

Send a Bulk SMS Notification

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Overview

This article covers how to use the [SMS Out feature](#) to build a recipient list and send a single SMS notification to the list of recipients. For more information about the SMS Out feature, or the [SMS Events module](#), please see click the relevant links.

Sending a Bulk SMS

The process to build and distribute an SMS is performed in 4 steps:

- 1. Preparation of data
- 2. Create a template
- 3. Build a recipient list
- 4. Review and Send

Data Preparation

Before attempting to build your notification, recipient list and send the SMS notification to subscribers, we recommend you spend some time ensuring your account, contact and service-related data is correctly set up.

The recipient list that is generated in Emersion is built using search filters. These filters are [subject to business rules](#).

Create a New Template

To start, go to **Events > SMS Out**

The system will show a list of previously created templates.

HomeCustomersServicesBillingPackages and PlansProductsInventoryReportFinanceEventsCommissionsService DeskAdmin

TemplatesMessage QueueDebugEmail OutSMS Out

SMS Out

ID:

Name:

SearchClear

Create New SMSOut

4 Results Found

ID	Name	Event	Delete
6849	Sample SMS Out	Smsout	Delete Smsout
9265	test	Smsout	Delete Smsout
9266	test2	Smsout	Delete Smsout
9267	Test	Smsout	Delete Smsout

1

501001502005001000

Press the **Create New SMSOut** button.

The page to create a new template will be opened.

Home	Customers	Services	Billing	Packages and Plans	Products	Inventory	Report	Finance	Events	Commissions	Service Desk	Admin
Templates	Message Queue	Debug	Email Out	SMS Out								

Create a new SMSOut Template

* Name:

Sender: Alphanumeric characters up to a length of 11. Valid characters are upper and lower case letters and digits but at least one letter is mandatory.
(some gateway providers require Sender to be pre-registered)

Gateway:

Content:

Enter a **Name** for the template/notification that describes the message adequately.



This name is not seen outside Cumulus. Its designed to to easily identify the message and its purpose. I.e. "March Usage Delay" or "2019 Christmas Promo".

Enter the **Sender**.



Some gateway providers implement rules and restrictions on what the Sender field must contain, whereas other gateway providers have different requirements, or no restrictions at all.

If the gateway that is selected has data validation rules in play for this field, these will be displayed to the right of the field. [Click here](#) to learn how Emersion can support your preferred SMS gateway provider.

If multiple gateways are available, select the **Gateway** from the list. This will be the gateway used to send the message.

Enter the content of the message into the **Content** field.



Messages larger than 140 characters will be split into multiple SMS messages to cater for older handsets that cannot support larger SMSs.

To save the template and return to the list, press **Save Template Changes**.

To proceed with building the recipient list, press the **Select Users & Prepare for Sending** button.

Build the Recipient List

The next step is to build the list of recipients who will receive your notification.

Using the search filters, find the recipients from your customer base. The results will be shown in the **Found Recipients** window.



The recipient list that is generated in Emersion is built using search filters. These filters are [subject to these business rules](#).

Highlight the contacts that are to be included in the recipient list and use the **Add Recipients >>** button to shift them into the **Current Recipients** window to the right.

[Templates](#)
[Message Queue](#)
[Debug](#)
[Email Out](#)
[SMS Out](#)

Select SMSOut Recipients: Example SMS

Recipients are not saved against the template, they are selected and saved for the purpose of a one off smsout.

Using the filters below, you can select sms recipients from your customer base, including all account contacts (Primary and or Billing Mobile Numbers) and all service contacts (Mobile Numbers). You can only sms people who are your customers. You cannot send sms to recipient mobile numbers not stored in Emersion.

Once you have a list you are happy with, click **Save & Proceed** to Confirmation below to finalise your smsout.

Search Recipients By: Account Contact

Account Status: Any

Service Type: Any

Contact Type: Any

State: Any

Suburb:

Contact Sub Type: Any

Contact Name:

Contact Email:

Found Recipients:

Current Recipients: 0 Result

New Recipients: 0 Result

If a contact needs to be removed from the list of recipients, highlight the contact and press the **Remove Recipient(s)** button to remove them from the **Current Recipients**.

When the list of recipients is complete, press the **Save & Proceed to Confirmation** button.

Review and Confirm

The final page provides a way to review the message and recipients before sending. Use the Back buttons to move back in the process, correct the data and progress again.

When you are happy and want to send the SMS to the recipients, press the **Send Smsout** button.

Related Pages

- [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](#)