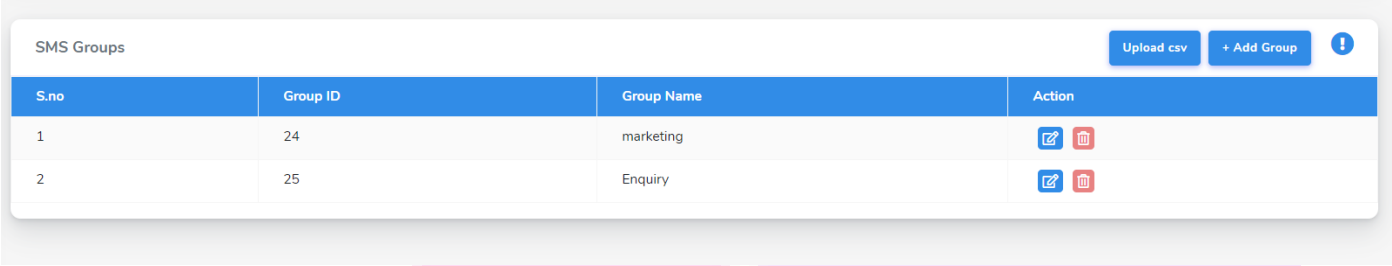
Help manual for Sms Groups

Omnichannel provides short codes and simplified responses to make it easy for you to send messages. Using our Sms solution you can add, edit, update and delete as many Groups as you want and assign specific agents to the various groups. The solution allows you to send messages to single and multiple users.

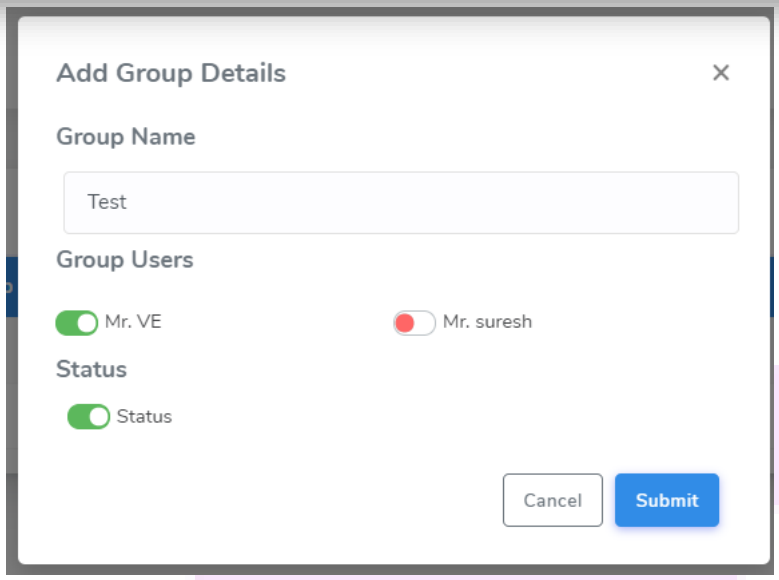


How to add new Sms Group?

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

- In the page that opens click on **+Add Group.**
- There will be a pop-out asking for **Add Group Details.**
- Enter the name of the Sms group that you want to create in **Group Name.**
- Assign the users for the Sms Group created.
- Click on the **Status** button to make the Group active.
- Then click **Submit**.
- The new Sms Group will be created.

The new Sms Group created now will be displayed on the Sms Group page.



How to Edit/Update Sms Group?

- Go to Sms Groups page (Manage→Sms Groups).
- Click on the **Edit** icon corresponding to the Sms Group that you want to edit/update.
- A pop-up appears **"Update Group".**
- Change the name of the group in **"Group Name".**
- You can also add more users or remover users from the **Group Users.**
- Then click on **Submit.**
- The changes will be updated successfully.
- The edited/updated Sms Group will be displayed.

How to keep the Sms Group in Active/Inactive Status?

- To keep the Sms Group **Active,** as and when you create the Group, click on the **Status** button.
- To set a Group **Inactive,** click on the **Edit** icon corresponding to that Sms Group and in the pop-up that appears (**"Update Group")** set the **Status** inactive.

How to Delete a Sms Group?

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

How to Upload Sms CSV?

- Go to **Manage** menu click on **Sms Groups** submenu.
- Click **Upload Csv.**
- There will be a pop-up **"Upload Csv"**.
- You can upload Csv file in **Choose File**.
- You can also download a sample Csv, enter the details and upload.

For Help:

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