

SMS Out

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Overview

The SMS Out feature provides a way for service providers to build a recipient list based on a given criteria and send out an SMS notification to these recipients. This is frequently used to do things like:

- advise users of a particular type of service that usage may not be delivered as expected
- advise customers of a change of invoice design
- advise customers of an outage on a network
- send marketing communications to users.

This feature is included in the [SMS Events module](#).

Emersion subscribers who do not subscribe to the SMS Events can send out mass notifications via email using our **Email Out** feature. [Click here to learn more...](#)

Business Rules

SMS Events and SMS Out templates are restricted to 700 characters.

The following business rules apply to building the SMS notification recipient list.

Account-level contacts:

- Contacts must have a valid mobile phone number entered in their contact record.
- The contact record must still be in an *Active* status.
- Filtering on the **Service Type** will return *Active* services against the account in question.
- The **State** and **Suburb** fields will search the contact's address or the account's address (if the account is an Organisation).

Service-level Contacts:

- Contacts must have a valid mobile phone number entered in their contact record.
- The contact record must still be in an *Active* status.
- Contacts retrieved will be a *service contact attached to the service*.
- Filtering on the **Service Type** will return *Active* services against the account in question.
- Any searches on the **Address Site Name** and **Suburb** fields will search only the *service address* of the service.
- the **Address Site Name** and **Suburb** fields will not search the contact's address or the account's address (if the account is an Organisation).

Licensing

This feature is available to subscribers of the following:

- ☐ Emersion Core
- ☒ Optional Modules (SMS Events)
- ☐ Upon Request (please contact your Account Manager)

Features and How To's

This section contains articles on the functionality of this feature.

Core Functionality

- [How to send a bulk SMS notification](#)

Prerequisites

Before attempting to use this feature, users should:

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Acceptance Test

Conduct an acceptance test for this feature.

[What is this?](#)

- have completed [Events training](#).

Dependencies

In order to use this feature, service providers must have:

- A subscription to the [SMS Events](#) module
- customer mobile numbers that are populated into the [contact form](#).

Access Control

If you are unable to access a given feature and you have checked the permissions and powers, please contact **Emersion**.

Module Permissions

Module Permission	Description
Events - SMS Out	Grants access to the Events > SMS Out feature.

Powers

There are no powers related to the module.

Feature Events

There are no events related to the feature.

Feature Reports

[See the Event Reports](#)

Related Articles

- [SMS Events](#)
- [SMS Out](#)
- [Bulk SMS Import](#)
- [Create an SMS Event template](#)
- [Acceptance Testing: SMS Events](#)
- [Acceptance Testing: TCP Events](#)
- [Events SMS sending log](#)
- [Send a Bulk SMS Notification](#)
- [SMS Event Gateways](#)
- [Forgotten Password](#)
- [Event: Payment Failed](#)
- [Event: Manual Payment Received](#)
- [Event: Payment Plan Completed](#)
- [Event: Payment Plan Cancelled](#)
- [Event: Payment Plan Created](#)