Why Enhance the Message Center?

The Message Center, which provides each employee with his or her own integrated access to view and act on HR, Benefits, Time, and Approval Process messages, has been enhanced and redesigned with a fresh look to make it more intuitive and easier to manage.

Differences

Generally speaking, the basic functionality of the Message Center has not changed. Each user still has access to their own integrated Message Center where they can view, HR, Benefits, Time, and Approval Process messages. Users can view details, respond to messages, and archive messages. When a message is archived, it is removed from view. You do have the option to view all completed messages, including archived messages.

What are the differences, then, between the classic Message Center and the enhanced Message Center?

What has changed is the way you do these things. The enhanced Message Center initiates messages just as the classic Message Center did: nothing has changed in that respect. In addition, all the messages you had before are still available—no messages are lost.

The comparison that follows illustrates the differences between the classic Message Center and the enhanced Message Center.

Differences

Enhanced Message Center	Classic Message Center

An enhanced Quick View/Envelope icon design.

You can now see a total of each type and number of messages, see the most recent messages, view a tour of the message center, or go directly to the full message center.

Displayed a list of the most recent messages and allowed you to go to the full message center.

An intuitive layout lets you see filter messages by date, and group messages into their own area for quick access.

Messages can be filtered by **Received Date**, **Subject**, and **From**. **Dates** can be sorted by Ascending or Descending.

No filtering, except through the search fields. For some search fields you need to know the values before you can use them in a search. No sorting of messages was available.
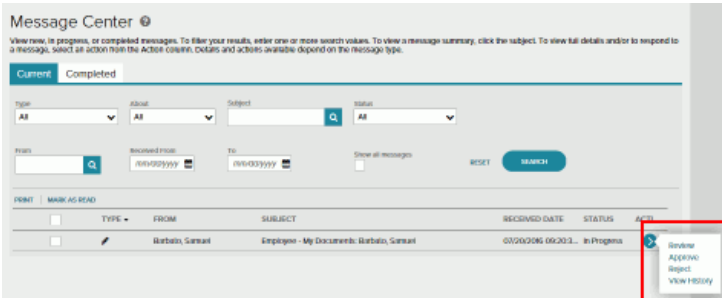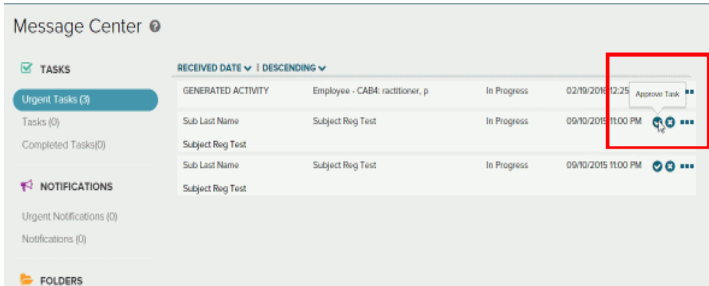
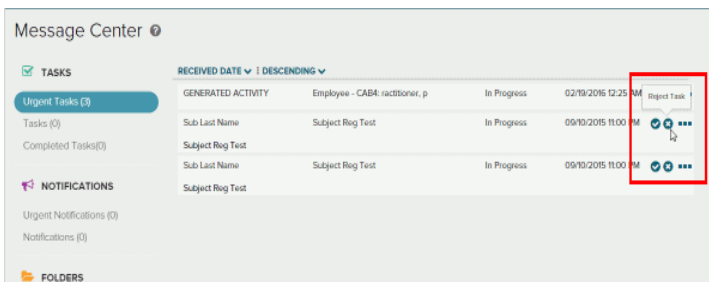| Enhanced Message Center	Classic Message Center

Ability to perform actions without leaving the main page.

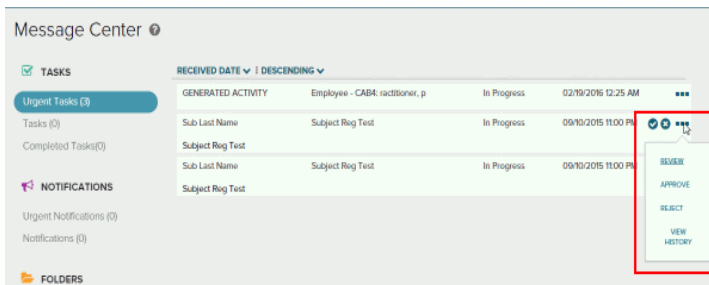You can quickly approve,

Approvals only done through the menu.
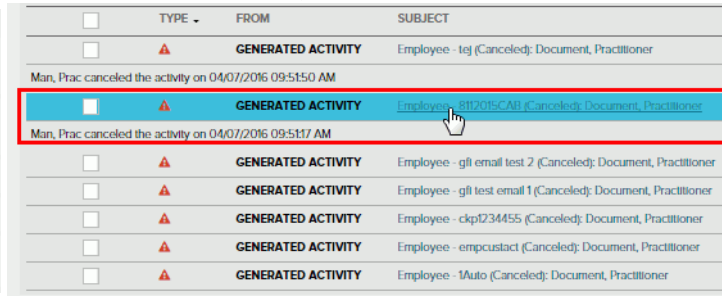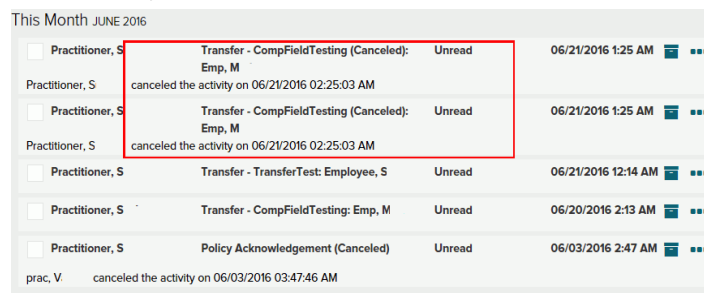

quickly reject,

or you step through the approval or rejection, review, or view history.

Ability to view detailed and complete information about messages from the main page.

Details initially expanded.

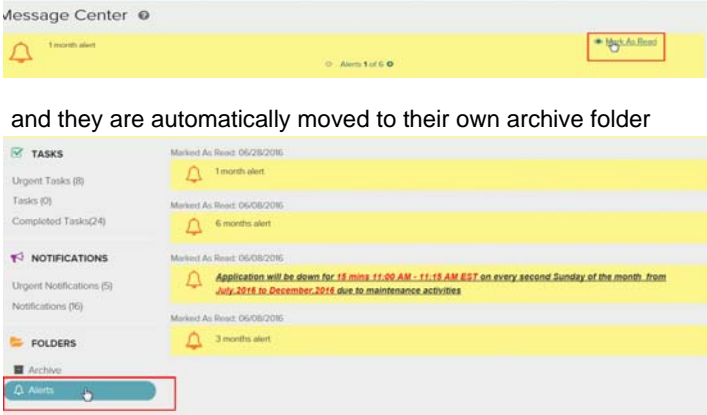You had to click on the subject to expand the detail.

Ability to mark alerts as read and move them to their own folder.

You can mark the alerts as read by clicking ◉I (Mark as Read) and the alerts are moved into the Alerts folder.

and they are automatically moved to their own archive folder

You could mark alerts as read (and unread) but the alerts remained.

Ability to see an accurate total count of messages in each folder.

Totals are now available for tasks and notifications. Task totals are broken into Tasks, Urgent Tasks, and Completed Tasks. Notification totals are divided into Notifications and Urgent Notificactions. The Archive folder has a total of archived messages and how many messages were archived in the last seven days.

The Message Center icon in the toolbar provided a total of new alerts, messages, and notifications. No break down of messages was provided.
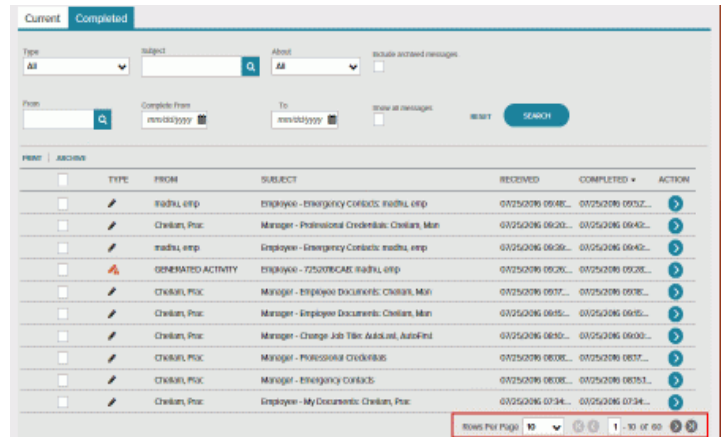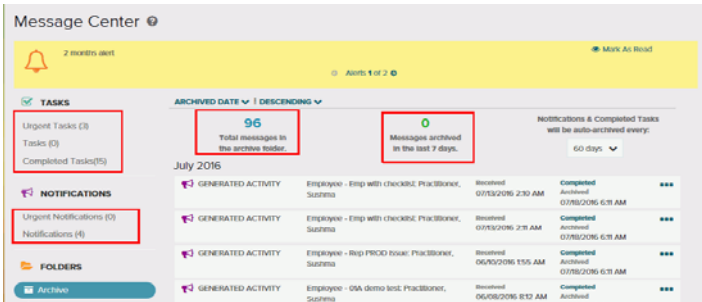
Enhanced Message Center	Classic Message Center

Archiving messages includes more options for easier management.

You can now set the number of days for auto archiving messages (which also sets then number of days messages display),

manually archive a single message,

or archive multiple messages at once.

Note: Select **Show All Messages** on a page to show both current and archived messages.

In the classic message center, you could archive messages from the Completed page but you had to select the **Include Archived Messages** option to see the archived messages. The auto archive was set to 180 days and could not be changed.

Enhanced Message Center	Classic Message Center

Archived messages are displayed in the Archive folder.

Click on the Archived folder to see the archived messages.

You can sort by different criteria,

and by ascending or descending.

You had to select **Include archive messages** to have the archived message show up on the Completed page.

Need More Information?

For more information on the enhanced Message Center, click the question mark (?) for online help.
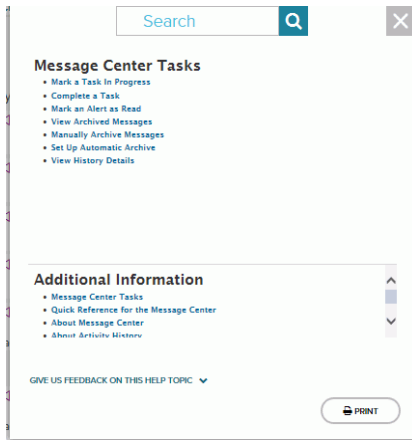
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