How to View and Respond to Customer Messages

Before you begin

- The producer dashboard has Newsletter → Subscribers and Campaigns, plus a separate Messages section.
- Newsletter access is controlled by the producer’s subscription plan. When disabled, signup forms may still collect subscriber records while the newsletter dashboard is locked.
- Subscribers and campaigns are different: the subscriber list stores contacts; campaigns are messages prepared for selected recipients.
- Customer messages are managed separately from newsletter campaign sending.

Step-by-step

1. Open Messages in the producer dashboard.
2. Select the relevant customer conversation or submission.
3. Review the message and use the available reply controls, if present.
4. Confirm the reply was submitted successfully; do not assume delivery without a confirmation.

Verify the result

Check the saved dashboard record and, where applicable, the published producer website. Test only with your own content or contact details, and do not assume a setting is active until the current interface confirms it.

Editorial review required: This article is based on established BeatKongs specifications. Confirm

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the exact buttons, fields, plan behavior, and published result against the latest working interface before making it public. No demo screenshots or unverified links are included.

Attached files:

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