Texting in Candela Made Simple

SMS Configuration in Candela

Configuring SMS service in Candela is easy. And using it for promotional campaigns and transactional information is even easier.

In order to get started, you will:

- Purchase the SMS service from LumenSoft for your Candela RMS.
- Provide necessary information to the company about your email address, contact information, and brand name.

The company will provide the password for your SMS configuration.

You are now ready to configure your Candela RMS for SMS.

CONFIGURATION

Configuration> System Configuration> SMS/Web Store

Enable SMS Service: Check this box to enable the Send SMS tab.

User Name: Any username selected by the user (this is user's mobile number) will be integrated in the system.

Password: Any password selected by the user will be integrated in the system.

Brand Name: Any brand name the customer wants to use. One brand name can be integrated with one account.

SEDNING SMS

Now your company's SMS service is active, and you are all set to send promotional campaigns to your customers and suppliers.

Utilities > Send Message

This is the screen from where you will send SMS to your customers and suppliers.

You need to keep in mind a couple of things:

> ➢ Don't forget to enter mobile numbers of your customs and suppliers on the customer and supplier definition screens.
> ➢ If you want to send them emails from this screen, make sure you have entered the email addresses on the customer and supplier definition screens.

Let's see how the screen functions:

As you can see in the above figure, you can sort customer and supplier lists by the following criteria:

- Customers in different cities.
- Customers for different shops.
- The customers who are active.
- The customers whose membership cards are expired
- The customers whose membership is terminated.

Confirmation message

When you send SMS or emails, a pop-up will appear telling you that you SMS or email has been sent.

When the message sending fails

Your message sending may fail if the mobile numbers are not entered in the required format. The system will accept mobile numbers entered in the following formats:

+92 0346 799 9797
 +923467999797
 092 0346 7999797
 0346799797
 0346-799-9797
 92 346 7999797

What to do when message sending fails

A separate file titled **NotSentSMSLO**G is created in the Candela folder of all those numbers that were not entered in the required formats. You can check this file, correct the format and send again.

Loading files of Mobile numbers and email addresses

The system also allows you to load files prepared as text documents or excel files. However, you need to prepare them according to the system's requirements. The first row should be empty, and the numbers or addresses should be written on the extreme left side. (If you are using excel, select default type as text, so the system will accept zeros).

Look at the examples below:
Mobile no
030012345678
030012345678
030012345678
030012345678

Sending messages in Urdu

The system allows you to send messages in both Urdu and English. However, bilingual messages are not supported by the system. Thus the message has to be either in English **OR** in Urdu. It can't be in both.

Auto SMS Generation

You can also configure the system to generate auto SMs about various transactions and other promotional activities.

Remember, for auto SMS to work you need to check **Send SMS to Customers, Suppliers and HO** check box on the system configuration screen.

Configuration> System Configuration> SMS/Web Store

You can send auto SMS to customers, walk in customers, suppliers, or head office depending on the nature of the activity you want to SMS about.

Utilities>Setup and Configuration >SMS Configuration
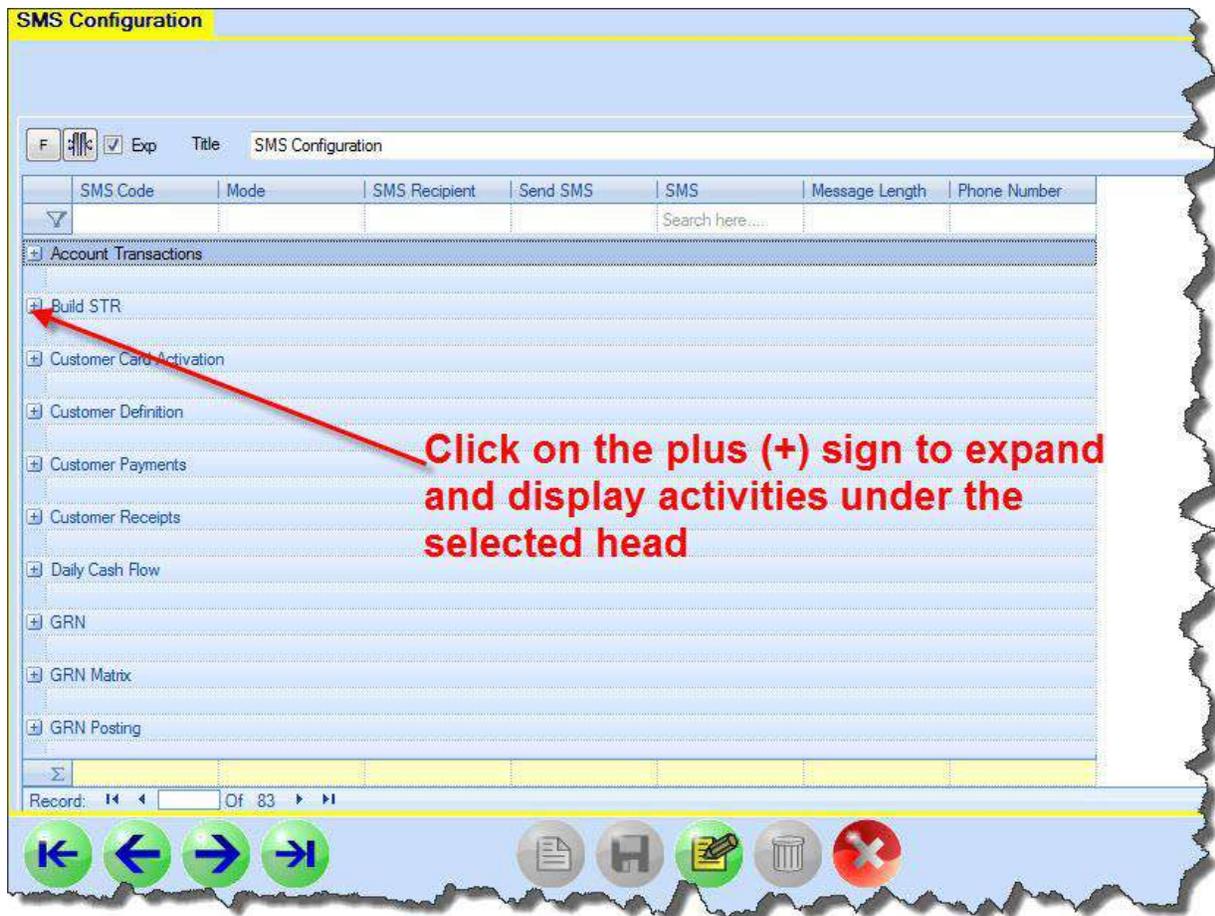
Once the screen is expanded, you will select the activity and check the appropriate recipient box. For example if you want to SMS about a new invoice saved on Sales and Return screen to the head office, you will check the Head office check box and give a mobile number in the Phone Number field.

(For each recipient one mobile number is mapped in the system. But there is an exception as far as Head Office is concerned. There is no limit to the numbers you can map with head office).

Let's now expand the **Sales &Return** head and determine what kind of auto SMS we want the system to generate and for whom.

This is the message that the head office will receive whenever an invoice is saved *:*
?ShopName? has made the invoice of ?Amount? at ?Time?

Key words *Shop Name, Amount* and *Time* **will be picked by system.** These words are hard coded in the system and can't be changed**. You can make changes to the wording 'has made the invoice of.'**

In the above example, the customers who are loyalty club members will get this message every time they shop:

?CustomerName? Thanks for Purchasing and spending your valuable amount of ?Amount?.
You have Earned ?EarnedPoints? Points and Redeemed ?RedeemedPoints? Points. Thanks
For Visiting ?CompanyName?

Similar, walk-in customers, whenever they purchase something, will get the message: *Thanks for shopping and spending your valuable amount of ?Amount?*

For walk-in customers, since they are not defined in the system, you will peform an additional step on the Sales and Return screen:

Walk-in Customer reports

All walk-in customers' data (names and mobile numbers) is saved in the system. You can generate walk-in customers report to view the data.

Once you have the data, you can send messages about various promotional activities to the potential customers.

Reports>H-Customers Reports>H-08 walk-in Customer Report

In the above examples, you have learned how to configure various auto SMS for **Sales and Return screen**. In a similar fashion, you can decide about the kind of auto SMS you want the system to generate for different types of activities under various heads.

Easy, isn't it?

Happy Candelised Texting!