

# Message Template

## Overview

**Message Templates** allow you to create commonly used messages that can easily be selected to save time sending messages to others.

## Create New Message Template

- To create a new message template, click on the "**Create New**" button in the upper right hand corner of the page.
- Name your template in the **Title** field
- Key: the placeholder used to call the "shortcode"
- Type the message you wish to make a template out of in the **Message** field
- Check the **Enable** checkbox to make the message template available for use
- Click the **Create** button to save the message template

## Shortcodes

## Merge Fields

@@chatgroup\_timeout\_response\_message@@

@@guestname@@

@@hotelname@@

@@firstname@@

@@lastname@@

@@room\_number@@

@@hotel\_contact@@

@@hotel\_address@@

@@hotel\_city@@

@@hotel\_state@@

@@hotel\_zip@@

@@hotel\_fax@@

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Shortcodes (merge fields) allow you to use placeholders that will update with the relevant information automatically when sent. For example @@firstname@@ will be replaced automatically with the guest's first name, or @@room\_number@@ will be replaced with the room number automatically, etc. This allows you to create personal and relevant message templates.

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