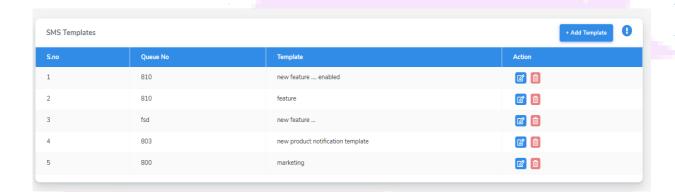


## **Help manual for Sms Template**

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.



#### 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.

www.mconnectapps.com | sales@mconnectapps.com | Phone: +65 63401005