

How to use and send text message (SMS) Templates

Step#	Task
1	Login to the NN CloudPBX Web Client

2

Select the Chat Option from the left-hand menu to open Chat.

3

Select the ' + ' symbol at the top-left corner to open the Chat.

4

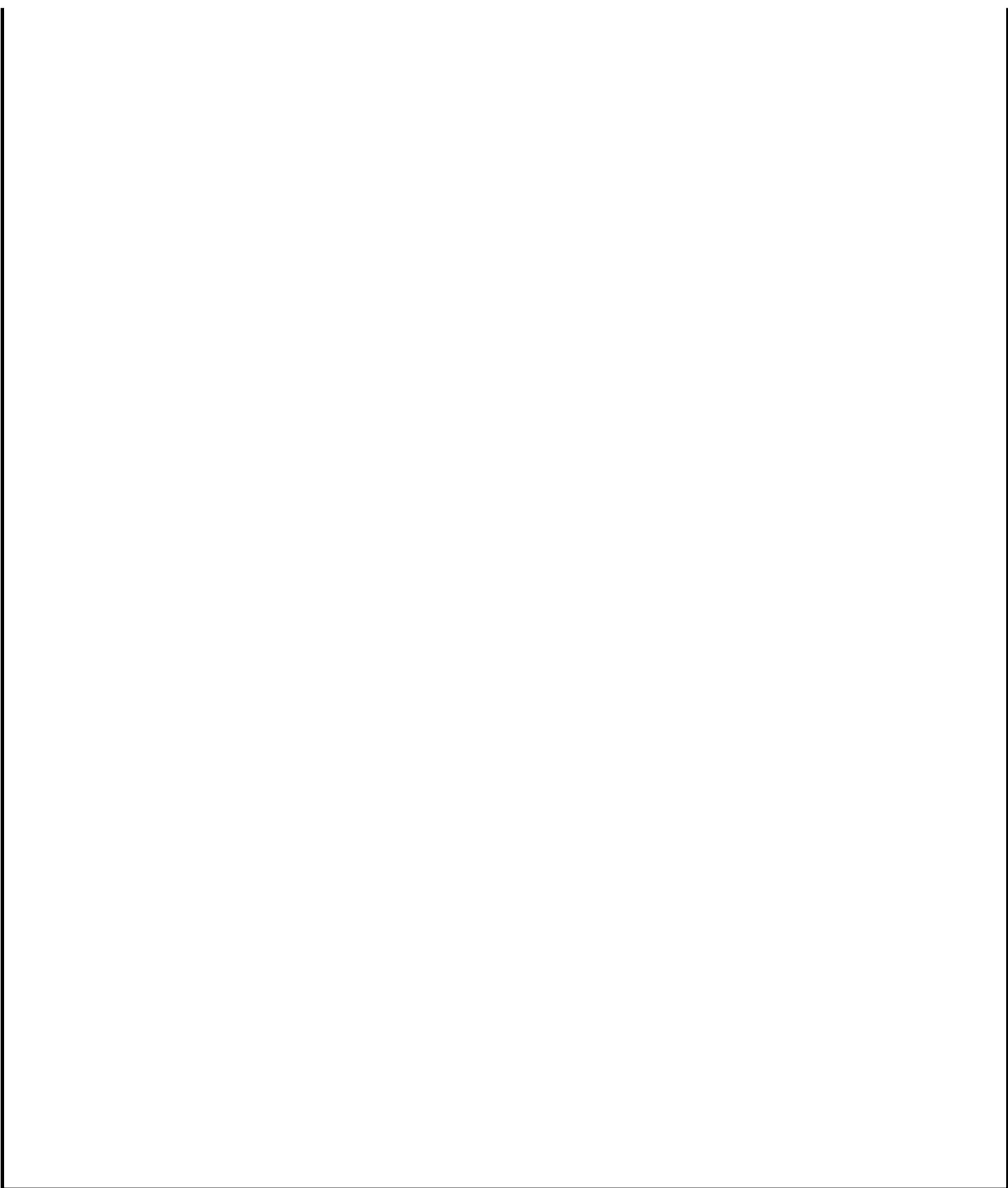
Select a previous chat, or start a new chat.

4

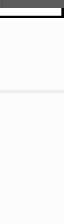
Select the SMS Template button at the bottom right corner.

5

Select the template to add to your SMS message, and press.



If you Receive a warning that the Number specified has Active Conversation

Step#	Task	Step
1	If you receive a warning "The Number you specified has active conversation with another Extension"	
2	Mark the conversation as 'Dealt With' in the top-right corner of the conversation window	
3	In all conversations, you can also right-click the conversation and mark it as "Archive"	

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