

Create or Edit a Channel

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Create Channel

Only users allocated with the permission "KPI-CHAT Administrator" or "KPI-CHAT System Administrator" are allowed to create and edit channels.

Normal "KPI-CHAT Consumer" users will only see channels that they've been allocated to.

To create a new channel click on + Button

Click to add title

New Channel

Channel Image

Enter channel name *

Enter channel description (optional)

> Administrators (1)

> User and Groups

> Tags

> Filters

Apply Cancel

Image- Users can browse for an image and use as desired

Channel Name - Name of the channel as desired

Enter Channel Description(Optional) - Description of the Channel

Administrators - Administrators can be added here , only "KPI-CHAT Administrators" and "KPI-CHAT System Administrators" can be added here

Users and Groups - "KPI-CHAT Consumers" can be added here. Alternatively, users can add Groups, as defined in TrueChart Management Console

Tags - Tags are used for identification of the channel

Filters - Filters to be used in channel can be added here . Applied filters can be seen in right filter panel. learn more about [Learn more about Filters and Data Dependencies](#)

Click on Apply to Create a New Channel and Confirm the pop up

Create Channel

Would you like to create channel information?

New channel will be created as below. By selecting the channel, the user will be presented with the Chat panel

+ Click to add title

☰ +


🔍 Search

2S	20200814 - suk 2020-08-14, 13:24	11
T	test123 2020-08-14, 14:09	27
SC	SUK - Customer 2020-08-26, 12:26	27
T	TEST1 2020-09-15, 15:13	


Note that KPI-CHAT will automatically create an abbreviation from the first characters of the first 2 words. e.g. Sales Channel would provide SC .


This can be referenced when searching for channels.

Edit Channel

Hover over the channel in the Channel List, then select  to edit

The user will be presented with the Channel details for editing

 TEST1

 Channel Image

TEST1

Enter channel description (optional)

> Administrators (1)

> User and Groups (1)


> Tags

> Filters

Apply Cancel

Change the required field and click on apply to update the channel

← TEST1

 Channel Image

TEST1

Enter channel description (optional)

> Administrators (1)

> User and Groups (1)

> Tags

> Filters

Apply Cancel

Confirm the changes

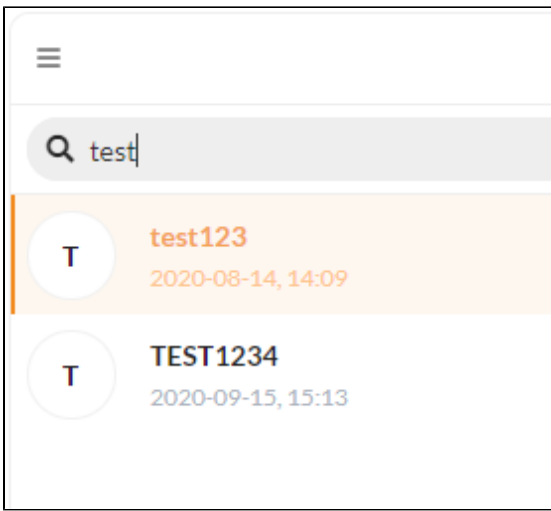
Update Channel

Would you like to update channel information?

✓ Apply ✕ Discard changes and go back

Search Channel

Click on the Search Channel box



Channel can also be searched with Channel Name , Tags or Abbreviations