

SMS is available for users on 3.1 and higher, excluding premise enterprise customers.

An SMS Flow is easy to create based on what you are already familiar with for Call Flows:

Your browser does not support HTML5 video.

Flows utilizing a 10 digit number can utilize SMS. SMS Flows are created under Interaction Routing > Flows. Similar to a call flow, each SMS flow must have a unique DID number. Select the appropriate workflow and click the SMS Flow tab at the top of the canvas.



SMS Flows are independent of Call Flows with the exception of sharing Time Filters and Toggles.

# **SMS Example Flow**



SMS flows are built in a similar manner to call flows by dragging and dropping the destinations available on the right side of the screen onto the canvas.

New Outbound Message
D New Inbound Message
🖀 New Messaging Group
Ø New Time Filter
X New Workflow Toggle
New Workflow Tag
🏝 New Workflow Condition
End Interaction

# **New Messaging Group**

This destination is used to route an interaction to a group, where one of the members can accept the request. An interaction routed through a Message Group can appear as a private or public Chat+ channel. Unique Chat+ channels can also be created for each individual messaging group.

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**NOTE:** Whomever creates a new SMS flow must also add themselves as a member of the group. Once the flow is created and tested, they can remove themselves. Otherwise, the flow will be inactive.

Messaging Group:	
Customer Care Group	
Chat+ Channel:	
Chat Channel: customer-care	Î.

SMS Groups are managed from Interaction Routing > SMS Groups.

æ	User Panel	×	MESSAGING GROUPS MANAGEMENT » ALL MESSAGING GROUPS	
<b>"</b>	Interaction Routing	-	Messaging Groups (9)	
Flov	VS			
Call	Blacklist		Q Search Messaging Groups	Showing 5 Results 🕶
Call Holiday Lists			Name	~
Call Parking Lots			Name	×
Call	Ring Groups		Customer Care Group	
Call	Speed Dials		General Chat	
SMS	Messaging Groups		Operator Group	
SMS	Inbound Msg.			

# New Inbound Message

This destination is used to route an interaction based on Workflow Conditions and Workflow Tags applied to the destination.

Create Inbound Response:		
Name:		
Ticket_Number		
Workflow Variable:		
Workflow Tag: Unselected		÷
	+ Create Inbound Msg.	Cancel

Example Inbound Message to a Messaging Group:

🙆 Dashba	xard 🔍 Chat+ 👹 F	reence Search Contacts 🕓 💿 🖡	Michael	l Smitu
습 custe Add a cha	omer-care $\checkmark$ annel description	(A) (A) (Q, Search	@	(F2)
Beginn	ing of customer-c	are		
		Mon, Mar 04, 2019		
4 .	hat+ 10:10 PM 🖓		[]	<i>₽</i> 😳
	New SMS Flow Interacti	on!		
	New Inbound	Message From 5182886822 to 3172453554		
	📒 initial_message: Hi, I	ve having trouble with my service 📒 pending: false 📒 ticket_number: 45378 📒 interaction_iterator: 0		
	Conversation			
	Time	Event		
	3/4/2019, 10:10:13 PM	Received Initial Inbound Message: Hi, I've having trouble with my service.		
	3/4/2019, 10:10:14 PM	Sent Outbound Message: Thank you for your message! Will be with you in just a moment. In the meantime, can you please respond with your ticket number?		
	3/4/2019, 10:10:41 PM	Received Inbound Message: 45378		
	Full History			
	Accept			
	1			
Write a			0	٢

An available member of the messaging group clicks **Accept** at the bottom of the message to handle the interaction in a separate channel.

Inbound Messages are managed from Interaction Routing > SMS Inbound Msg.

B	User Panel	×	INBOUND MESSAGES MANAGEMENT » ALL INBOUND MESSAGES		
da	Interaction Routing	*	Inbound Messages (5)		
Flor	WS				
Cal	Blacklist		Q Search Inbound Messages	Showing 11 Results 👻	
Call	Call Holiday Lists Call Parking Lots Name			\$	
Cal	Ring Groups	Customer_Name			
Call Speed Dials Department					
SMS Messaging Groups Keyword					
SM	S Outbound Msg.		Ticket_Number		
•	Conference Rooms	•	Ticket_Type		
2	Reporting	×	(Showing 5 of 5 results)	First Previous 1 Next Last	

# New Outbound Message

Use this destination to specify a response to an Inbound Message. Content is limited to 140 characters.

New Outbound Message Response:	
Consumer and the second	Android
Reponse: Thank you for your message! An agent will be with you in just a moment.	€ 71/36 ◆Crate Regione: Cancel

Outbound Messages are managed from Interaction Routing > SMS Outbound Msg.

æ	User Panel	×	Outbound Messages (51)			
ф.	Interaction Routing	•	Q Search Outbound Messages	Showing 11 Results 👻		
Flor Cal	vs Blacklist		Name	\$		
Call Holiday Lists Hey we're closed right now, but our website isn't. Click on this link. www.kerauno.io						
Cal	Call Parking Lots Hey we're closed right now. But when we get back we'll reach out to you. Don't forget to check out https://www.kerauno.io/		out https://www.kerauno.io/			
Cal	Ring Groups	Hey, thanks for reaching out. We're closed right now but make sure you visit https://www.kerauno.io.				
Call Speed Dials SMS Messaging Groups Hil Thanks for contacting us - if you have an existing ticket, please enter your ticket number.						
SM	5 Inbound Msg.		Hi! What can we help you with? If you need to talk to sales, text SALES. For support, Text HELP.			
SM	S Outbound Msg.		Hi, thank you for messaging us - what is your ticket number?			

#### **New Time Filter**

Use a time filter destination to route inbound SMS messages based on a specified time. Typical time filters include standard working hours, after hours, and holidays.

#### **New Workflow Toggle**

A Workflow Toggle is a top-level node allowing users to switch the state of an SMS Flow; sending it down one of two paths. A toggle can only be placed at the top of each SMS Flow and can only occur once in an SMS Flow. Change the state of a Workflow Toggle in one of three ways:

- 1. SMS Text in the number the word TOGGLE.
- 2. UI Modify the toggle directly.
- 3. Voice Call the extension to switch the toggle and enter your pin number (the extension associated with the toggle).

#### **View Active SMS Interactions**

An Administrator or Installer can view and end open SMS interactions from System Admin > Active SMS Interactions. The **End Active Interactions** button is helpful to avoid progressing through an entire workflow to end it.

	Ferauno ≡	•	😤 Dashboard 🛸 Chat+ 👹 Presence					
æ	User Panel	)	0% ACTIVE SMS INTERACTIONS					
4	Interaction Routing	×	Active SMS Interactions (1)	ctive SMS Interactions (1)				
٩	Conference Rooms	×						
~	Reporting	×	Q Search Source or Destination Number Showing 11 Results -					
	Custom Admin				🏛 End Sel	lected Interactions		
Act	ive SMS Interactions		Source	Destination	Current Location	🗆 Ali		
Bul Dia	k Import I Plans		5182886822	3172453554	D Inbound Message Ticket Num	nber 🗷		

# **Restricted Keywords**

The list below contains industry recognized keywords to allow users to opt-out of SMS at the carrier level. An optout option is required when using SMS. These words cannot be utilized in conditional routing within Synkato flows.

Note that these are not case sensitive but workflow condition names in Synkato are case sensitive.

Do Not Use	Suggested Alternatives
STOP	EXIT, DONE, CEASE
STOPALL	LEAVEALL, DISCONTINUE
UNSUBSCRIBE	DECLINE, OUTOUT, HALT
CANCEL	DISREGARD, VOID, UNDO
END	DROP, EXIT, TERM, CLOSE
QUIT	DONE, LEAVE, FINISH
HEI D	OPERATOR, ASSISTME, SUPPORT,
	SERVICE
INFO	INFORM, DETAILS, NEWS
START	GO, CONFIRM, JOIN, BEGIN
YES	Y, CONFIRM, PROCEED
UNSTOP	RESUME, RESTART, RENEW

If one of the above keywords is used, the user is notified:

Condition Configuration:									
Name:									
Condition(c)				-					
Workflow Tag: Keyword_Captured	Condition(s): Workflow Tay: Keyword_Captured ISEQUAL TO T STOP								
This is a reserved global keyword which can be used to opt out of receiving messages and cannot be used in a flow. Please modify your keyword and try again.									
+Create Condition Configuration #Home									

# **SMS Reports**

<u>Two reports</u> are available to collect SMS metrics.

NOTE: Review Premise-based Synkato instance requirements to accommodate SMS here.