

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@@

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.

Revision #4

Created 16 September 2021 23:19:40

Updated 8 October 2021 20:30:43