

salesforce

Lightning Messaging Utility

Give your users the right message at the right time!



Setup Guide

Introducing Lighting Messaging Utility



Simple messaging to keep your users informed

Lightning web component

Fully customizable

Built for Admins AND Developers

The image displays two screenshots of the Lightning Messaging Utility. The top screenshot is a desktop view of the 'Multi-Org Security' app's 'Child Org Overview' page. It shows the 'Multi-Org Security Summary' tab is selected. The page includes a 'Test' section with 'Org Details' (Org Id: a073z00001ElGd8AAF, Category: Global Media, Data Classification: Public, Admin: Admin), a 'Current Security Score' of 66 (0 days ago), and an 'Open Security Tasks' count of 0. A note at the top says 'Your Security Summary is not currently syncing - Schedule Security Sync'. The bottom screenshot is a mobile device view of a contact record for 'Geoff Minor' from the 'Global Media' account. The contact details include an 'Email Opt-Out' message: 'This contact has opted out of email, please do not contact them without guidance.' The contact's address is listed as '130 Chestnut Street, Toronto, Ontario L4B 1Y3, Canada' with a map showing locations like 'Toronto General Hospital' and 'D.W.M. Hall'. The contact is listed as 'President' under 'Reports To'. The mobile screen also shows a 'Post' and 'Poll' section with placeholder text 'Share an update...' and 'Search this feed...', and a 'Collaborate here!' section with the text 'Here's where you start talking with your colleagues about this record.'

Using Lightning Messaging Utility



Lightning Messaging Utility is a Lightning Web Component that can be used in the Lightning App Builder or Experience Builder.

To get Started - you can go onto any record page - and at the top right of the page select the **setup(1)** menu at the top. Then click **Edit Page(2)** lightning app builder.

A screenshot of a Salesforce Contact record page for "Marc Benioff". The page includes fields for Title (Salesforce), Account Name (Salesforce), Phone (2), Email, and Contact Owner (User User). On the right, there's a sidebar with "Activity" and "Chatter" sections. At the top right of the main content area, a context menu is open with two items highlighted: "Setup" (labeled 1) and "Edit Page" (labeled 2).

The screenshot shows a Salesforce Contact record for "Marc Benioff". The contact details include Title (Salesforce), Account Name (Salesforce), Phone (2), Email, and Contact Owner (User User). The "Activity" sidebar shows sections for New Task, New Event, and More, with a "Create a task..." button and an "Add" button. The "Chatter" section shows filters for All time, All activities, All types, Refresh, Expand All, and View All. The main content area has tabs for Related, Details, and News. Under the Related tab, sections for Opportunities (0), Cases (0), Campaign History (0), and Notes & Attachments (0) are shown, each with a "New" or "Add to Campaign" button. A message states "We found no potential duplicates of this Contact."

Using Lightning Messaging Utility



Next - You can drag the LWC Messaging Utility(1) from the sidebar onto the page. (2)

From here, you can follow steps in the instructions on how to configure your message.

The screenshot shows the Lightning App Builder interface. On the left, the sidebar lists various components, with the 'LWC Messaging Utility' component highlighted (labeled 1). The main workspace displays a Contact Record Page with a message component (labeled 2). The right panel shows the configuration for the 'LWC Messaging Utility' component, specifically for the 'alert' message type. It includes settings for 'Show Message' (checkbox checked, labeled 3), 'Allow Close', 'Max width (%)', 'Message Title', 'Message Body', 'Message Variant', 'Show Icon' (checkbox unchecked), 'Icon Name' (utility:check), 'Icon Size' (small), and 'Icon Variant'. The configuration pane also includes tabs for 'Analyze', 'Activation...', and a 'Save' button.

Tip: Set show message to true to show the message in the UI.(3)

4 Available Messaging Types



Alert

⚠ Hello - this is a Warning Alert!



Inline Text



Info

This is an info message

Prompt

This is Prompt!

Please use these with caution and follow the lightning design system messaging guidelines!

Okay

Illustration



Desert

No news here

Messaging Types



Alert

Required Attributes

messageType = 'alert'

messageBody = the message displayed

messageVariant = info, warning, error or offline.

Optional Attributes

showIcon = True or False

iconName = from SLDS - ie. 'utility:error'

iconSize = the icon size

iconVariant = the icon variant

iconAlternativeText = the alternative text to the icon

Messaging Types



Alert Variants

Message Variant = info

 Hello - this is an Info Alert! X

Message Variant = warning

 Hello - this is a Warning Alert! X

Message Variant = error

 Hello - this is an Error Alert! X

Message Variant = offline

 Hello - this is an Offline Alert! X

Messaging Types



Inline Text

Required Attributes

messageType = 'inline'

messageTitle = the message title displayed

messageBody = the message displayed

messageVariant = info, warning, error or success.

Optional Attributes

showIcon = True or False

iconName = from SLDS - ie. 'utility:error'

iconSize = the icon size

iconVariant = the icon variant

iconAlternativeText = the alternative text to the icon



Messaging Types



Inline Text Variants

Message Variant = warning



Warning

This is a warning message

Message Variant = offline



Success

This is a success message

Message Variant = error



Error

This is an error message

Message Variant = info



Info

This is an info message

Messaging Types



Illustration

Required Attributes

illustrationName = The name of the illustration

Optional Attributes

messageTitle = the message title displayed

messageBody = the message displayed



Messaging Types



Illustration Variants

Illustration Name - camping



Camping

No orders here

Illustration Name - desert



Desert

No news here

Messaging Types



Illustration Variants

Illustration Name - camping



Illustration Name - desert

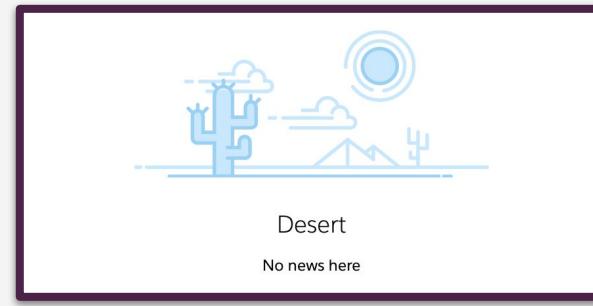


Illustration Name - empty

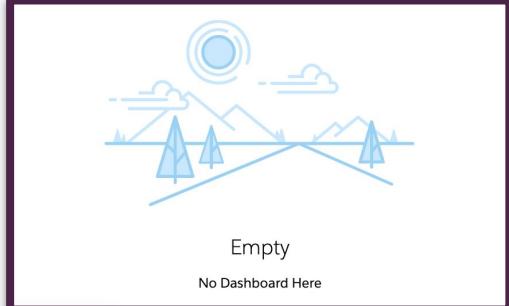


Illustration Name - mountain

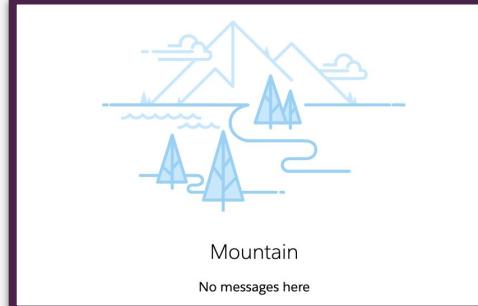


Illustration Name - fishing



Messaging Types



Inline Text Variants

Illustration Name - fishing



Fishing

No engagements here

Messaging Types



Prompt

Required Attributes

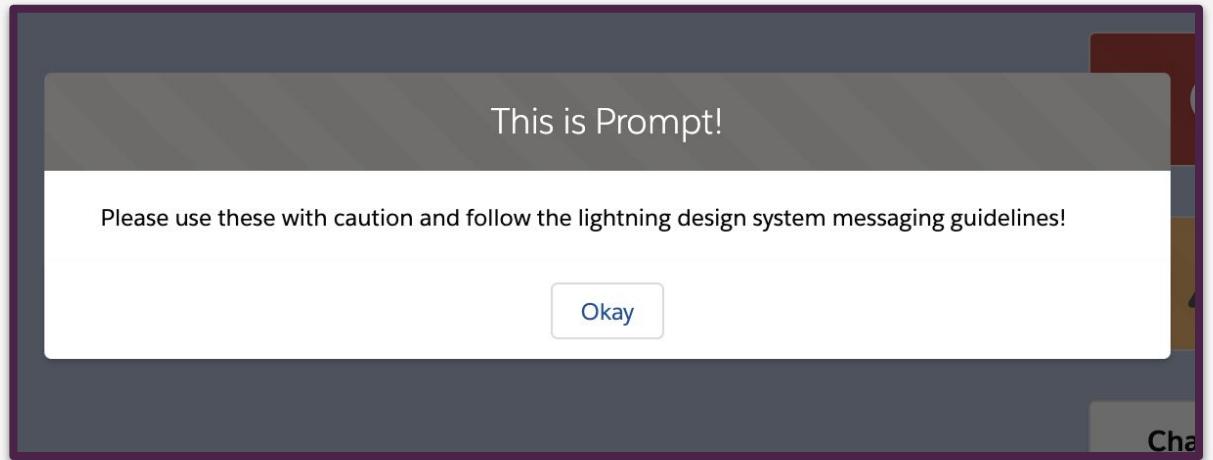
messageType = 'prompt'

messageTitle = the message title displayed

messageBody = the message displayed

messageVariant = error, info, offline, success, or warning

buttonLabel = the confirmation button label



<https://www.lightningdesignsystem.com/guidelines/messaging/components/prompt/>

Messaging Types



Prompt Variants

Message Variant = error



Message Variant = info



Message Variant = offline



Message Variant = success



Message Variant = warning



Parameters



There are a number of options available, but not all required with each message. See message states for details

Message Type: Gives you the ability to define which message type you would like to show

Show Message: This is a boolean that controls the rendering of the component - True will show the component and False will hide it

Allow Close: This allows users to dismiss the message

Max Width(%): Allows you define the max width of the message - this enables you to have dynamic sizing of the messages based on your need

Page > LWC Messaging Utility

Message Type	inline
Show Message	<input checked="" type="checkbox"/>
Allow Close	<input type="checkbox"/>
Max width (%)	100

Parameters



Message Title: The title of the message that is shown to the user

Message Body: The body of the message that you would like to show the user

Message Variant: Enables you to change the coloring and urgency of the message

Show Icon: Gives you the ability to show an Icon in the message

Icon Name: Allows you to specify an Icon for use in the message

Icon Size: Allows you to select the variant of the icon in the message

A screenshot of a user interface for configuring a message. The interface is a light gray box with a dark gray border. It contains several input fields and a checkbox. Each field has an information icon (an 'i' inside a circle) to its right. The fields are: 'Message Title' (containing 'Info'), 'Message Body' (containing 'This is an info message'), 'Message Variant' (containing 'info'), 'Show Icon' (a checked checkbox), 'Icon Name' (containing 'utility:info'), and 'Icon Size' (containing 'medium'). There is also a small 'X' icon at the end of the 'Icon Size' field.

Parameters



Icon Variant: The variant of the icon.

Icon Alternative Text: Describes the icon when unavailable

Illustration Name: lets you select the illustration

Button Label: The label of the prompt confirmation button

The screenshot shows a user interface for configuring parameters. It consists of four input fields, each with a descriptive label and a help icon (info symbol) to the right. The fields are arranged vertically:

- Icon Variant:** The value "inverse" is entered in the field.
- Icon Alternative Text:** An empty field.
- Illustration Name:** An empty field with a magnifying glass icon to its right, indicating a search function.
- Button Label:** An empty field.

Using In your Lighting Web Components



The Lightning Message Helper components can be referenced in your current components, just like base components!

```
<template if:false={account}>
  <c-lwc-messaging-utility illustration-name="desert"
    message-title="Account Not Found"
    message-body="You should create one!"
    max-width="100"
    showMessage="true">
  </c-lwc-messaging-utility>
</template>
```

Using In your Lighting Web Components



Reusable error handling

Use the component to render and display error messages that come back from the server.

```
getDataFromApex() {
    getData({}).then(data => {
        this.data = data;
    }).catch(error => {
        this.showInlineMessage('Error', error.message, 'error')
    })
}

showInlineMessage(messageTitle, messageBody, messageVariant) {
    this.messageTitle = messageTitle;
    this.messageBody = messageBody;
    this.messageVariant = messageVariant;
    this.showMessage = true;
    this.showIcon = true;
}
```

App Listing Slides

Introducing Lightning Messaging Utility



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A composite image showing two devices displaying Salesforce Lightning components. In the foreground, a laptop screen shows a contact record for 'Geoff Minor' with an 'Email Opt-Out' message. In the background, a tablet screen shows the 'Multi-Org Security Summary' page with a security score of 66 and various status indicators. Both screens are set against a blurred background of a garden scene.

4 Available Messaging Types



Alert

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Inline Text



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Okay

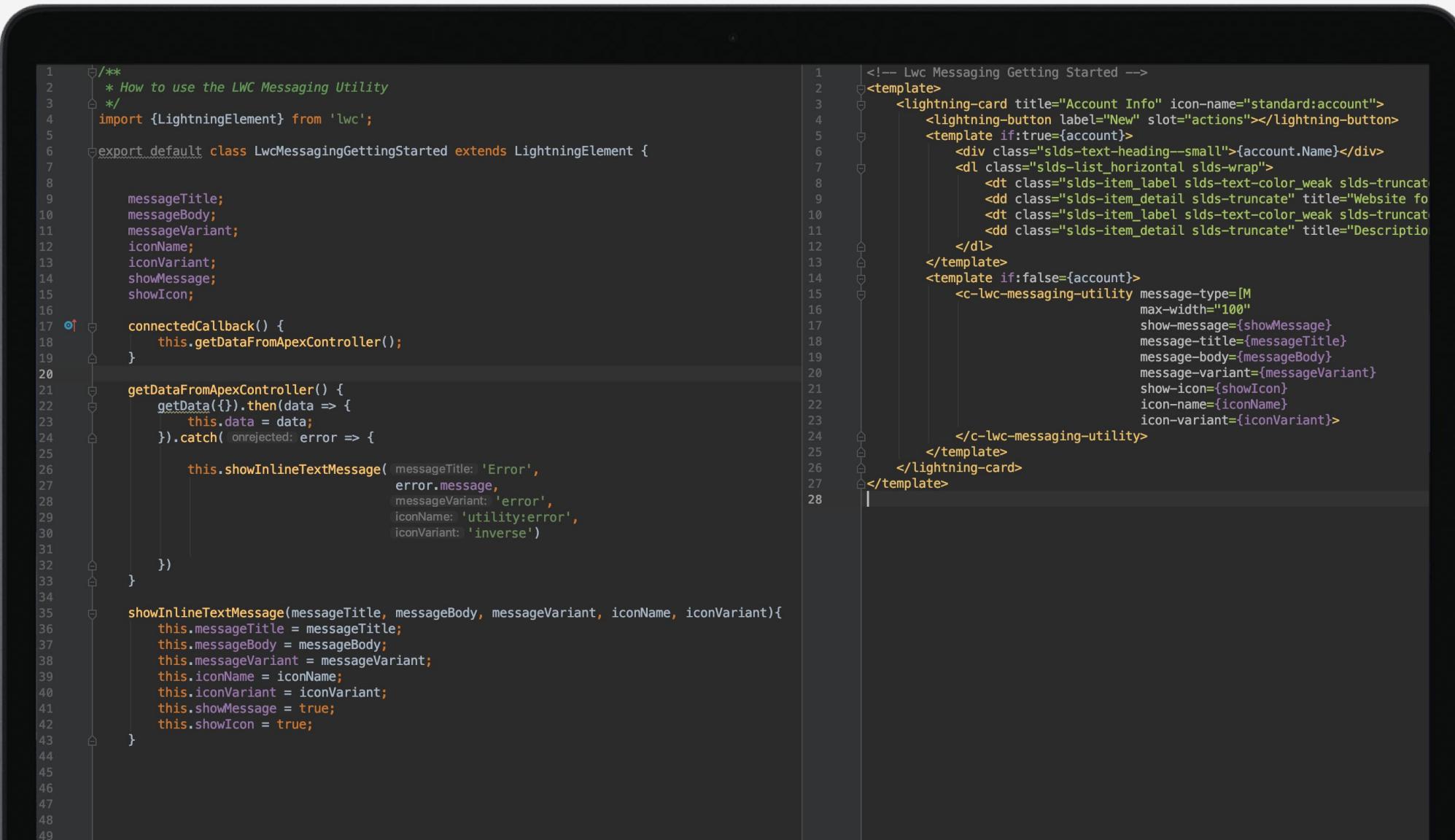
Illustration



Desert

No news here

Extend your Lightning Web Components



A smartphone is displayed horizontally, showing two screens of code. The left screen shows the LWC JavaScript file 'LwcMessagingGettingStarted.js' with syntax highlighting for comments, keywords, and variables. The right screen shows the corresponding HTML template 'LwcMessagingGettingStarted.html' using the LWC messaging utility component.

```
1  /**
2   * How to use the LWC Messaging Utility
3  */
4  import {LightningElement} from 'lwc';
5
6  export default class LwcMessagingGettingStarted extends LightningElement {
7
8    messageTitle;
9    messageBody;
10   messageVariant;
11   iconName;
12   iconVariant;
13   showMessage;
14   showIcon;
15
16   connectedCallback() {
17     this.getDataFromApexController();
18   }
19
20   getDataFromApexController() {
21     getData({}).then(data => {
22       this.data = data;
23     }).catch( rejected: error => {
24
25       this.showInlineTextMessage( messageTitle: 'Error',
26         error.message,
27         messageVariant: 'error',
28         iconName: 'utility:error',
29         iconVariant: 'inverse'
30     })
31   }
32
33   showInlineTextMessage(messageTitle, messageBody, messageVariant, iconName, iconVariant){
34     this.messageTitle = messageTitle;
35     this.messageBody = messageBody;
36     this.messageVariant = messageVariant;
37     this.iconName = iconName;
38     this.iconVariant = iconVariant;
39     this.showMessage = true;
40     this.showIcon = true;
41   }
42
43 }
44
45
46
47
48
49
50
```

```
1  <!-- Lwc Messaging Getting Started -->
2  <template>
3    <lightning-card title="Account Info" icon-name="standard:account">
4      <lightning-button label="New" slot="actions"></lightning-button>
5      <template if:true={account}>
6        <div class="slds-text-heading--small">{account.Name}</div>
7        <dl class="slds-list_horizontal slds-wrap">
8          <dt class="slds-item_label slds-text-color_weak slds-truncate" title="Website for account">{account.Website}</dt>
9          <dd class="slds-item_detail slds-truncate" title="Description for account">{account.Description}</dd>
10         </dl>
11     </template>
12     <template if:false={account}>
13       <c-lwc-messaging-utility message-type=[M
14         max-width="100"
15         show-message={showMessage}
16         message-title={messageTitle}
17         message-body={messageBody}
18         message-variant={messageVariant}
19         show-icon={showIcon}
20         icon-name={iconName}
21         icon-variant={iconVariant}>
22       </c-lwc-messaging-utility>
23     </template>
24   </lightning-card>
25 </template>
26 </lightning-card>
27 </template>
28 |
```

Show Empty State Illustrations when No Data Exists



A screenshot of a Salesforce Lightning component titled "Ventilator Monitor". The component displays a table with four columns: Serial Number, Status, Humidity, and Device Age (days). Three rows of data are shown:

Serial Number	Status	Humidity	Device Age (days)
VT64852658	✓	80	40
VT15698745	✓	90	40
VT69874562	✓	90	40

Below the table, a large callout box with a blue border contains the text "No Device Selected". Inside this box is a light blue line-art illustration of a desert landscape with a cactus, a small mountain, and a sun-like symbol with clouds. Below the illustration, the text "Please select a ventilator" is displayed.

Show an Alert when a System Feature Needs Addressing



The screenshot displays the Multi-Org Security Summary page in the Salesforce interface. At the top, there's a navigation bar with tabs like "Multi-Org Security Summary", "Security Health Check Orgs", "Security Health Check Tasks", "Security Health Checks", and "Security Skills". Below the header, a banner indicates a "Child Org Overview" and a "Multi-Org Security Summary". A prominent yellow bar at the bottom of the banner states, "⚠ Your Security Summary is not currently syncing - [Schedule Security Sync](#)". The main content area is titled "Test" and includes "Org Details" (Org Id: a073z00001ElGd8AAF, Category: Public, Admin: [redacted]), a "Current Security Score" of 66 (last updated 0 days ago), and "Open Security Tasks" (0). There are three tabs: "Overview" (selected), "Detail", and "Security Tasks". On the left, there's a "Filter" section with "Select No. Of Days" (set to 1-365) and "Select Risk Status" (checkboxes for Critical, Warning, and Compliant, all checked). To the right is a "Key" legend with four categories: High Risk (red), Medium Risk (orange), Low Risk (green), and Informational (grey). Below the key, there are three rows of colored squares corresponding to the filter settings. The first row (High Risk) has 15 squares, the second (Medium Risk) has 15, and the third (Low Risk) has 15. The last two rows (Informational and Low Risk) have fewer squares, indicating no data available for those categories.

Show Inline Text when you need a Contextual Error



A screenshot of a Salesforce contact record for "Geoff Minor". The record shows basic information like name, title, and address, along with a prominent red error message box at the top stating "Email Opt-Out" with the subtext "This contact has opt out of email, please do not contact them without guidance." To the right of the contact details is a feed panel with a post and a poll, and below it is a "Collaborate here!" section.

Contact
Geoff Minor

+ Follow Edit Delete View Contact Hierarchy Clone Change Owner

Open Activities (0) Activity History (0) Opportunities (0) Cases (0) Notes & Attachments (0) Campaign History (0)

Email Opt-Out
This contact has opt out of email, please do not contact them without guidance.

Details News

Contact Owner Stephan Garcia
Name Geoff Minor
Account Name Global Media
Email Opt Out
Email info@salesforce.com

Mailing Address 150 Chestnut Street
Toronto, Ontario L4B 1Y3
Canada

Other Address 150 Chestnut Street
Toronto, Ontario L4B 1Y3
Canada

Post Poll

Share an update... Share

Search this feed...

Collaborate here!

Here's where you start talking with your colleagues about this record.

Display a Prompt when there is a System Update



The screenshot shows a Salesforce mobile application interface. At the top, there's a header for "Quarterly Performance" with metrics: CLOSED \$0, OPEN (>70%) \$0, and GOAL --. To the right, it says "As of Today 9:46:02 AM" and has a refresh button. Below the header is a chart area with a y-axis from 0 to 500k and an x-axis showing "May". A legend indicates "Closed". A message in the center of the chart says: "Add the opportunities you're working on, then come back here to view your performance." To the right of the chart is a list of notifications for new lead assignments:

- > New lead assigned to you today Andy Smith
- > New lead assigned to you today Sarah Loehr
- > New lead assigned to you today Jim Steele
- > New lead assigned to you today John Gardner

A large, semi-transparent dark overlay covers the middle of the screen. It features a title "Scheduled Maintenance Title" at the top. Inside this overlay is a white rectangular box containing the text: "This is a prompt generated from the lwc messaging utility - it is used to notify users of system updates and information". At the bottom of this box is a blue "Okay" button. In the background, below the main content, there are sections for "Today's Events" (with a message: "Looks like you're free and clear the rest of the day." and a "View Calendar" button) and "Today's Tasks" (with a message: "Nothing due today. Be a go-getter, and check back soon." and a "View All" button). The bottom of the screen also features sections for "Recent Records" and "Key Deals - Recent Opportunities".