SMS Template Management

Overview

The **SMS Template Management** module is used to create, manage, and maintain SMS templates for automatic outbound call tasks. By creating standardized SMS templates in advance and supporting dynamic variable replacement, the system can automatically send the appropriate SMS messages to customers based on different business scenarios, such as unanswered call notifications and promotional campaigns, improving outbound call efficiency and ensuring consistent customer communications.

Accessing the Feature

After logging in to the Call Center platform, navigate to **Voice** > **Auto-Call** > **SMS Templates**.

Add a Template

1. On the **SMS Templates** page, click **Add** in the **Actions** column.
2. In the dialog box, enter a template name (e.g., **Unanswered Call Notification_2026 Promotion**) and the SMS message content.

Edit a Template

1. On the **SMS Templates** page, locate the target template and click **Edit** in the **Actions** column.
2. In the dialog box, modify the template name or SMS content.
3. After confirming that all information is correct, click **Confirm** to update the template information.

Delete a Template

1. On the **SMS Templates** page, locate the target template and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm** to permanently delete the template.

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