Sending SMS Messages

When SMS service has been configured, follow these steps to send SMS messages.

Prerequisites

To send SMS messages, you need to complete the steps in Configuring SMS Service.

Preparing for SMS Messaging

Once you have outbound SMS configured, you can make SMS messaging easier for users by completing a bit of extra setup:

- Set up SMS templates with record variables and preset recipients so that users can simply select the template to send a message.
- Add the New SMS option to the Action Bars for the relevant tables.

Sending SMS Messages

To send an SMS message from a table:

- 1. In the table view, select the records or recipients, depending on which table you need to send from.
- 2. In the action bar, select the SMS icon and click Send SMS.
- 3. Select a recipient in the To field.
- 4. Select the outbound mail sender in the From drop-down.
- 5. Compose the message:
 - Enter text in the Content input box.
 - If you want to use a variable, select Insert > Variables and create a formula.
 - If you want to use an existing template, select Insert > <SMS Template Name>, or select Populate from template and choose the template.
 - If you want to use the content of an existing message, select Insert > Message to import and select the message from the list to import.
- 6. Optionally, add an attachment.
- 7. Click Send.