What Is This?

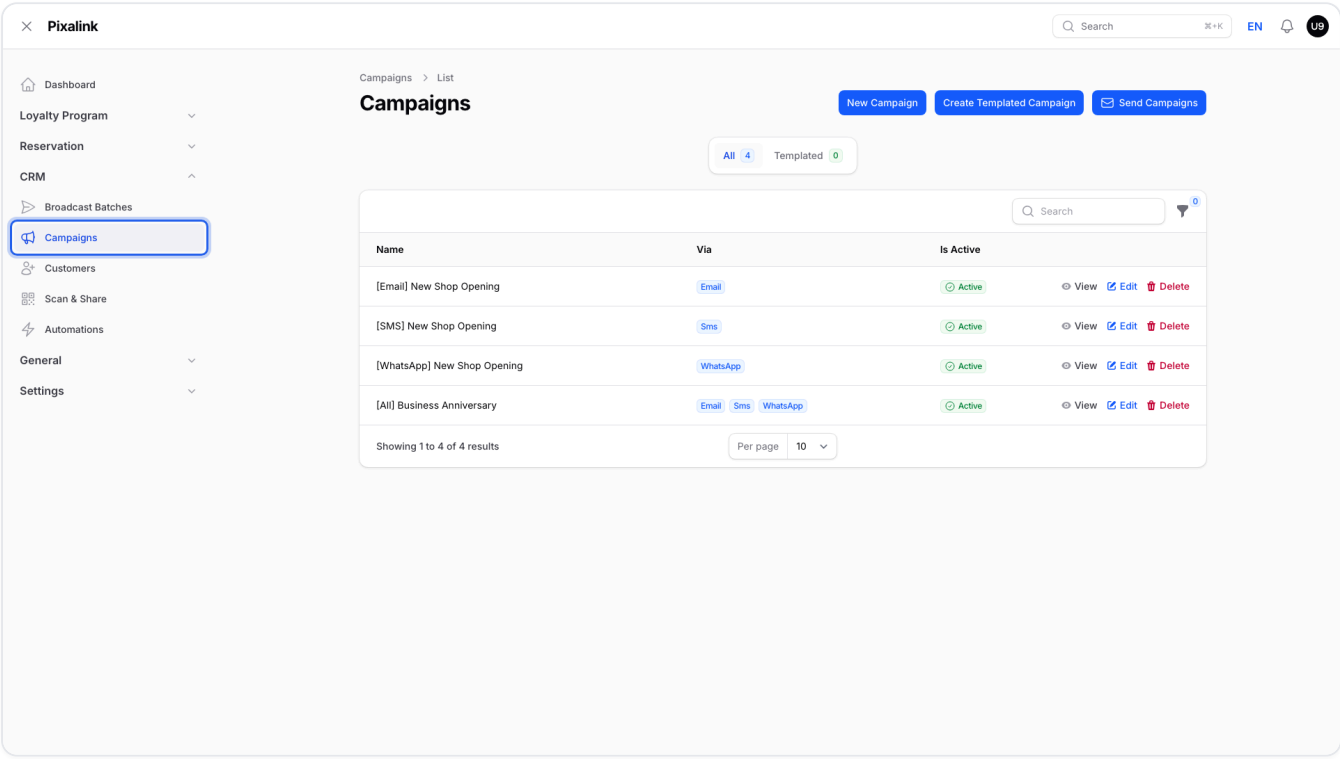
See your campaign message on your own phone before your customers get it. **Send Preview** sends the message only to the people you pick, such as you and your staff. Catch a typo or a broken link first.

Real-Life Example

Siti runs Rasa Sayang restaurant in Shah Alam. She writes a **Come Back Treat** message for 800 customers. Before sending, she opens the campaign and clicks **Send Preview**. She picks herself and her manager. The message arrives on both phones. Siti spots a wrong date, fixes it, and sends the real broadcast with no mistakes.

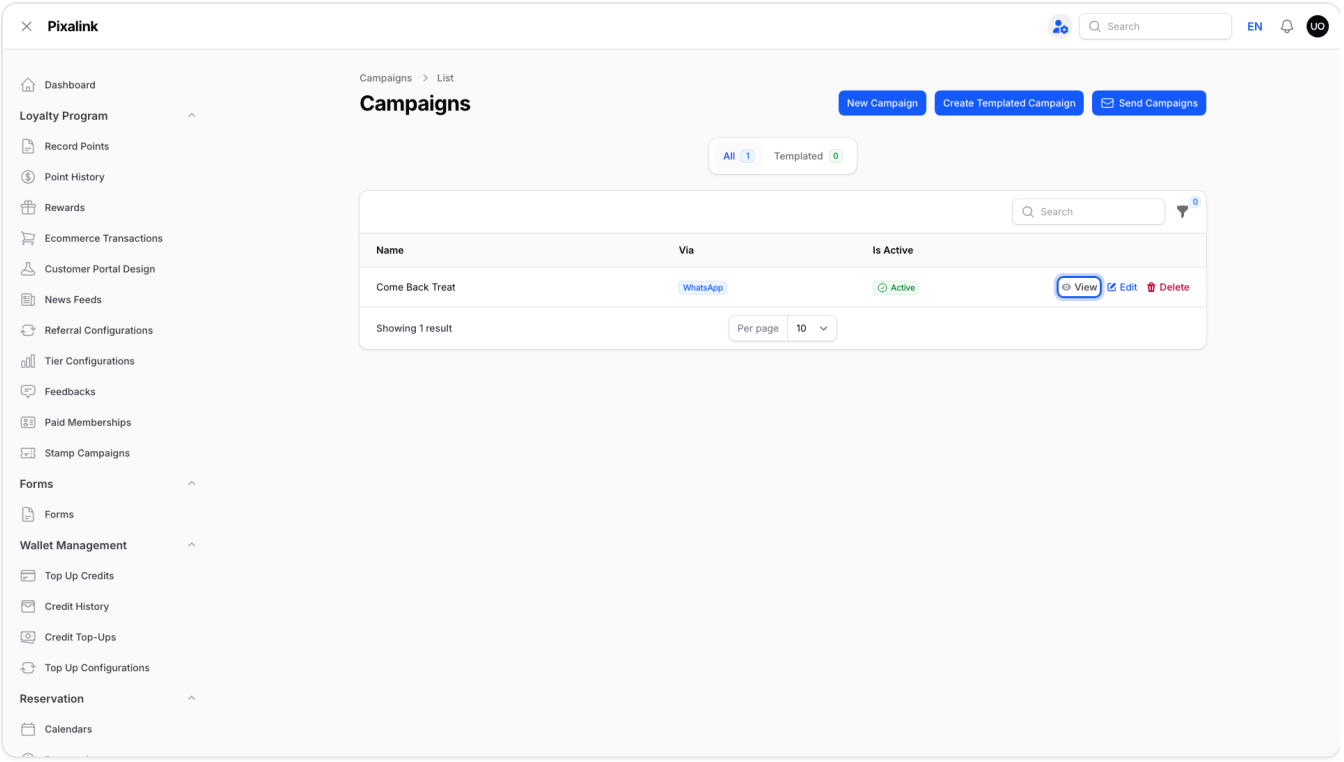
How to Set It Up

1. Go to **Admin Panel → CRM → Campaigns**.



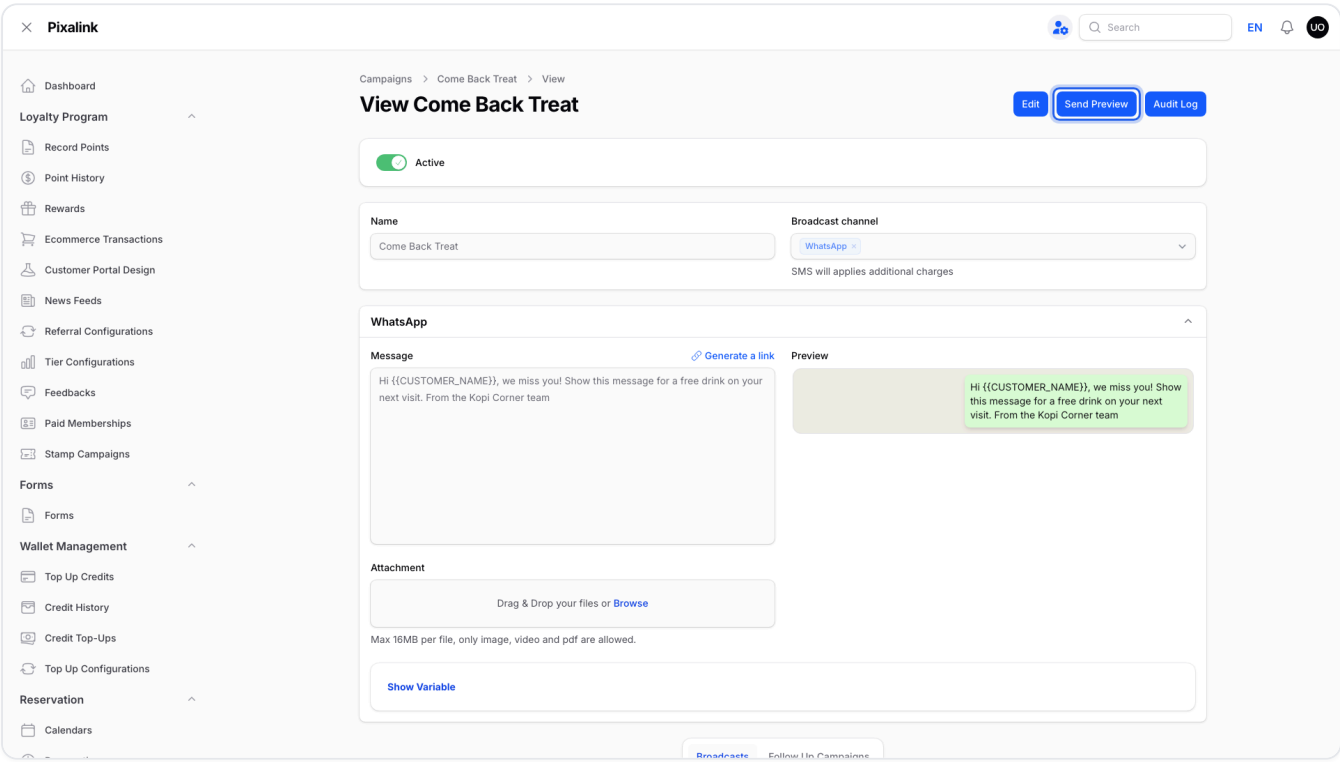
Campaigns is in the CRM group.

2. Click **View** on the campaign you want to test.



You can also use Send Preview from the campaign's Edit page.

3. Click **Send Preview** at the top right.



The WhatsApp box shows the message as it will look.

4. Type your name or phone number in **Customer**, then pick yourself from the list.

The list is empty until you type. You can pick more than one person.

5. Click **Submit**.

Pixalink sends the preview straight away.

What Your Customers Will See

Only the people you pick in **Customer** get the preview. Pick yourself and your staff, not real customers.

Good to Know

- **Add yourself as a customer first. Customer** lists only people on your Customers list, so save your own phone number and email there.
- **Every channel goes out.** The preview uses each channel the campaign sends on. Email needs a valid email address, push needs the portal app with notifications on, and SMS needs messaging credit.
- **A preview doesn't stop a broadcast you send yourself.** You and your staff still get the real broadcast later. It can stop an automatic campaign, such as Birthday or Big Spender, from sending you the same campaign later.
- **Follow-up campaigns count too.** If the campaign has an active follow-up, the people you pick can get the follow-up as well.
- **A preview reaches people a broadcast skips.** It still goes to someone marked **Do Not Contact**. The real broadcast leaves them out.

Need Help?

If typing your name in **Customer** finds no one, you aren't on your Customers list yet. Add yourself under **CRM → Customers**, then open **Send Preview** again.

What's Next?

- How to Send a Broadcast Campaign (https://kb.pixalink.io/articles/how-to-send-a-broadcast-campaign)
- Why a Broadcast Reached No One (https://kb.pixalink.io/articles/why-a-broadcast-reached-no-one)
- What Are Message Variables Like {{CUSTOMER_NAME}}? (https://kb.pixalink.io/articles/what-are-message-variables-like-customer-name)