











## Help manual for Sms Template

Omnichannel Sms templates enables you to prepare preplanned text messages that can be sent in great volume to reach out a wide range of audience. The templates can be saved and can be reused any number of times by multiple users. You can use these templates to reach out to a limited, target audience or as direct individual text messages to customers. Sms templates carry content with the settings that you outline.

SMS Templates			
S.no	Queue No	Template	Action
1	810	new feature .... enabled	 
2	810	feature	 
3	fsd	new feature ...	 
4	803	new product notification template	 
5	800	marketing	 

### How to add new Sms Templates?

Go to **Manage** menu and click on the **Sms Templates** sub-menu.

- In the page that opens click on **+Add Template**.
- There will be a pop-out asking for **Add Template**.
- Enter the name of the Sms template that you want to create in **Template**.
- Select the queue to which you want to create the template for from the Drop-down List of **Select Queue**.
- And click on **Submit**.
- The new Sms Group will be created.

### How to Edit/Update Sms Template?

- Go to Sms Template page (Manage→Sms Templates).
- Click on the **Edit** icon corresponding to the Sms Template that you want to edit/update.
- A pop-up appears **“Update Template”**.
- Change the name of the template in **“Template”**.
- Then click on **Submit**.
- The changes will be updated successfully.
- The edited/updated Sms Template will be displayed.

### How to Delete a Sms Template?

- Go to Sms Groups page (Manage→Sms Templates).
- Click on the **Delete** icon corresponding to the Sms Template that you want to delete.
- There will be a pop-up asking for confirmation and if you click **Yes, delete it!** the Sms Template will get deleted.

### For Help:

Go to **Settings** menu and click on **App Settings** sub-menu. Scroll down to **Help Manual**.