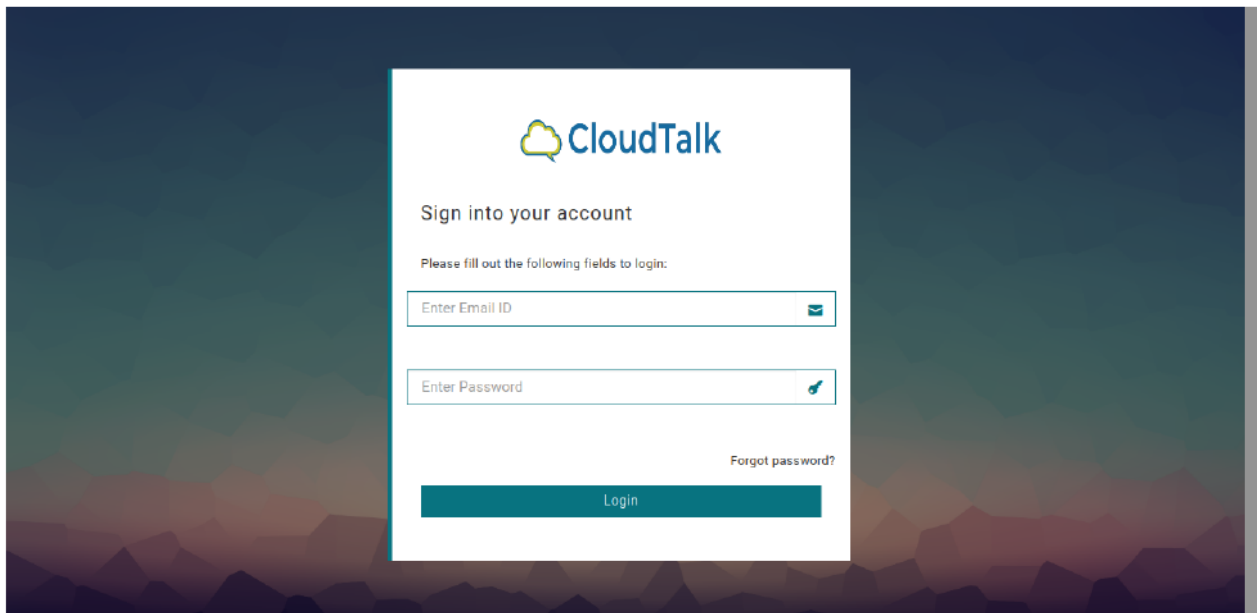# Cloud Talk SMS User Manual

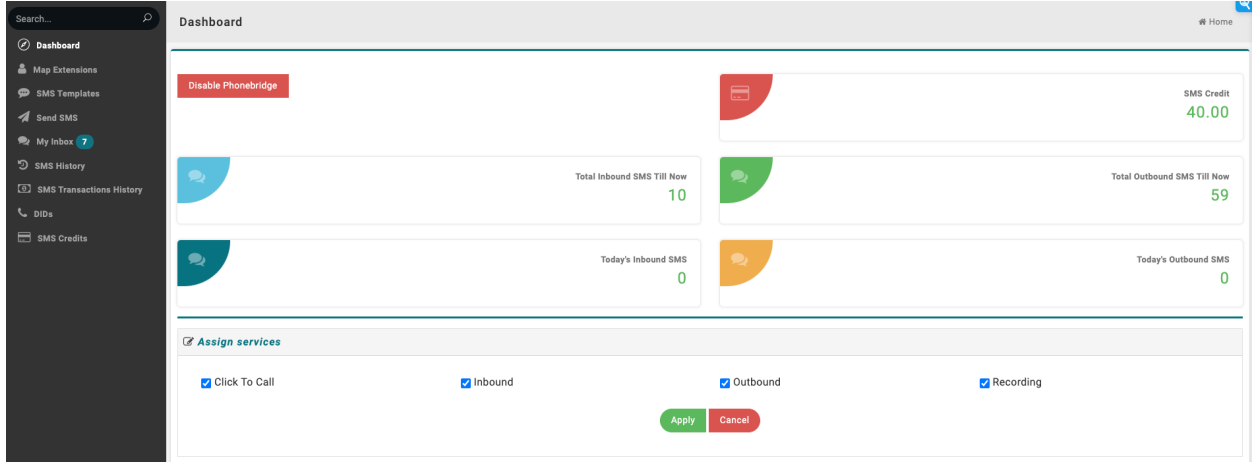**Quick Guide to use your CloudTalk SMSAccount**

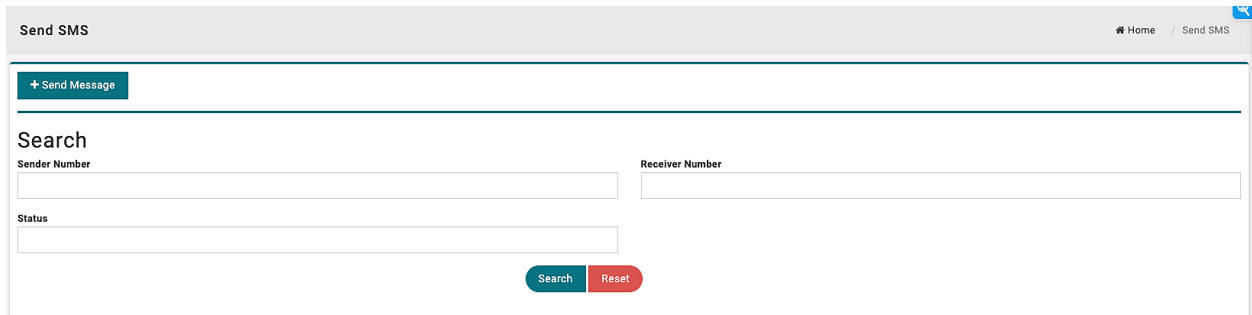To login to your account, go to **crm-centos.comresusa.com** and login with your Zoho username and password.



If you do not have an account yet, click HERE to book your demo and signup for a new account.
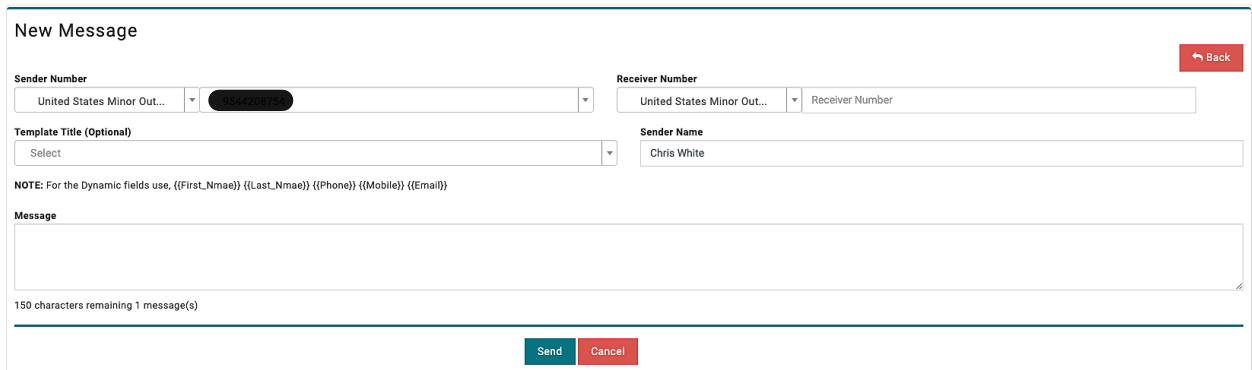
Send SMS

1. On the dashboard, you will see Send SMS.  Click Send SMS and select Send Message.



2. Use the Sender Number to select your phone number.



3. Enter under Receiver Number the number you wish to text.
4. Under Message, enter the desired text message and hit Send.

SMS Templates

1. Use SMS Templates to create as many templates as you like.
2. Click Add New and enter a title, keep the status active to use and enter your desired message under Description and click on create.
3. You can edit templates later by clicking the pencil and mark old templates as inactive or change the title and description.





My Inbox

1. Use the My Inbox to manage all inbound and outbound text messages.
2. You can use the SMS from DID or SMS to DID to quickly find inbound or outbound messages.
3. You can use the SMS status to filter by messages that are received or sent.
4. You can delete any messages using the trashcan in the inbox screen.
5. You can use the Quick Search and change the amount of records displayed on the screen.

## Search

**SMS from DID**

**SMS to DID**

**SMS Status**

Search    Reset

---

### 💬 Inbox

Quick Search    ≡ ▾    10 ▾

| View Message | SMS Sender Name | SMS From DID | SMS to DID | SMS Text | Read Status | SMS Status | SMS Created Date | Actions |
|---|---|---|---|---|---|---|---|---|
| 💬 | (not set) | ██████████ | ██████████ | Awesome. Hope he lik... | ✓ | received | 2023-11-02 19:40:54 | 🗑 |
| 💬 | (not set) | ██████████ | ██████████ | What up | ✓ | received | 2023-10-31 22:16:08 | 🗑 |

## SMS History

1. SMS History will show all DID's and the total inbound and outbound messages sent.  You can export the list of DID's and search for any number in your system.

## Search

**Start End Date**

Date Range

**Sender Number**

**Status**

Search    Reset

---

### 🕘 SMS History

Quick Search    ≡ ▾    10 ▾    ⬇ Export

| DID Number | Total SMS | SMS Status | Inbound | Outbound |
|---|---|---|---|---|
| ██████████ | 1 | delivered | 0 | 1 |
| ██████████ | 68 | pending | 10 | 58 |

SMS Transactions History

1. SMS Transactions History will show all previous transactions of SMS credits.

| From DID | To DID | Count | Debit Amount | Current Amount | Type | Date |
|---|---|---|---|---|---|---|
| | | 1 | 1 | 41 | Inbound | 2023-11-03 14:23:46 |

SMS Credits

1. SMS Credits will show the current SMS credit balance.