
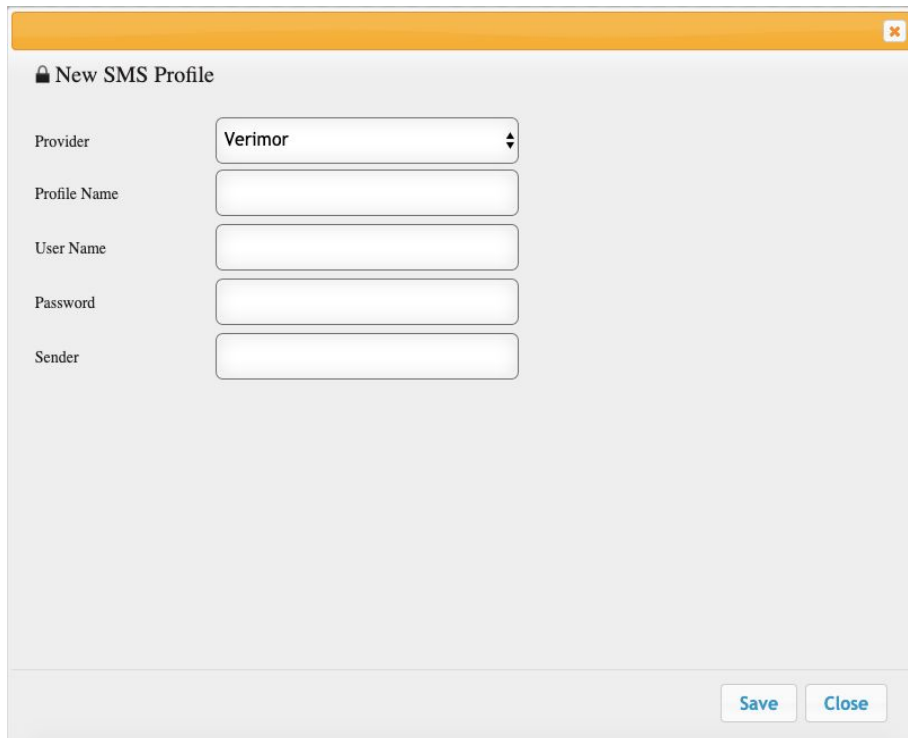

SMS Profiles



Used for setting up the SMS profile. Call Center Studio can integrate with other applications to send SMS messages to customers.

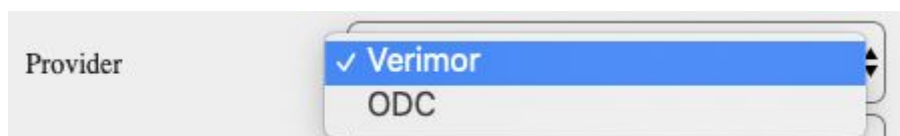
Adding an SMS Profile

1. Click the New button, , located in the top right corner of the screen. The following pop-up screen will appear as shown below, in the “Dialing Rule Name” input box, type the name of the dialing rule:



A screenshot of a 'New SMS Profile' dialog box. The dialog has a title bar with a close button. Inside, there's a lock icon and the title 'New SMS Profile'. Below this, there are five labeled input fields: 'Provider' (a dropdown menu showing 'Verimor'), 'Profile Name', 'User Name', 'Password', and 'Sender' (all text boxes). At the bottom right, there are 'Save' and 'Close' buttons.

2. Click the desired “Provider,” example of providers can be seen below, if down correctly, the selection will look like the picture below:



A close-up of the 'Provider' dropdown menu. The dropdown is open, showing two options: 'Verimor' (which is selected and highlighted in blue with a checkmark) and 'ODC'.

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- Click the “Profile Name” input box, type the SMS’s profile name in the layout shown below:

Profile Name	<input type="text" value="John"/>
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- Click the “User Name” input box, type user name in the layout shown below:


User Name	<input type="text" value="johnsmitt@callcenterstudio.com"/>
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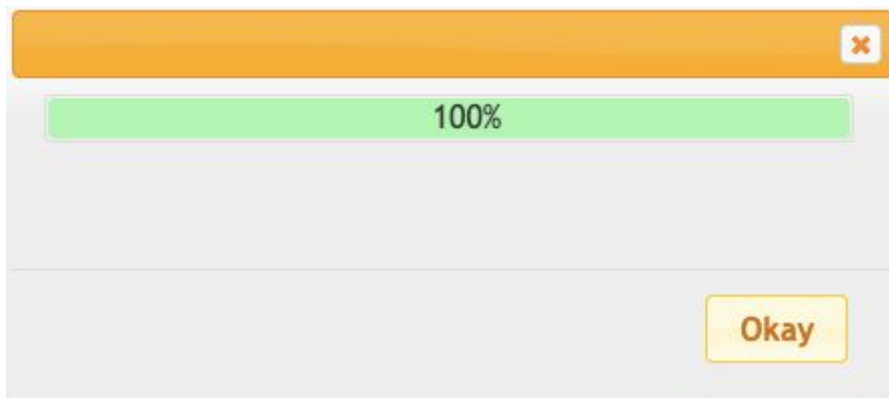
- Click the “Password” input box, type preferred password in the layout shown below:


Password	<input type="text" value="Sd1234."/>
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- Click the “Sender” input box, type sender name in the layout shown below:


Sender	<input type="text" value="Call Center Studio"/>
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7. After all the desired additions have been made, click the save button, , the following pop-up window will appear:



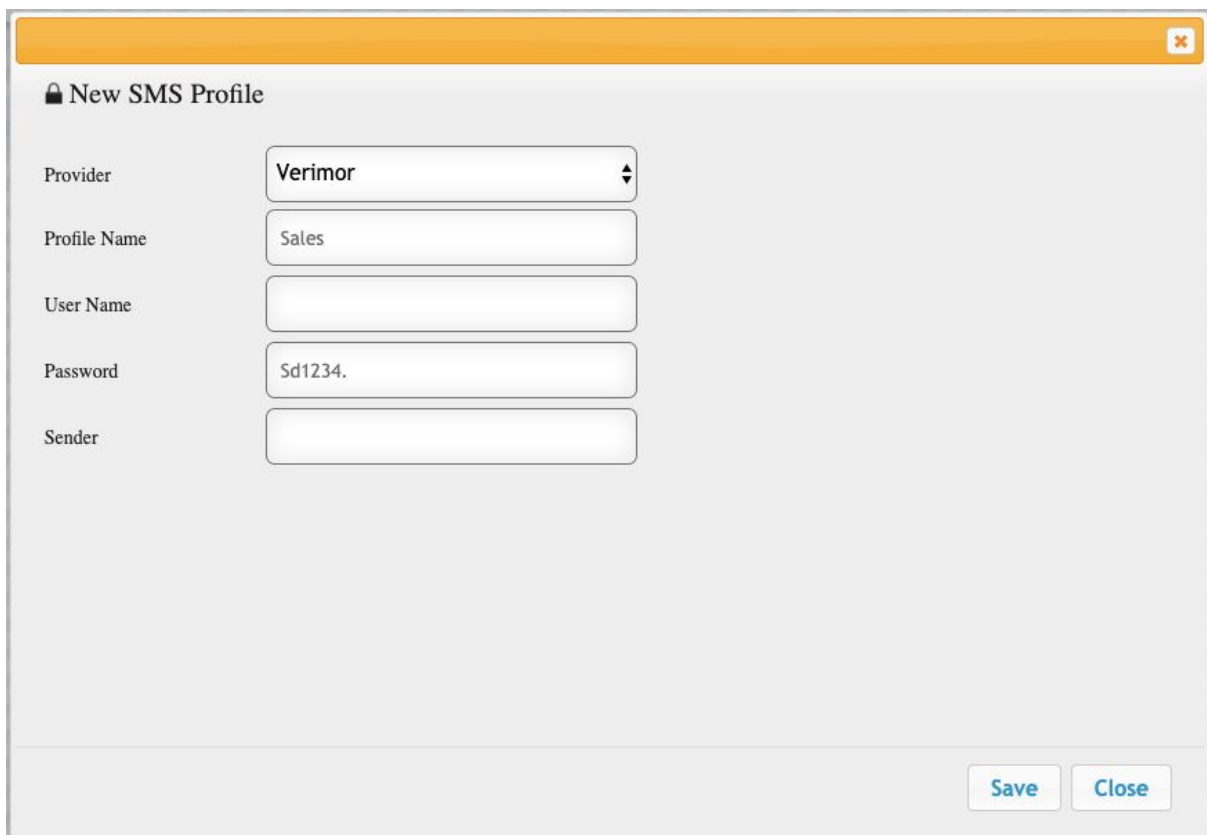
8. Click the Okay button, , the new SMS profile will be created.

Editing an SMS Profile

1. To edit an SMS profile, click the edit button, , located on the far right of the Profile Name after the “Credit Column” as shown below:




After clicking the edit button, the contact pop-up window will appear as shown:

A screenshot of a "New SMS Profile" pop-up window. The window has a title bar with a close button. Inside, there is a form with the following fields: "Provider" (a dropdown menu with "Verimor" selected), "Profile Name" (a text box with "Sales"), "User Name" (an empty text box), "Password" (a text box with "Sd1234."), and "Sender" (an empty text box). At the bottom right, there are "Save" and "Close" buttons.

2. Make changes as desired.



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3. Once the desired changes have been completed, the information can be saved by

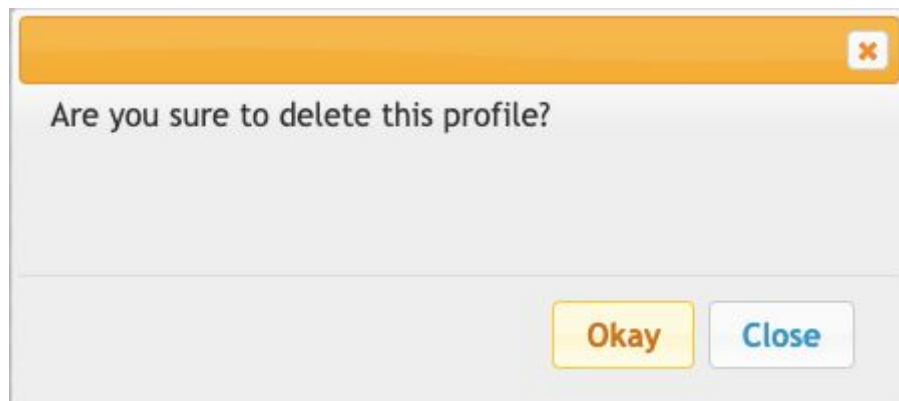
clicking the save button, , the following pop-up box will appear:

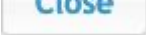
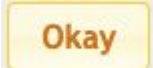


4. Click the Okay button, , to confirm the changes.

Deleting SMS Profiles

1. From the SMS profiles list, click the delete button, , to the right of the edit button, . When the delete button is clicked the following pop-up will appear:





- Select the close button, , to cancel the deletion.
- Select the Okay button, , to confirm the deletion.

2. Confirm the deletion by clicking the Okay button, .

The screen will reload, and the deleted SMS profile will not be shown.

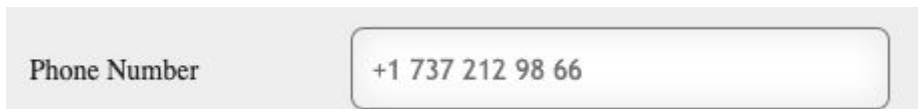
Testing an SMS Profile

1. From the SMS profiles list, click the delete button, , to the right of the delete button, . When the test button is clicked the following pop-up will appear:



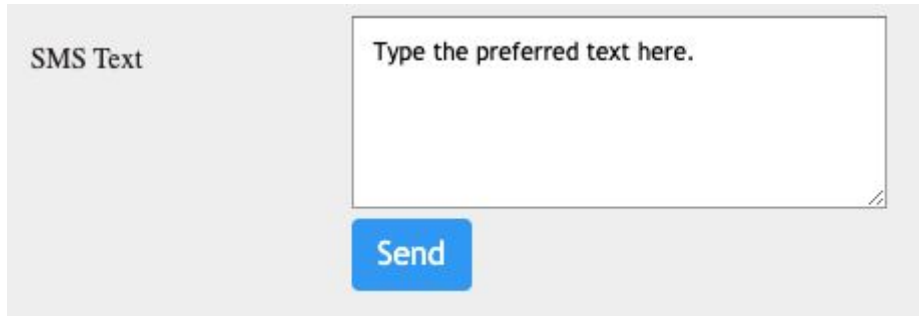
The screenshot shows a pop-up window titled "Profile Name Test" with a close button in the top right corner. Inside the window, there are two input fields: "Phone Number" and "SMS Text". Below the "SMS Text" field is a blue "Send" button. At the bottom left of the window is the label "Result", and at the bottom right is a "Close" button.


2. Click the "Phone Number" input box, type the phone number which the SMS will be sent in the layout shown below:



The screenshot shows a close-up of the "Phone Number" input field. The text "+1 737 212 98 66" is entered into the field.

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- Click the “SMS” input box, type the preferred SMS text in the layout shown below:

A screenshot of a user interface for sending SMS. On the left, the text "SMS Text" is displayed. To its right is a large, empty text input box with a thin border. Inside the input box, the placeholder text "Type the preferred text here." is visible. Below the input box is a blue button with the word "Send" in white text.

- Click the Send button, . If done correctly, to the right of the send button, the test result will be displayed.