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Digital Channels Administrator's Guide

Manage SMS Keywords

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Learn how to manage SMS keywords to send responses to inbound SMS received

Related documentation:

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Access Keywords from the **Admin** menu.

Keyword Groups (MO)

+ Add Keyword Group				Search	
Name	Match	Reply Message (MT)			
★ help	could you clarify?, can you help?, please, help me	help is coming, please stand by			
★ opt out	stop sending messages, do not send messages anymore	no more messages will be sent, sorry for bothering you			
★ opt in	Cluster options will be applied	Cluster options will be applied			
★ catch all		agent will join soon			
special customer	i have a special customer card, special card, \d{3,3}_\d{3,3}_\d{3,3}...	ok, opening access to special customer menu			
tariff change	change tariff	sending tariff plans			
credit card	\d{4,4}-\d{4,4}-\d{4,4}-\d{4,4}	credit card data will be masked in logs			

There are four pre-configured keyword groups to help creating keyword groups:

- help
- opt out
- opt in
- catch all - This keyword is used to respond when none of the keyword groups match the incoming message.

Create or edit a keyword group

New Keyword Group

Name *

Test Keyword Group

Match *

Type	Value	
* text	Hello	
Add new match		

Reply Message (MT) *

Welcome

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Create

To add a new keyword group, click **Add Keyword Group**. When you create a new keyword group, the **New Keyword Group** view opens on the right side of the page.

Provide the following information

- **Name** to identify the keyword group
- Define the match criteria (*Text* or *Regex*):
 - Click **Add new match**
 - If you want to match on a pre-defined keyword, choose *text* as the match type and enter the

keyword in the **Value** pop-up.

- If you want to match on a regular expression (regex), choose *Regex* as the match type and enter the expression in the **Value** pop-up.


Match *		
Type	Value	
regex	\d{4,4}-\d{4,4}-\d{4,4}-\d{4,4}	
Add new match		

- **Reply Message (MT)** - Configure the message that will be sent if the incoming message matches the rules.

Copy an existing keyword group

You can copy an existing keyword group with the **Copy** button  and modify it to suit your needs.

Delete a keyword group

To delete a keyword group, just click the delete icon .

Search for a keyword group

To search for a keyword group, use the search box above the table. The results filter automatically based on the text you enter in the search box.