

Keeping Up with all Things Jackrabbit via Intercom

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The blue message icon, also known as *Intercom*, is your best friend! Most of the time, you will see the *Intercom* (icon) on your **Executive Dashboard** but sometimes it may appear on other pages in Jackrabbit.

Through *Intercom*, Jackrabbit has the ability to send messages to specific users based on Location of your organization, User Role, and or Jackrabbit Edition, to name a few. We are able to focus the messages to the correct audience in an effort to prevent inundating everyone with messages that aren't important to them.

The screenshot shows the 'Executive Dashboard' interface. At the top, there are buttons for 'REFRESH DASHBOARD' and 'WEEKLY CALENDAR'. The dashboard is divided into several sections: 'Alerts' with a list of tasks like 'Wait Lists for Classes with Openings' and 'Scheduled Trials'; 'Revenue Summary' featuring a bar chart titled 'Current vs. Prior Year Revenue' comparing 2017 and 2018 data; 'Aged Accounts' with a table showing account balances by age group; and 'Key Metrics' with various performance indicators. At the bottom, there are sections for 'Announcements' and 'Enhancements'. A blue speech bubble icon, representing the Intercom messaging system, is circled in red in the bottom right corner of the dashboard.



You can click on the Intercom icon at any time to view new messages, past messages, webinar links, and other information proactively and at your convenience. Click the **X** to close the messages when you are done!

What types of messages are being sent through Intercom?

Intercom allows us to send emails or messages within Jackrabbit to notify users of new enhancements, upcoming webinars, and other important information. We can add messages to specific pages within Jackrabbit to target Users who made find the information pertinent to their role and related tasks.

Sample Intercom Message


TS | STAFF PORTAL | TOOLS

Hi Sally 🙌

This content is managed by the Jackrabbit Education Team. Our goal is to provide you with updates and information. For Support, please use your Help Button.

Summary

Current



12-month trailing revenue:

Accounts

Settings

>30	31-60	61-90
35.11	5,101.55	1,098.49

Metrics

Settings

120 Enrollment Total

120 Enrollment Category1 Chart

23.53 Enrollment %

0 Enrollment last 15 days

0 Portal Enrollment last 7 days

Upcoming webinars

North Carolina time

How to Post Tuition Fees based on Class Fee

2 sessions available

ePayments 101

Wed Dec 05 at 01:00PM

How to Post Tuition Fees based on a Student or Families Total Hours Taken.

Tue Dec 11 at 02:00PM

Settings! You can now easily create a custom billing cycle starting from the date of your choice and running