



# SMART SMS APP

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**Send Bulk SMS and SMS Chat View**

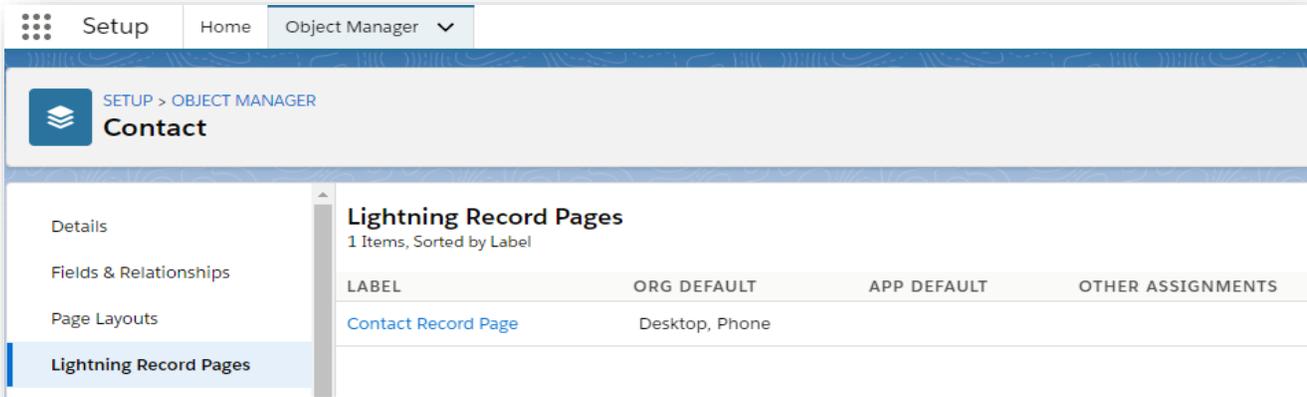
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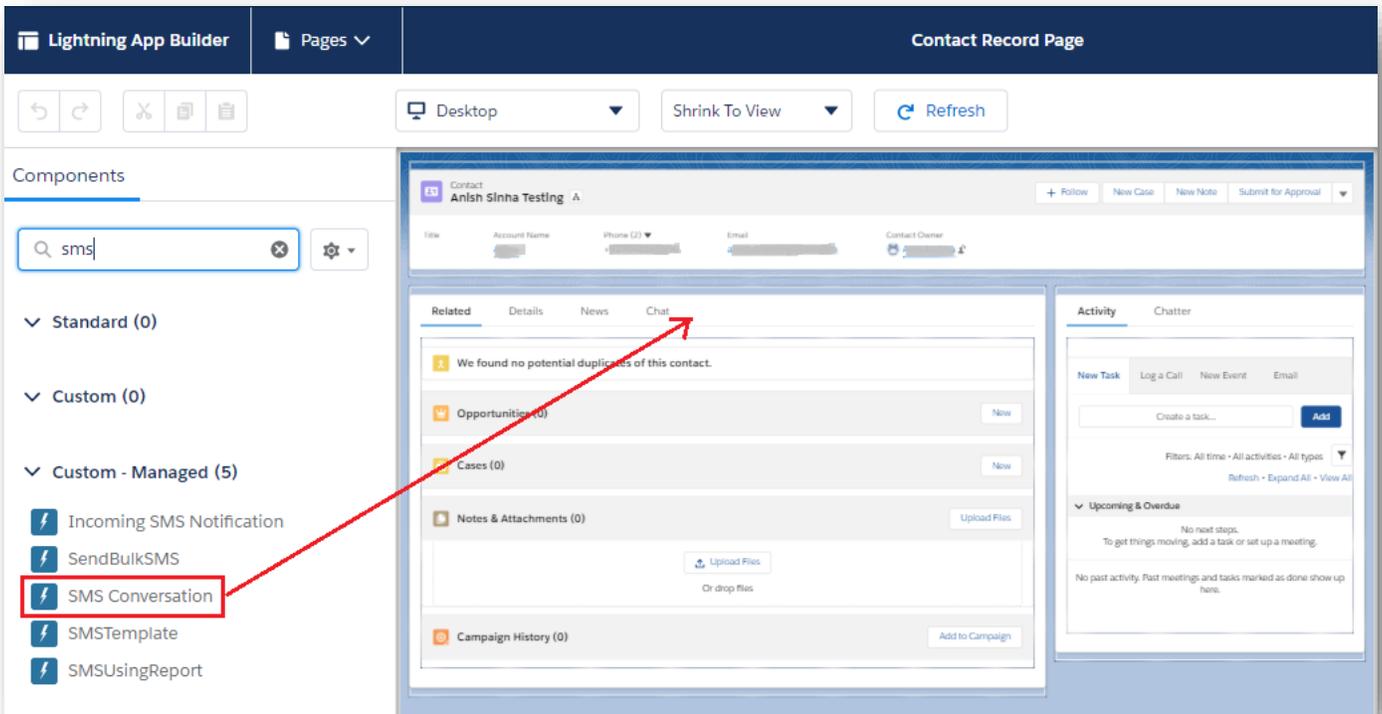
## SMS CHAT VIEW

You can chat directly from the respective object's record page. Click on **Setup**, then click on **Edit Object**.



In the next page click **Lightening Record Page**, then click on the Object Record Page and click **Edit** button.

Then search **SMS Conversation** component and drag it and place it in the layout and **save** it.

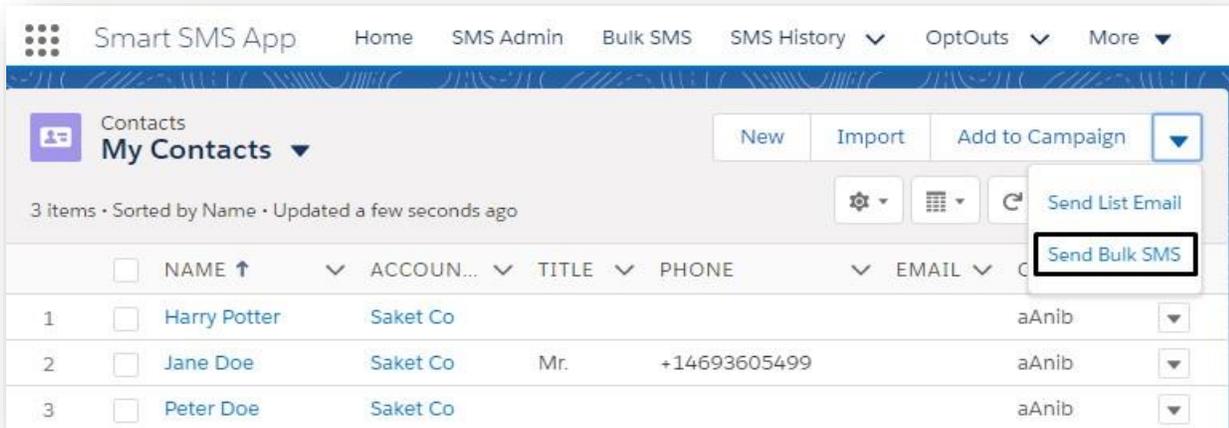


In the contact page you can see the chat conversation view now.

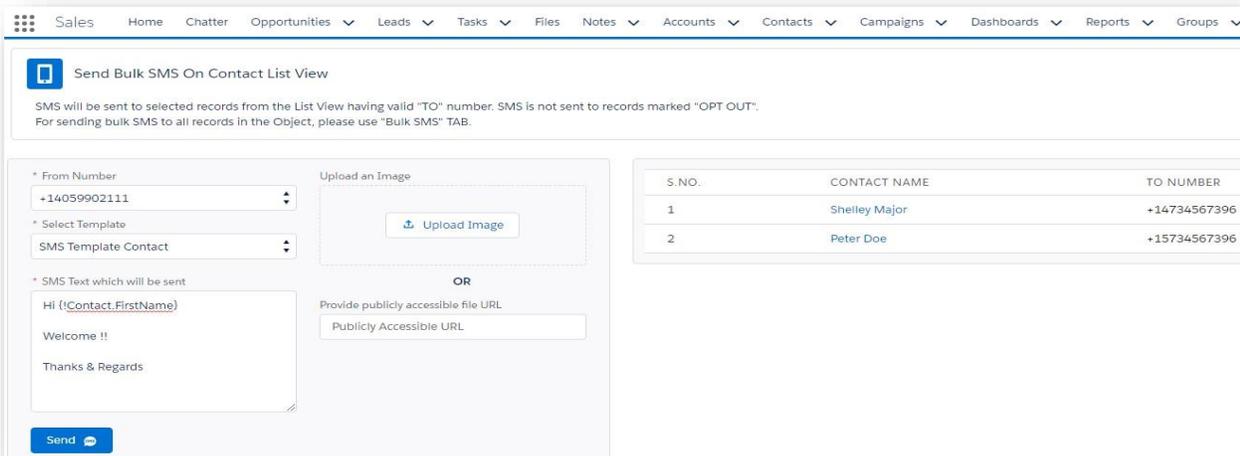
The screenshot displays a CRM interface with a top navigation bar containing 'Sales', 'Home', 'Opportunities', 'Leads', 'Tasks', 'Files', 'Accounts', 'Contacts', 'Campaigns', 'Dashboards', 'Reports', and 'Chatter'. The 'Contacts' tab is active. Below the navigation bar, the contact details for 'Test Dev' are shown, including 'Account Name: Grlkon Inc.', 'Phone (2): (405) 543-2785', and 'Contact Owner: Anish Sinha'. The main content area is divided into tabs: 'Related', 'Details', 'News', and 'Chat'. The 'Chat' tab is selected, showing a chat interface with a left sidebar for user selection (Me, [Redacted], All Users), a header with a phone number, a 'Switch To Whatsapp' button, and a date separator for 'Wednesday, May 20, 2020'. The chat history includes two outgoing messages: 'Test SMS From Report' at 01:05 AM and 'Hello SMS from repompt' at 02:40 AM. An incoming message 'Hello (' at 06:01 AM is partially visible. At the bottom, a text input field contains 'Say something...' and a character count shows 'Characters Left: 160, Segments: 0, Total Characters: 0'.

## SEND BULK SMS FROM OBJECT LIST VIEW

- Go to App Launcher and under All Items, click the object for which you have created SMS configuration.
- Then select the list view based on your requirement.
- You will see the records based on the list view selected and Send Bulk SMS button.
- Now, select the records to whom you want to send SMS and then click on Send Bulk SMS button.



- For sending SMS, select From Number, select Template or you can enter SMS text and upload an image or provide publicly accessible file URL in the SMS and then click on Send button.



### How to display Send Bulk SMS button on object list view?

If Send SMS button is not available in the Object List view, then go to click the setup icon and click the edit object option. Now, go to Search Layout of that object and edit List view. In the Custom Buttons section, move Send Bulk SMS from Available Buttons to Selected Buttons and then save it.

## SETUP ASSISTANCE FROM VIDEOS

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- 1) Smart SMS APP - Quick Setup Full setup and send SMS in less than 10 minutes!!!  
<https://www.youtube.com/watch?v=IBqvdujRVw>
- 2) Conversation view and Inbound message in Smart SMS app  
<https://www.youtube.com/watch?v=Lu1amPH6jVM>
- 3) Reply from Email to a sent SMS from Smart SMS app  
<https://www.youtube.com/watch?v=vZDBPs1-ym4>
- 4) Purchasing License of Smart SMS app  
<https://www.youtube.com/watch?v=3tfC59pwBq0>
- 5) Post Purchase Twilio Integration in Smart SMS app  
[https://www.youtube.com/watch?v=GClhNqc\\_K8A](https://www.youtube.com/watch?v=GClhNqc_K8A)
- 6) Post Purchase Messagebird Integration in Smart SMS app  
<https://www.youtube.com/watch?v=BM6lj1zi1g>
- 7) Post Purchase Vonage Integration in Smart SMS app  
<https://www.youtube.com/watch?v=Qnh9dsNtGbA>

### Youtube Channel link for Advanced Features -

<https://www.youtube.com/channel/UCuS88eCjxJrwUk9DmODMxMQ/videos>

## Contact Us

