

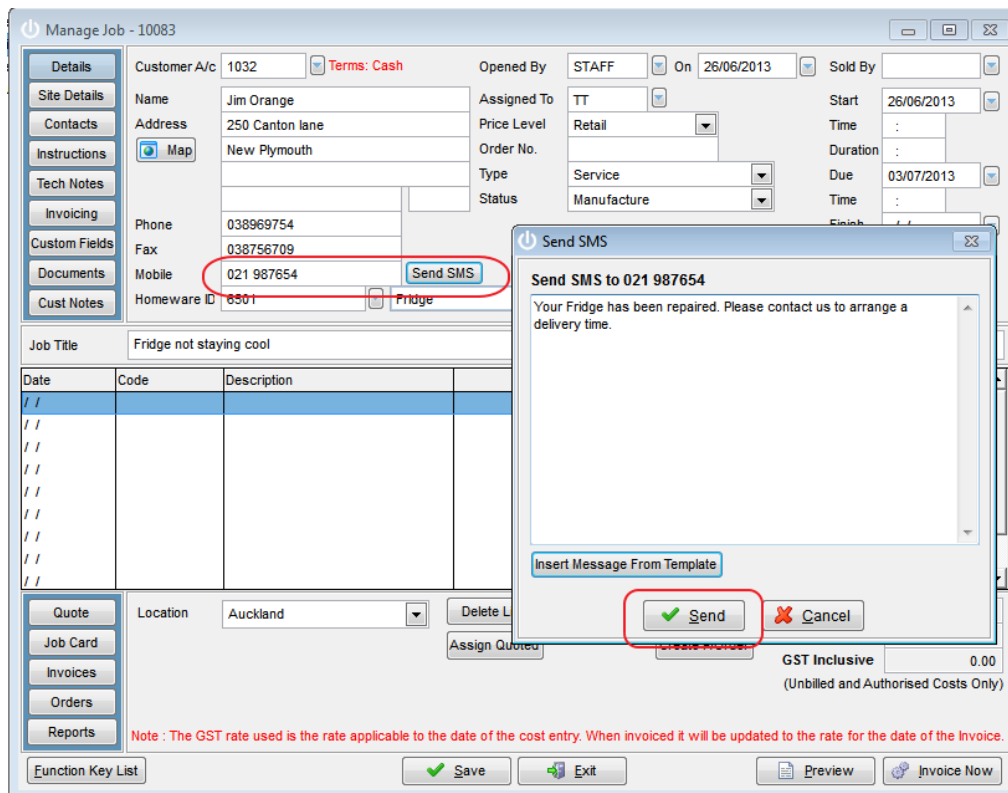
Infusion Business Software – SMS Service Request

The SMS Text message facility in Infusion Business Software allows you to create and send messages to your Customers advising of upcoming services, remind them about bookings or to let them know their item is ready to collect etc. Need to remind them that their account is overdue? Send a text.

Infusion Business Software also supports Bulk Texting for marketing – let customers know about your upcoming sale or promotion.

Why ring and pay mobile call charges just to leave a message? Send them a text instead - it's a lot more economical.

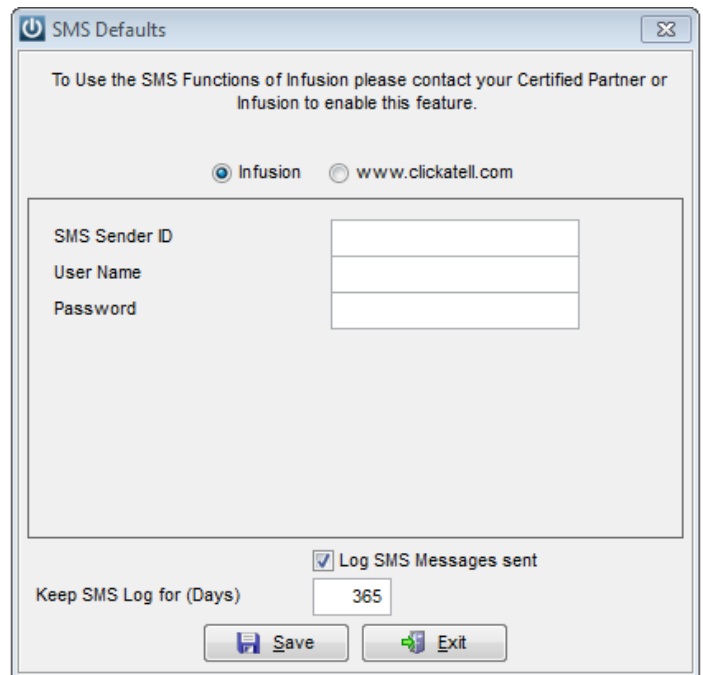
You can establish a number of templates which can be personalised to include Customer details and information. There is a limit of 160 characters per text message. Anything over this will be sent as a separate message.



Set up the SMS details in Infusion Business Software

Once the Request form has been processed and your account has been activated you will receive an email with your account details. These must be entered in your SMS Defaults.

1. **Admin > Defaults > Manage SMS settings;**
2. Select Infusion as your preferred provider;
3. Load details as per your confirmation email.
4. All SMS Messages replied to by your customers will be sent to your nominated Email address.



Set up SMS templates

5. To access the SMS Templates select the **Admin / Settings / Manage SMS Templates** menu option.
6. Select the type of template (Customer, Upcoming Services etc)
7. Select **Create**, enter a description and then the details of your message.

