

## training - Bug #2699

### Internal CMS User-to-User Messaging Module

06/09/2026 12:11 AM - Piyush Vijay

<b>Status:</b>	New	<b>Start date:</b>	06/09/2026
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Yashaditya Singh	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Description</b>			
Summary			
Implement an internal messaging system within the CMS that enables users to communicate directly with other users without relying on external communication channels.			
Business Requirement			
Currently, users communicate through external platforms (WhatsApp, Email, Calls), making it difficult to maintain communication history and track discussions related to operations and business activities.			
The Internal Messaging Module will provide a centralized communication channel within the CMS, allowing users to exchange messages, share updates, and maintain conversation history for operational transparency.			
Objectives			
Enable direct messaging between CMS users.			
Maintain communication history within the system.			
Improve collaboration between departments.			
Reduce dependency on external messaging platforms.			
Provide an auditable communication trail.			
Scope			
1. User-to-User Messaging			
Features			
Search and select users from the CMS.			
Start a new conversation with any authorized user.			
Send and receive messages in real-time or near real-time.			
View complete conversation history.			
Support text-based messaging.			
Message Details			
Sender			
Recipient			
Message Content			
Sent Timestamp			
Read Timestamp			
Message Status			
Sent			
Delivered			
Read			
2. Inbox			
Features			
List all conversations.			
Display latest message preview.			
Show unread message count.			
Sort conversations by latest activity.			
Search conversations by user name.			
Columns			
User Name			
Last Message			
Last Activity Time			
Unread Count			
3. Notifications			
Features			
Notify recipient when a new message is received.			

Display unread message badge count.

Mark messages as read when conversation is opened.

#### 4. Conversation Management

##### Features

View full conversation thread.

Auto-load historical messages.

Maintain chronological message order.

Allow users to delete messages only for themselves (optional future enhancement).

##### Permissions

###### Admin

Access all messaging functionality.

View conversations if required for audit/compliance purposes (based on business policy).

###### Standard User

Send messages to authorized CMS users.

View only their own conversations.

##### Audit Requirements

Store sender and recipient details.

Maintain sent/read timestamps.

Preserve message history for audit purposes.

Track deleted/edited actions if implemented in future.

##### Technical Considerations

###### Database Entities

###### Message Thread

###### Message

###### User Message Status

##### APIs

###### Create Conversation

###### Send Message

###### Get Conversation List

###### Get Conversation Messages

###### Mark Messages as Read

###### Get Unread Count

##### UI Components

###### Messaging Menu

#### CMS → Messages

##### Screens

###### Conversation List (Inbox)

###### Chat Window

###### User Search / New Message Modal

##### Acceptance Criteria

Users can search and select another CMS user.

Users can send and receive messages.

Conversation history is stored and accessible.

Unread message counts are displayed.

Message status (Sent/Delivered/Read) is tracked.

Notifications are shown for new messages.

Users can access only their own conversations.

Audit logs and timestamps are maintained.

##### Future Enhancements (Out of Scope)

###### Group Chats

###### Department Channels

###### File Attachments

###### Image Sharing

###### Voice Notes

###### Message Reactions

###### Message Editing

###### Message Deletion

###### Push Notifications

###### Email Notifications