

# Keeping up with all things Jackrabbit via Intercom

Last Modified on 01/14/2019 2:02 pm EST

Contributor(s): Amber Smith, Graham Bingham



## Want to stay in the know on what is new with Jackrabbit?

The blue message icon, also known as Intercom, is your best friend!

A screenshot of the "Executive Dashboard" interface. The dashboard includes sections for Alerts, Tasks, Revenue Summary (with a bar chart titled "Current vs. Prior Year Revenue"), Aged Accounts (with a table), and Key Metrics. A blue circular icon with a white speech bubble, representing Intercom, is overlaid on the bottom right corner of the dashboard screenshot.

Month	2017	2018
Jan	2.5K	3.0K
Feb	3.0K	3.5K
Mar	4.0K	4.5K
Apr	3.5K	4.0K
May	2.5K	3.0K
Jun	3.0K	3.5K
Jul	4.0K	4.5K
Aug	5.0K	5.5K
Sep	6.0K	6.5K
Oct	7.0K	7.5K
Nov	4.0K	4.5K
Dec	3.0K	3.5K

0-30	31-60	61-90	> 90	Total	Balance (incl. Credits)
0.00	0.00	0.00	1,440.00	1,440.00	95.00

0	Enrollment Total	0	Active Families of 1909 total
0	Enrollment Category1 Chart	0	Active Students of 1790 total
0	Enrollment %	0	Active Classes of 0 total
0	Total Drops last 15 days	9	Active Instructors of 11 total
0	Portal Enrollments last 7 days	4	Web Registrations last 7 days

Most of the time, you will see the Intercom icon on your **Executive Dashboard** but sometimes it may appear on other pages within your database.

## What is the purpose of this little blue icon?

Through Intercom, the Education Team 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 effort to prevent inundating everyone with messages that aren't important to them.





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

The screenshot shows a staff portal interface. At the top, there are navigation links for 'TS', 'STAFF PORTAL', and 'TOOLS'. A blue Intercom message box is overlaid on the right side of the page. The message is addressed to 'Hi Sally' and includes a hand icon. Below the greeting, it states: '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.' The message also lists 'Upcoming webinars' with the following items:

- 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)

At the bottom right of the message box, there is a blue circular button with a white 'X' icon, which is highlighted by a yellow arrow pointing from the left. The background of the dashboard shows various data visualizations, including a bar chart for 'Current' revenue and a table for 'Accounts'.

## What types of messages are being sent through Intercom?

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



Interested in a webinar? Once you click on the Intercom icon, you can find the list of upcoming webinars and select the one you want. Register for the webinar without leaving your Dashboard.