were unaware of the policy or have received prior approval from your manager.

Please state your department and contact number:

Add the message to library

Options

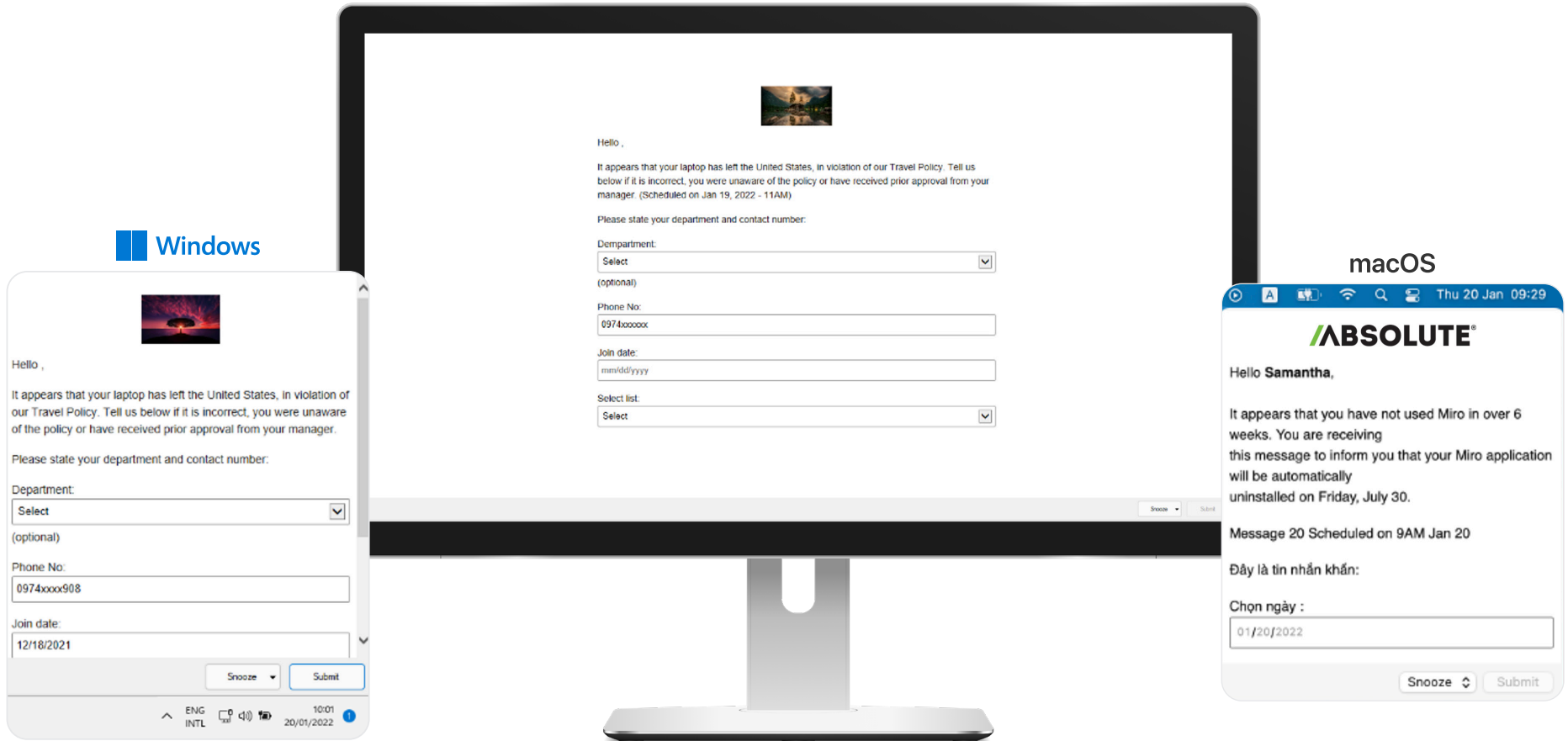
Display as a full-screen desktop critical message

Allow participants to snooze

3
4
5
6

END-USER VIEW

Messages appear through notification dialog boxes on Windows, Chromebook and MacOS devices and will be at full screen size, if selected during the message request configuration as described on page 2.



MANAGE MESSAGE REQUESTS THROUGH ACTION HISTORY

1. Manage your message requests through the 'Actions' tab under the 'History' section of the Absolute Console.
2. Track if message requests are pending, in progress, completed, or have failed along with specific reasons. Cancel pending, ready, or processing requests in case the message no longer needs to be sent.
3. Lastly, view responses from end users to queries sent through custom device fields for each message.

The screenshot displays the 'History' section of the Absolute Console, specifically the 'Actions' tab. A progress indicator shows 10% completion. A sidebar on the left lists various actions such as 'Message - Feb 8, 2022', 'Run Script "Show a Return Device Noti..."', and 'Messagepp'. The main area features a table with columns for Device name, STATUS, Action status, STATUS, Failure reason, OS name, and Message response. A table with 10 rows is shown, detailing the status of various message requests.

Device name	STATUS	Action status	STATUS	Failure reason	OS name	Message response
1 mac13_phuong's iMac W8907854A	Failed	33 seconds ago	Reported stolen	Mac OS X	No Data	
2 UNICORN-WIN8 VMware-56 4d 57 83 a7 2f fe 85-21 31...	Pending	31 seconds ago	No Data	Microsoft Windows 8.1 Pro	No Data	
3 Unicorn's Mac VMY0f60+GK	Pending	31 seconds ago	No Data	Mac OS X	No Data	
4 DESKTOP-MCHMS28 VMware-56 4d 59 b6 0b 0b 97 07-a8 3...	Pending	31 seconds ago	No Data	Microsoft Windows 10 Pro	No Data	
5 DESKTOP-V7QH51 VMware-56 4d 60 6c 8b a1 0e 74-59 b...	Pending	31 seconds ago	No Data	Microsoft Windows 10 Pro	No Data	
6 ABSAUS1962 SN e9c4fb57d1724d4e97ebf0e8cd1b...	Pending	31 seconds ago	No Data	Windows 7 (64 bit)	No Data	
7 UnicornMac's Mac VMumLmh2p2M23	Pending	31 seconds ago	No Data	Mac OS X	No Data	
8 DESKTOP-9ILSR7D 0	Pending	31 seconds ago	No Data	Microsoft Windows 10 Pro	No Data	
9 PHUONGWIN8 0	Pending	31 seconds ago	No Data	Microsoft Windows 8.1 Pro	No Data	
10 WIN-9D90H1V84V1 VMware-56 4d 04 d0 80 bc 78 b5-44 f...	Pending	30 seconds ago	No Data	Microsoft Windows 8.1 Pro	No Data	