

## **1. Do you work on custom modules?**

Yes, we do work on custom modules. You can create a button to send texts from the custom modules. For more detailed information on how to setup and send SMS please refer to the [Zoho User Guide](#).

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## **2. Can we schedule texts for a particular date and time?**

Yes. You can use the Zoho's Workflow Automation to set up workflows. This means creating a workflow rule and associating it with Webhook to send automated texts.

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## **3. Will I be charged for the incoming messages?**

No, you won't be charged seperately. SMS credits will be consumed for the texts that you send out.

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## **4. How are the SMS credits consumed?**

It's based on the text length, i.e. the number of characters in the text. If its 160 characters it will consume 1 SMS credit and so on.

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## **5. Is the automation similar to that**

## of the blueprints?

The transitions states that you use in the blueprint are slightly different from that of the Workflows. We will have to look into the kind of blueprint you have and then only we can figure out how we can enable the texting functionality.

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## 6. What is the meaning of number of users?

The number of users is nothing but the individuals to whom you are thinking of giving the texting ability.

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## 7. How can I know if I have an incoming notification?

You receive Bell Icon notifications on Zoho CRM for incoming messages. You can set up a Workflow Automation to receive email notifications.

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## 8. Can I be notified about incoming SMS on the custom modules?

Yes. You need to setup a Lookup on SMS History for your custom module and then you can receive the Bell icon notifications for incoming messages, and email notification via Workflow Automation.

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## **9. Where can I view the entire SMS history?**

SMS-Magic Interact extension comes with a SMS History module. You can view all your outgoing and incoming messages in this module.

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## **10. Could you please tell me what kind of number can we use to send out SMS?**

You can easily send out SMS using a landline number/toll-free/VOIP. We can procure a number from our side or you can give us your existing number. We will have to check with our providers so that we can get the number text enabled. The numbers that we provide do not have calling functionality but we can call forward on the numbers that you plan to take calls on.

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## **11. Is call forwarding possible on the number that I am going to use?**

Yes, it is possible. We can forward the call to your office number or any particular number you wish to use for calling. It would be charged (\$100 per number/per year, unlimited minutes of forwarding)

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## **12. How can I manage my opt-outs?**

You can manage your Customer Consents via Consent Management system available on the SMS-Magic Web Portal. You can upload the consents manually as well as setup keywords to manage Handset Consents. If customers have Opted-Out, we do not allow a message to be sent to them from our system.

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## **13. How can I create SMS templates?**

You can create SMS templates from SMS-Magic Web Portal. You can then select from the available templates while sending messages.

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## **14. How is the pricing for the users and texting?**

We have 'Start Your Conversation' plan from \$180 for 1 user, 1 phone number and 1000 SMS credits for sending message in USA. For other regions, check out pricing here – <https://sms-magic.com/pricing>

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## **15. Can we get a discount?**

Yes, we offer volume discounting on high credits consumption and also for non-profits, we offer good discounts. Please reach out at [sales@sms-magic.com](mailto:sales@sms-magic.com) for custom pricing.

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## **16. Can I send out SMS for marketing purpose?**

Yes. You can send Marketing Campaigns to maximum 50K recipients at a time using Campaigns on SMS-Magic Web Portal. For marketing purpose, it is best to use a Shortcode. You can bring your own Shortcode or procure one with our assistance. The other option is to use multiple long codes to send the texts in batches. This is to avoid your number getting blocked by the provider for spamming.

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## **17. Upto how many recipients can I send the SMS on Zoho?**

You can select up to 100 recipients to send the SMS on Zoho. Also, to send messages to more than 100 recipients, you can use Custom List Views in your module, and send to maximum of 50K recipients for Enterprise edition Zoho CRM.

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## **18. Can I send MMS?**

Yes, you can send MMS.

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## **19. The send SMS button takes you to the portal, but not from within the CRM! What about the privacy?**

Yes, we do maintain privacy. The data is on the AWS servers and only a few authorities have access to it. So there are no chances of the data being hacked.

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## **20. Is there a limit on sending out SMS on a particular day?**

No, there is no limitation on sending SMS. But for Zoho customers, you cannot send a same message in 24 hrs to the same number using same Sender ID.