

SMS service settings



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- [Enable SMS notifications](#)
- [Add / edit customer's phone number](#)
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- [Custom sms service](#)

Connecting SMS service gives 2 convenient ways for customer to interact with your online store.

- **SMS registration** — customer adds phone number instead of e-mail and receives confirmation code.
- **SMS notification** — customer receives notification when order status changes, for example about changing the order status.

Sending news, promotions and discounts by SMS is not provided by OT Box functionality. However, such a service is provided by third-party SMS services.



You can set up **SMS registration** for your customers, as well as the ability to send various **SMS notifications about order or shopping cart status** starting from admin version 1.12.2.

Hurrah! Our online store opened and waits for customers!

to order

OT Commerce Shop

Delivery: Russian Feder...

Search

Phone *

Registration by Email

Login *

root

Password * Password length of at least 6 characters

.....

Friend's login Please enter your friend's login who invited you to register on our site.

682737

Please enter a captcha

code *

I agree with [user agreement](#)

REGISTER

Sign in with:

It's necessary to follow the steps to set SMS registration:

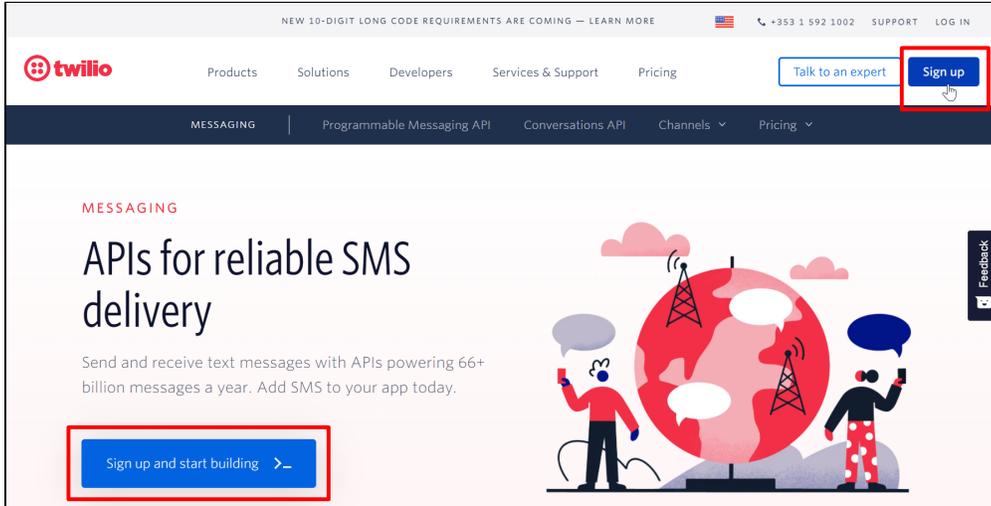
1. Select and configure SMS service
2. Make settings in OT Box (You should [update OT Box](#) if admin panel version is lower than 1.12.2. Then make all the described site settings)
3. Set SMS registration
4. Optionally enable SMS notifications about order and shipping cart status

Registering and configuring Twilio SMS service

Service of sending SMS in English. Therefore, all data is indicated in English. A complete list of countries is available. Website is available in three languages: English, German and Japanese.

Registration

Go to <https://www.twilio.com/SMS> and click "Sign up" button



Fill in registration form.

A screenshot of the Twilio registration form. The form is divided into two columns. The left column, titled 'WITH TWILIO YOU CAN BUILD:', lists several features with green checkmarks: SMS marketing, Omnichannel contact center, Call tracking, Web chat, Push notifications, Alerts and notifications, and Phone verification. The right column contains the registration fields: 'First Name *', 'Last Name *', 'Email *', and 'Password (14+ Characters) *'. Below these fields is a checkbox for 'I accept the Twilio Terms of Service and have read the Twilio Privacy Statement. If I am a micro- or small enterprise or a not-for-profit organization in the EEA or UK, I agree to the European Electronic Communications Code Rights Waiver.' At the bottom of the form is a red button labeled 'Start your free trial'.

When all the fields are filled in, put a tick, agreeing to the privacy policy and click "Start your free trial" button.

WITH TWILIO YOU CAN BUILD:

- ✓ SMS marketing
- ✓ Omnichannel contact center
- ✓ Call tracking
- ✓ Web chat
- ✓ Push notifications
- ✓ Alerts and notifications
- ✓ Phone verification

First Name *
Ivanov

Last Name *
Ivan

Email *
test@gmail.com

Password (14+ Characters) *
..... Show

I accept the [Twilio Terms of Service](#) and have read the [Twilio Privacy Statement](#). If I am a micro- or small enterprise or a not-for-profit organization in the EEA or UK, I agree to the [European Electronic Communications Code Rights Waiver](#).

[Start your free trial](#)

Confirm email.

Verify you're a human to start your free trial

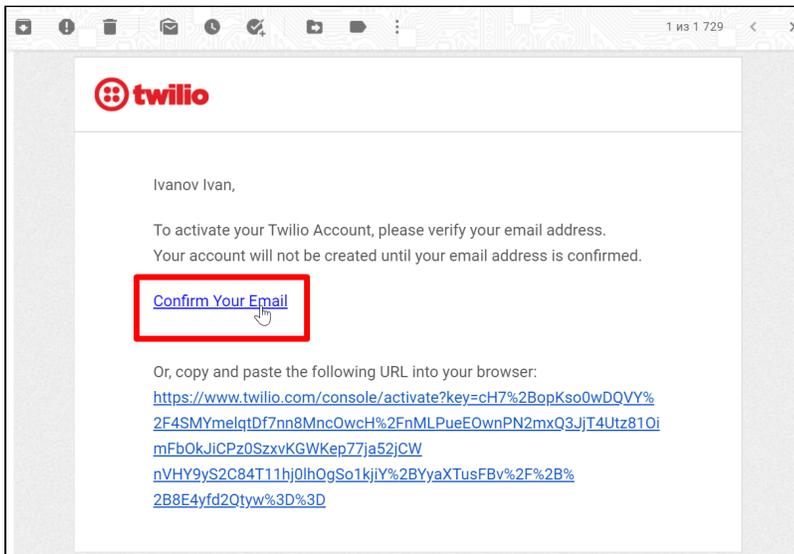
Verify Email

We sent an email to test.i@gmail.com
To continue, please check your email and verify your account.

Didn't receive the email?
[Resend Email](#)



An email with a link will be sent to your email address. Follow the link.



twilio

Ivanov Ivan,

To activate your Twilio Account, please verify your email address.
Your account will not be created until your email address is confirmed.

[Confirm Your Email](#)

Or, copy and paste the following URL into your browser:
<https://www.twilio.com/console/activate?key=cH7%2BopKso0wDQVY%2F4SMYmelqtDf7nn8MncOwcH%2FnMLPueEOwnPN2mx03Jt4UtZ810jmFbOkJiCPz0SzxvKGWKeP77ja52jCWnVHY9yS2C84T11hj0lhQgSo1kijY%2BYaXTusFBv%2F%2B%2B8E4yfd2Qtyw%3D%3D>

Enter your phone number, country code is selected on the left.

Verify you're a human to start your free trial

Verify Email ✓ ▼

Verify Phone Number ^

NUMBER



+7

900-000-00

[Why verify a phone number?](#)

Verify

We will contact you at the number above with a verification code

SMS with a code will be sent to specified number. Enter the code in a special field and click "Submit".

Verify you're a human to start your free trial

Verify Email

Verify Phone Number

Please enter the verification code we sent to <+790000000>

Verification Code

Submit

[Want to verify with a Call instead of SMS?](#)

Didn't receive a code?

[Resend Code](#)

[Change phone number](#)

After registration, fill out the form as shown in the screenshot.

• Which Twilio product are you here to use?
SMS

• What do you plan to build with Twilio?
Alerts & Notifications

• How do you want to build with Twilio?

With code
Customize exactly what you want

With minimal code
Build on top of our code samples

With no code at all
Launch a starter app with no code

• What is your goal today?
Build something myself

Your billing country is Russia. [Change](#)

[Get Started with Twilio](#)

Click "Get Started with Twilio" button when all the fields are filled:

• Which Twilio product are you here to use?
SMS

• What do you plan to build with Twilio?
Alerts & Notifications

• How do you want to build with Twilio?

With code
Customize exactly what you want

With minimal code
Build on top of our code samples

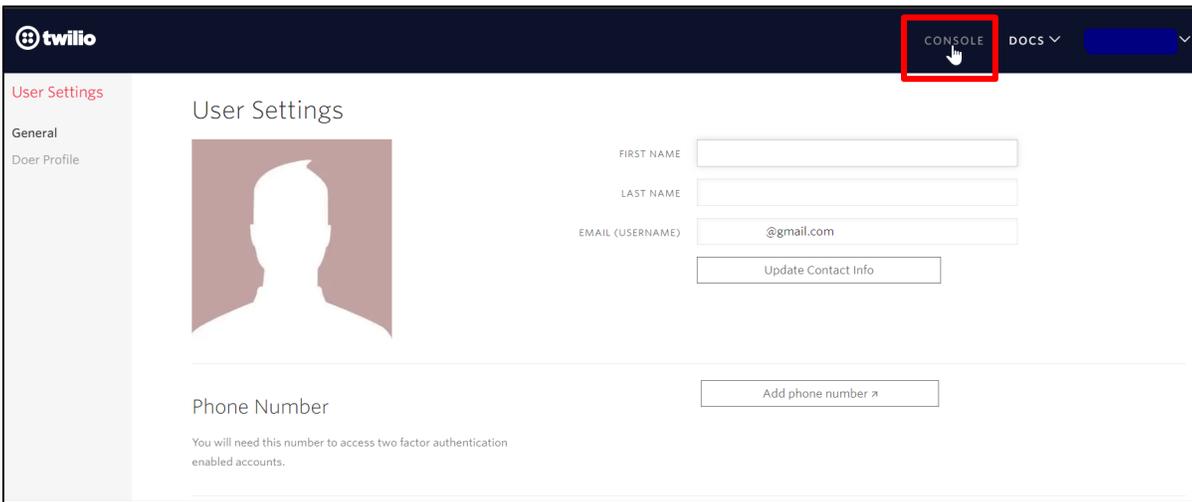
With no code at all
Launch a starter app with no code

• What is your goal today?
Build something myself

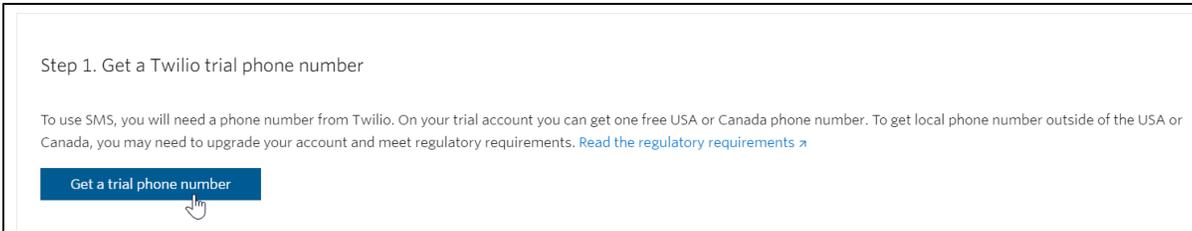
Your billing country is Russia. [Change](#)

[Get Started with Twilio](#)

You need to create Twilio phone number after registering and confirming your account. Go to Console section from your account page.

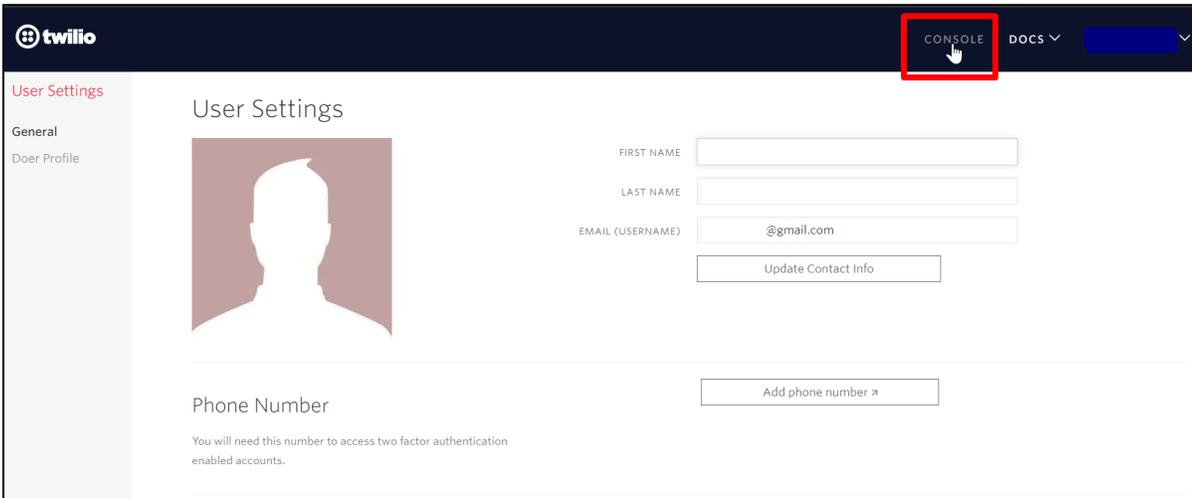


You will see "Get a trial phone number" button on this page.

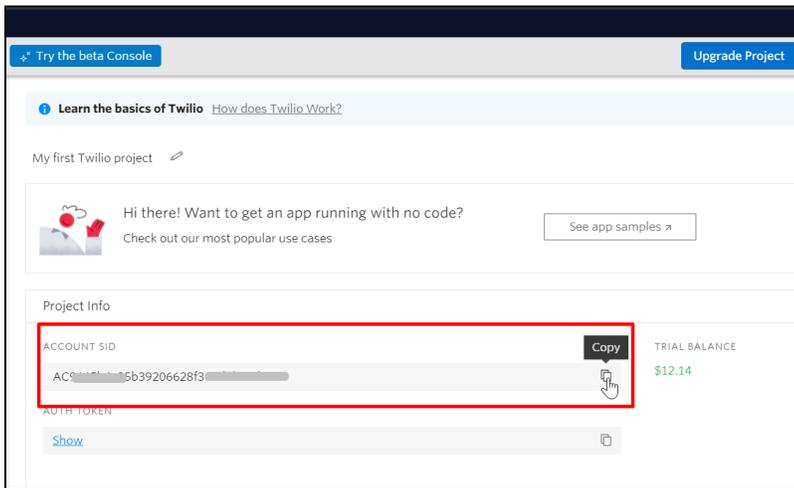


Data from Twilio service for OT admin panel

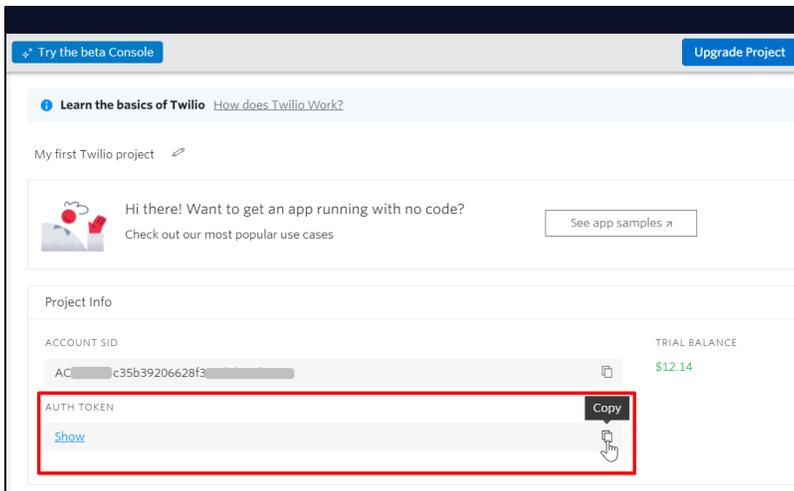
Go to Console section from your account page.



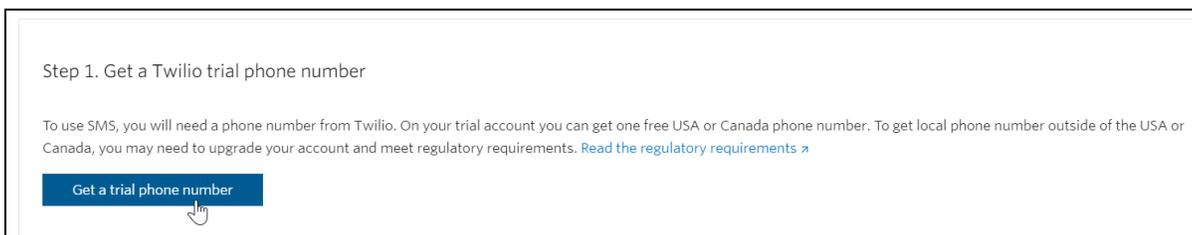
Copy ACCOUNT SID clicking "Copy" button.



Copy AUTH TOKEN clicking "Copy" button.



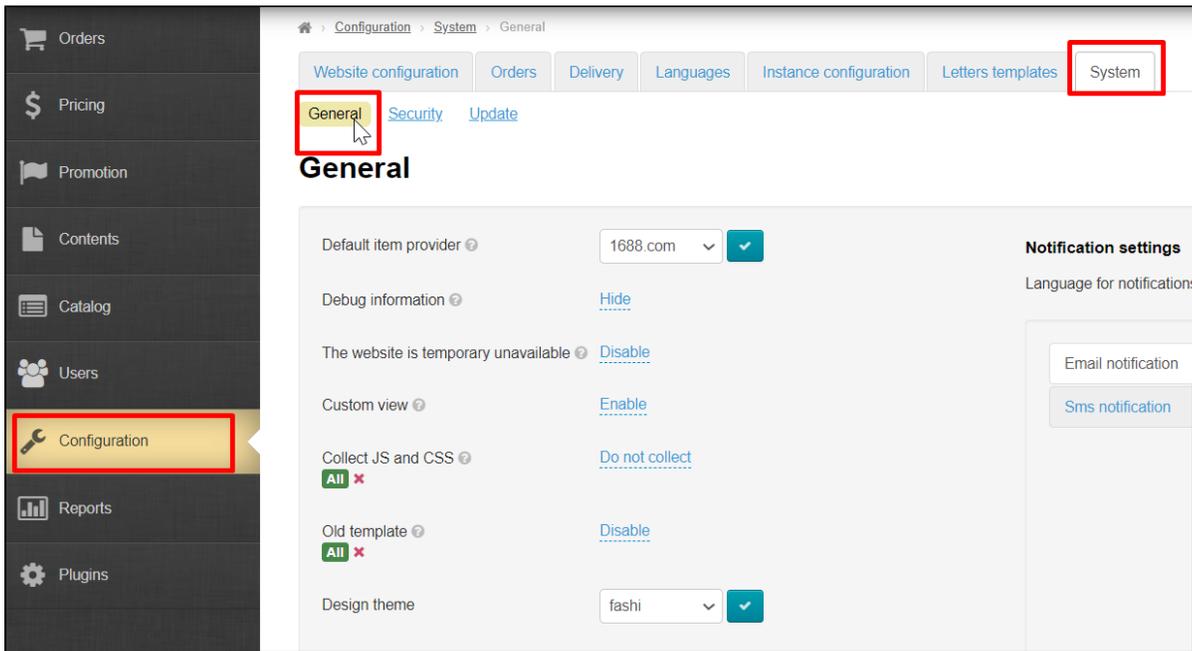
Copy TWILIO PHONE NUMBER that was received in profile settings or Alphanumeric Sender ID that was registered earlier in the personal account



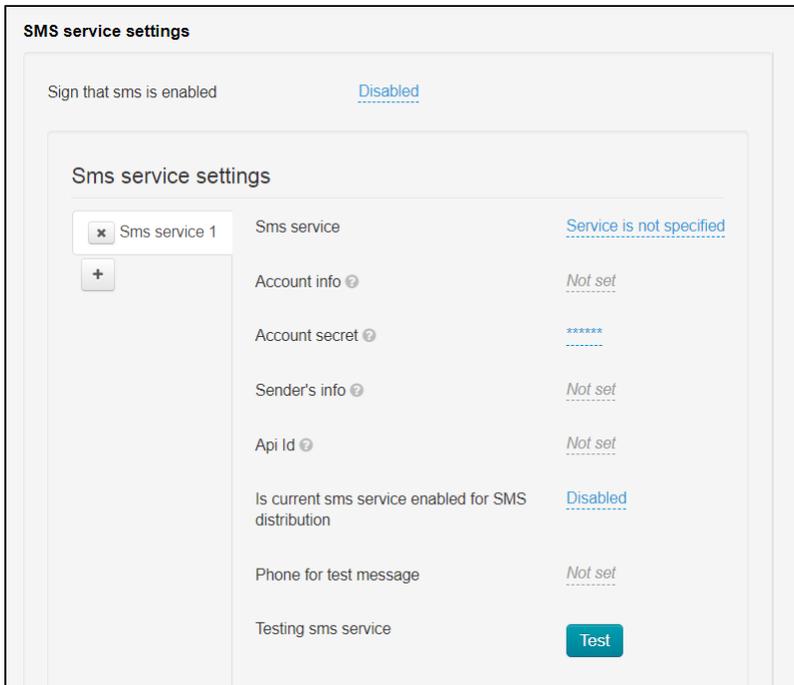
Service configuration is complete. We proceed to settings in OT admin panel.

Setting up services in OT admin panel

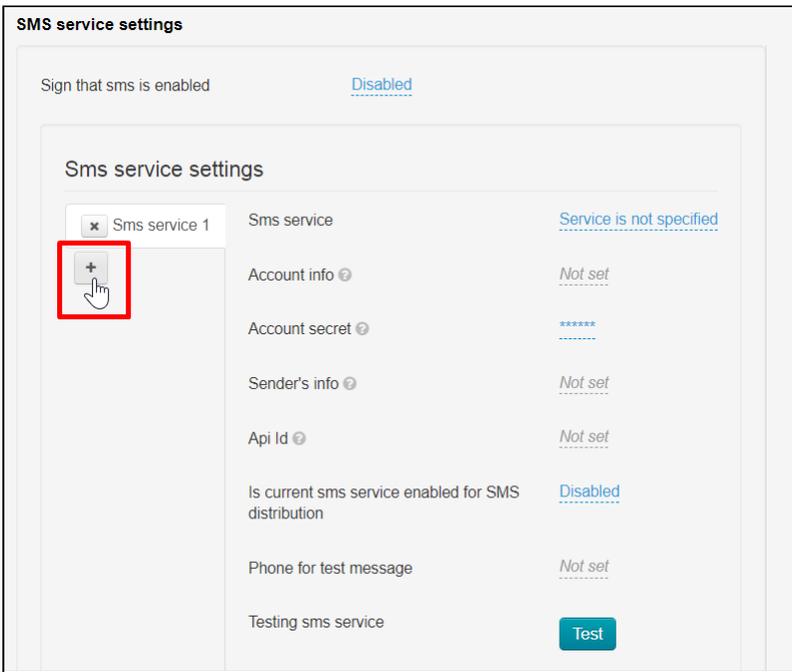
Go to "Configuration System General" section in admin panel



Scroll down "General" page to the bottom of "SMS service settings" heading. This is the section where we will enter data from SMS services.

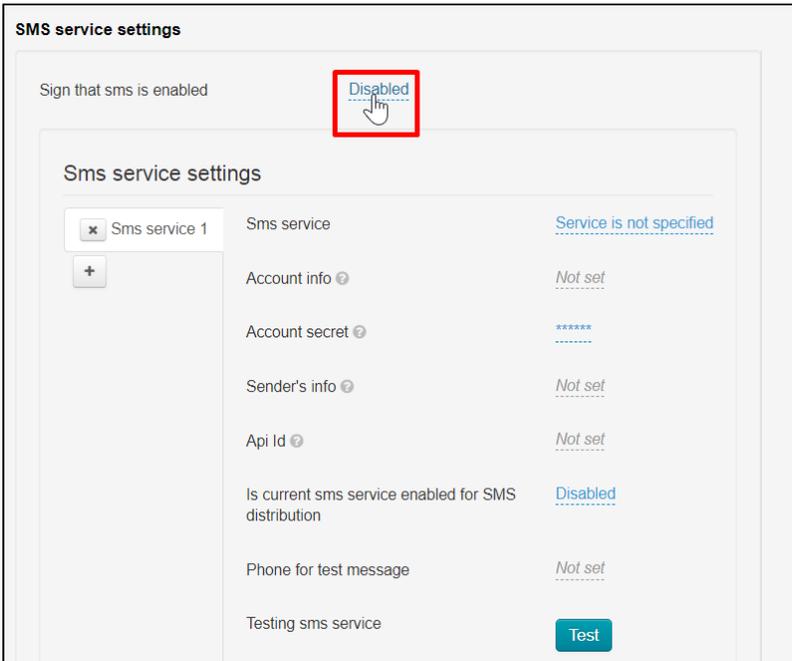


It's necessary to create own tab with settings for each SMS service. "SMS service 1" tab is a default one. Click + button to create a second tab

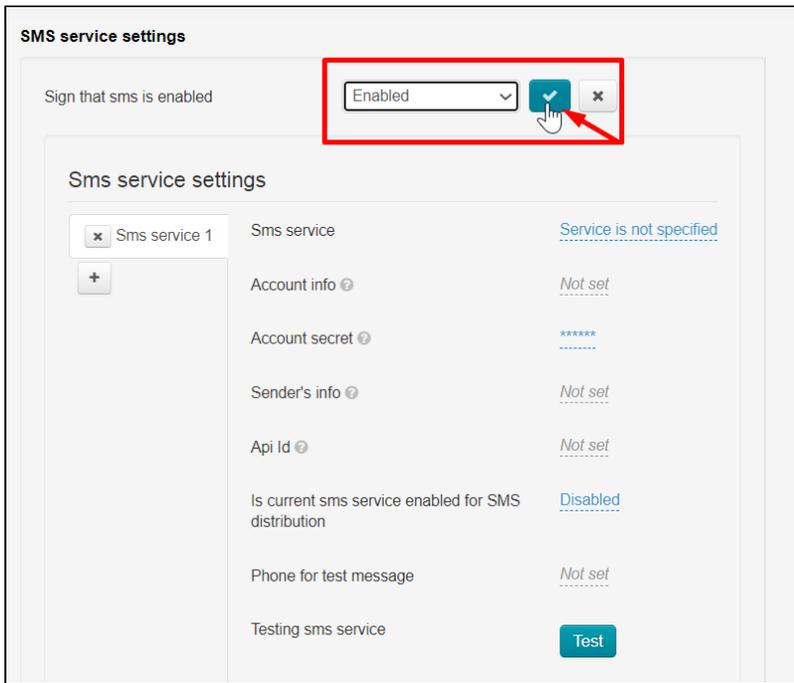


Enable SMS service

Enable service to test SMS service on your website, as well as start using SMS for notifications about customers' registration as well as order and shopping cart. Click "Disabled".



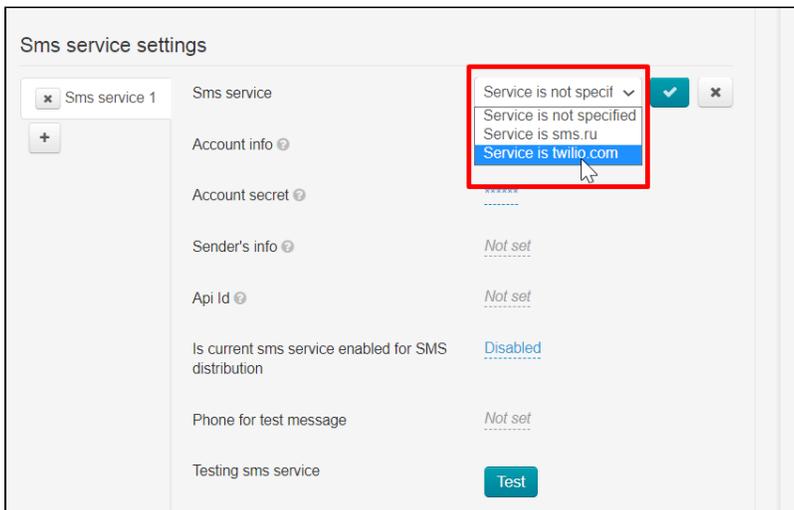
Select "Enabled" in drop-down list and save choice.



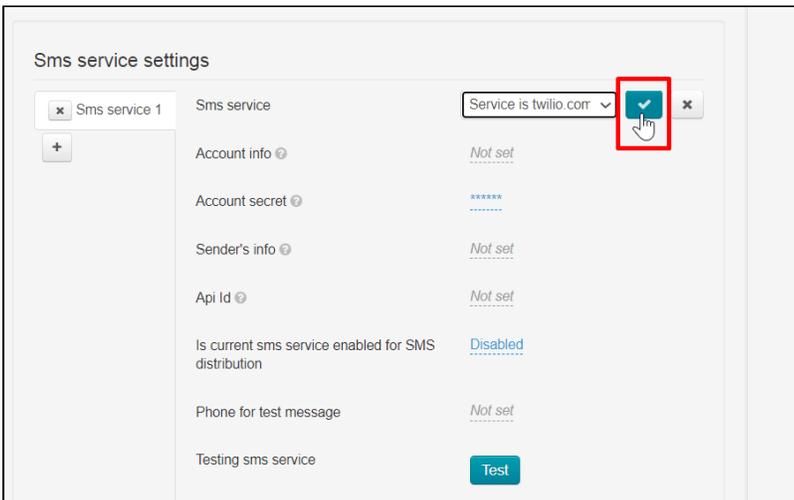
We recommend to configure services for sending SMS before enabling.

SMS service setup

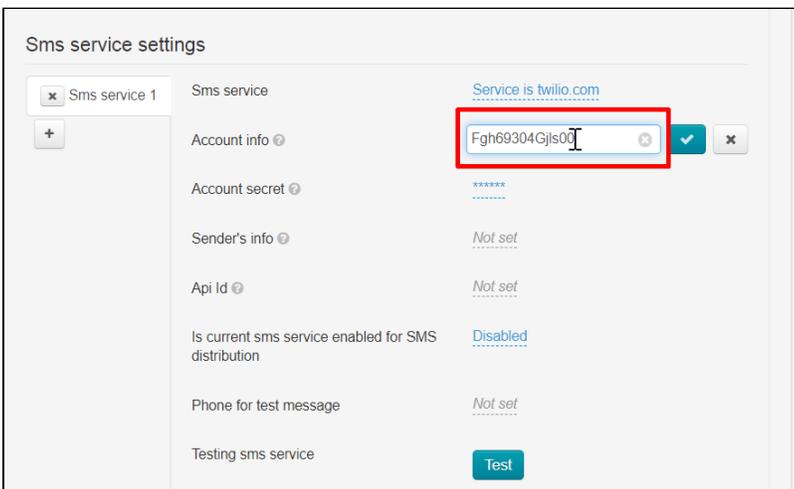
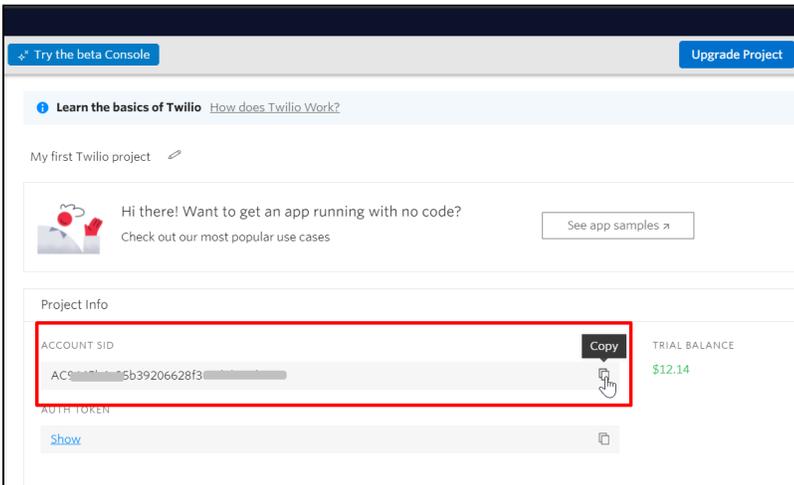
Select "Service is [twilio.com](https://www.twilio.com)" from drop-down menu in "SMS service" field



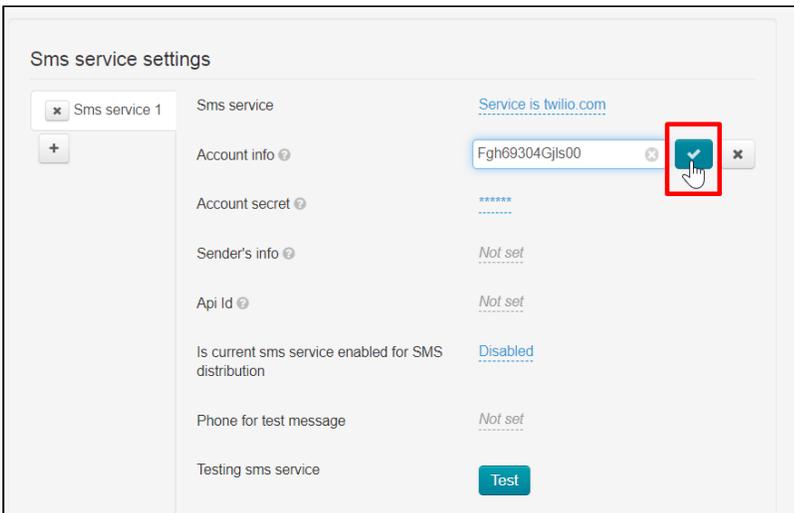
Click "Save" button



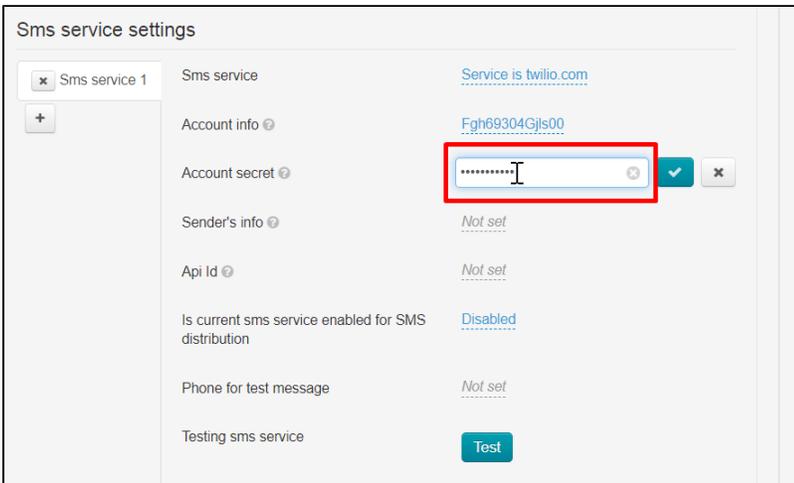
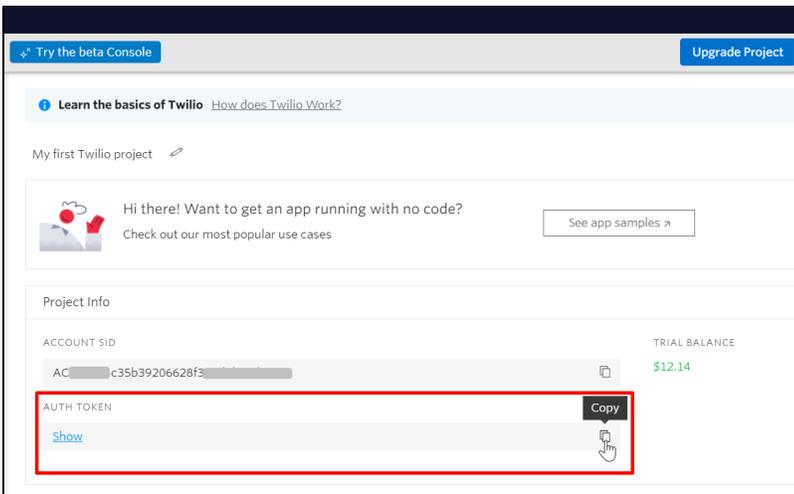
In "Account info" field write what you copied in the service from ACCOUNT SID field.



Click "Save" button



Next field is "Account secret". Write here what you copied in the service from AUTH TOKEN field



Click "Save" button

Sms service settings

Sms service 1	Sms service	Service is twilio.com
	Account info	Fgh69304Gjls00
	Account secret <input checked="" type="checkbox"/>
	Sender's info	Not set
	Api Id	Not set
	Is current sms service enabled for SMS distribution	Disabled
	Phone for test message	Not set
	Testing sms service	<input type="button" value="Test"/>

Next field is "Sender's info". Write here what you set up in TWILIO PHONE NUMBER service (mandatory receipt of Twilio number) or Alphanumeric Sender ID (which was previously registered in your personal account).

Step 1. Get a Twilio trial phone number

To use SMS, you will need a phone number from Twilio. On your trial account you can get one free USA or Canada phone number. To get local phone number outside of the USA or Canada, you may need to upgrade your account and meet regulatory requirements. [Read the regulatory requirements >](#)

Sms service settings

Sms service 1	Sms service	Service is twilio.com
	Account info	Fgh69304Gjls00
	Account secret
	Sender's info	+09343768000 <input checked="" type="checkbox"/>
	Api Id	Not set
	Is current sms service enabled for SMS distribution	Disabled
	Phone for test message	Not set
	Testing sms service	<input type="button" value="Test"/>

Click "Save" button

Sms service settings

Sms service 1

Sms service: [Service is twilio.com](#)

Account info: [Fgh69304Gjls00](#)

Account secret: *****

Sender's info: +09343768000

Api Id: Not set

Is current sms service enabled for SMS distribution: Disabled

Phone for test message: Not set

Testing sms service:

Leave "Api Id" field without changes.

Sms service settings

Sms service 1

Sms service: [Service is twilio.com](#)

Account info: [Fgh69304Gjls00](#)

Account secret: *****

Sender's info: +09343768000

Api Id: Not set

Is current sms service enabled for SMS distribution: Disabled

Phone for test message: Not set

Testing sms service:

SMS services can be used for customers registration, as well as for notifications about order and shopping cart status. Select "Use" in the field "Use this service for sending SMS" if the service will be used for notifications. Don't make any changes if SMS notifications are not required.

Sms service settings

Sms service 1

Sms service: [Service is twilio.com](#)

Account info: [Fgh69304Gjls00](#)

Account secret: *****

Sender's info: +09343768000

Api Id: Not set

Is current sms service enabled for SMS distribution: Disabled

Phone for test message: Not set

Testing sms service:

Save choice clicking "Save" button.

Sms service settings

Sms service 1

Sms service: [Service is twilio.com](#)

Account info: [Fgh69304Gjls00](#)

Account secret: *****

Sender's info: [+09343768000](#)

Api Id: *Not set*

Is current sms service enabled for SMS distribution: Enabled

Phone for test message: *Not set*

Testing sms service:

The use of service in mailing lists can be enabled or disabled at any time.

Add your own phone number to test service work.

Sms service settings

Sms service 1

Sms service: [Service is twilio.com](#)

Account info: [Fgh69304Gjls00](#)

Account secret: *****

Sender's info: [+09343768000](#)

Api Id: *Not set*

Is current sms service enabled for SMS distribution: [Enabled](#)

Phone for test message:

Testing sms service:

Click "Save" button.

Sms service settings

Sms service 1

Sms service: [Service is twilio.com](#)

Account info: [Fgh69304Gjls00](#)

Account secret: *****

Sender's info: [+09343768000](#)

Api Id: *Not set*

Is current sms service enabled for SMS distribution: [Enabled](#)

Phone for test message:

Testing sms service:

Then click "Test" button and wait for a message to specified number.

Sms service settings

× Sms service 1	Sms service	Service is twilio.com
+	Account info ?	Fgh69304Gjls00
	Account secret ?	*****
	Sender's info ?	+09343768000
	Api Id ?	Not set
	Is current sms service enabled for SMS distribution	Enabled
	Phone for test message	+79343768000
	Testing sms service	Test

Enable registration by SMS

Your customers indicate their phone number where confirmation code will be sent. The phone number, like other data about the buyer, will be indicated in his profile.

Hurrah! Our online store opened and waits for customers!

to order

OT Commerce Shop

Delivery: Russian Feder... ▼

Registration by Email

Login *
root

Phone *
I

Password * Password length of at least 6 characters
.....

Friend's login Please enter your friend's login who invited you to register on our site.

 Please enter a captcha
code *

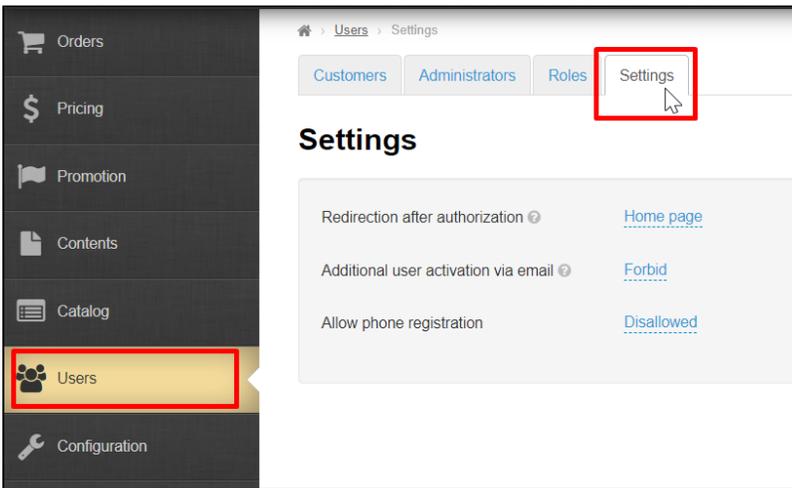
I agree with [user agreement](#)

REGISTER

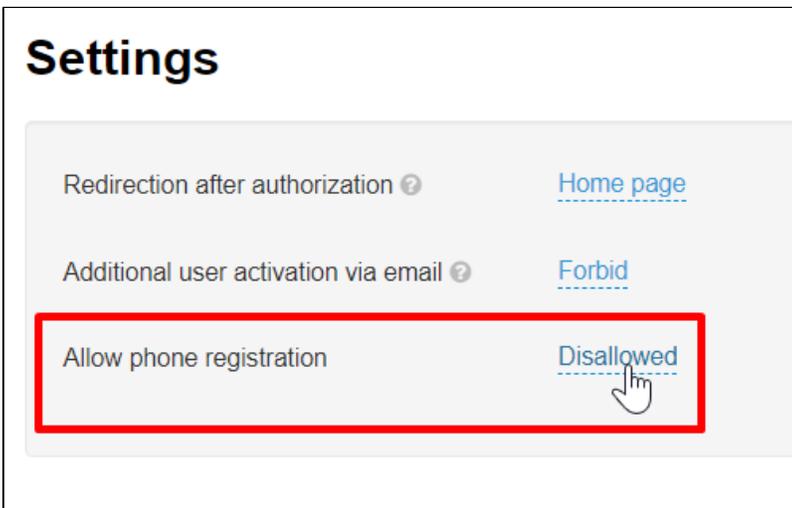
Sign in with:



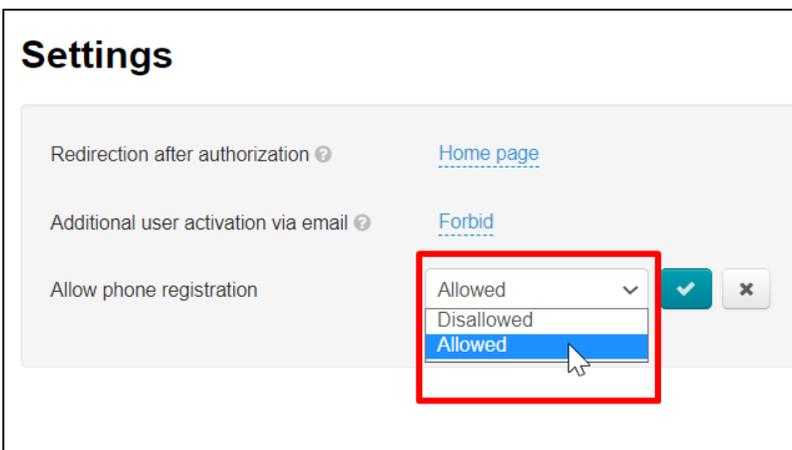
Open "Users Settings" section



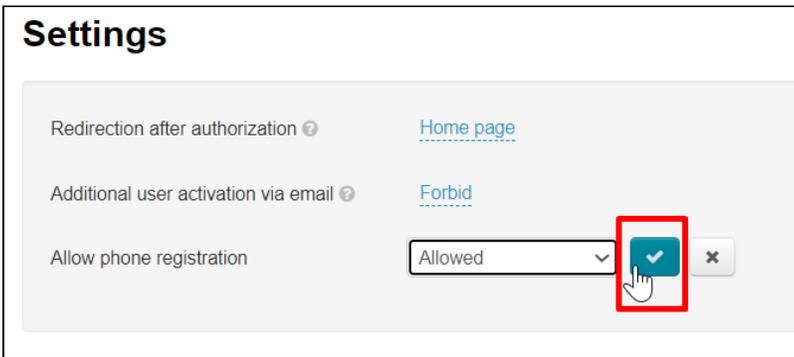
Find "Allow phone registration" field.



Click "Disallowed" and select "Allowed" in drop-down menu.



Click "Save" button.

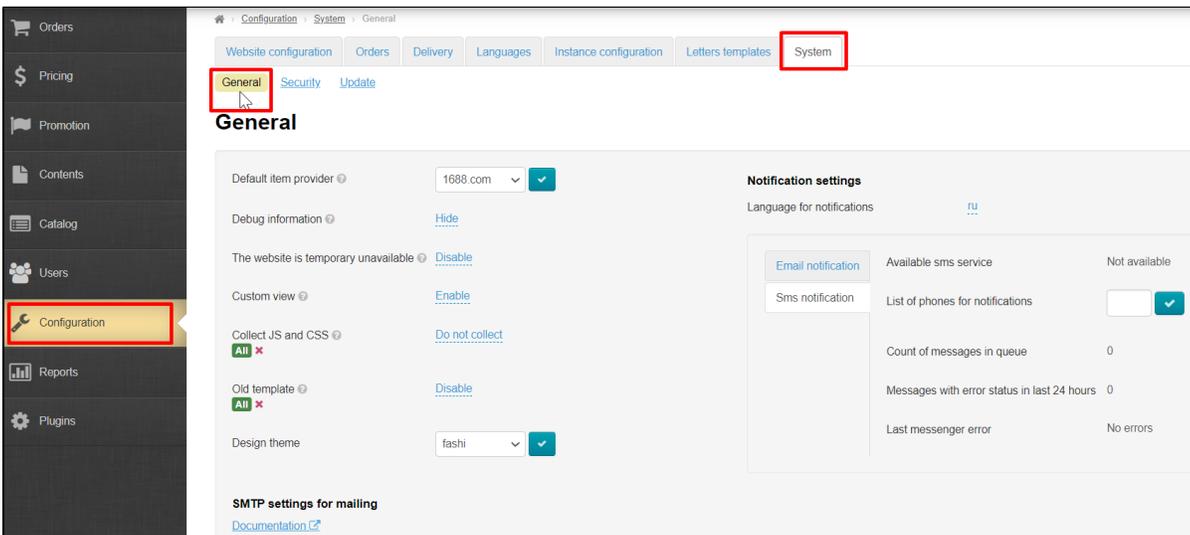


Now everyone who registers on your site will use the phone to register.

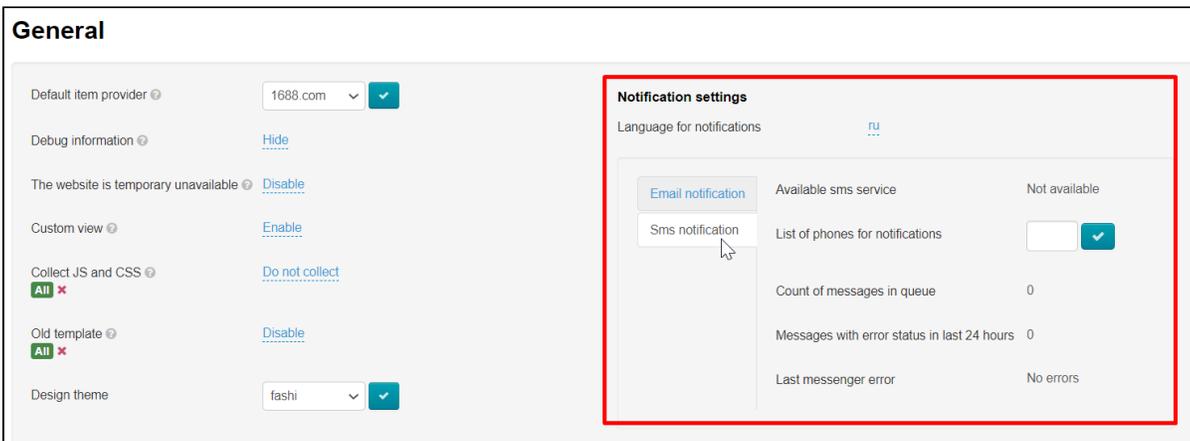
Enable SMS notifications

Notifications from admin panel, users or website will be sent to specified phone numbers.

Open "Configuration System General" section in admin panel



Find "Notification settings" block on the right and click "SMS notifications" tab



It's possible to select Russian or English languages for notifications.

Notification settings

Language for notifications

ru en ru

Email notification Available sms service Not available

Sms notification List of phones for notifications

Count of messages in queue 0

Messages with error status in last 24 hours 0

Last messenger error No errors

There is only one setting here: phone list. Click "List of phones for notifications" field.

Notification settings

Language for notifications en

Email notification Available sms service Not available

Sms notification List of phones for notifications

Count of messages in queue 0

Messages with error status in last 24 hours 0

Last messenger error No errors

Indicate phone numbers with the country code. Each number should be entered on a new line (ENTER button).

Notification settings

Language for notifications en

Email notification Available sms service Not available

Sms notification List of phones for notifications

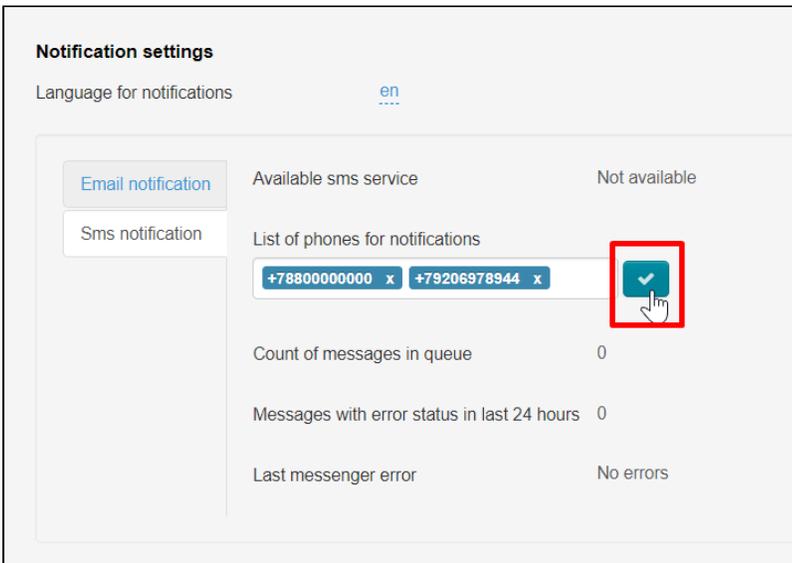
+78800000000 x +79206978944 x

Count of messages in queue 0

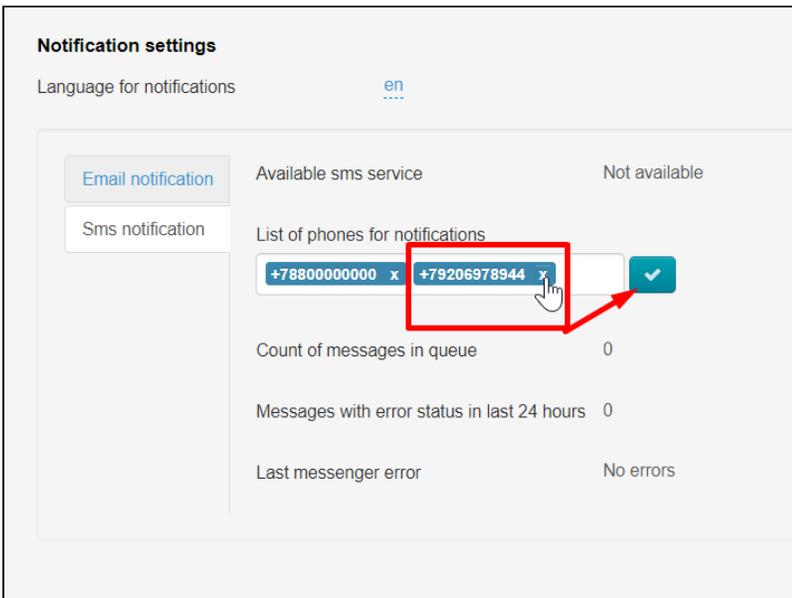
Messages with error status in last 24 hours 0

Last messenger error No errors

Click "Save" button



It's possible to edit the list of phone numbers at any time. Click cross to the right of the number and "Save" button to delete irrelevant phone numbers.



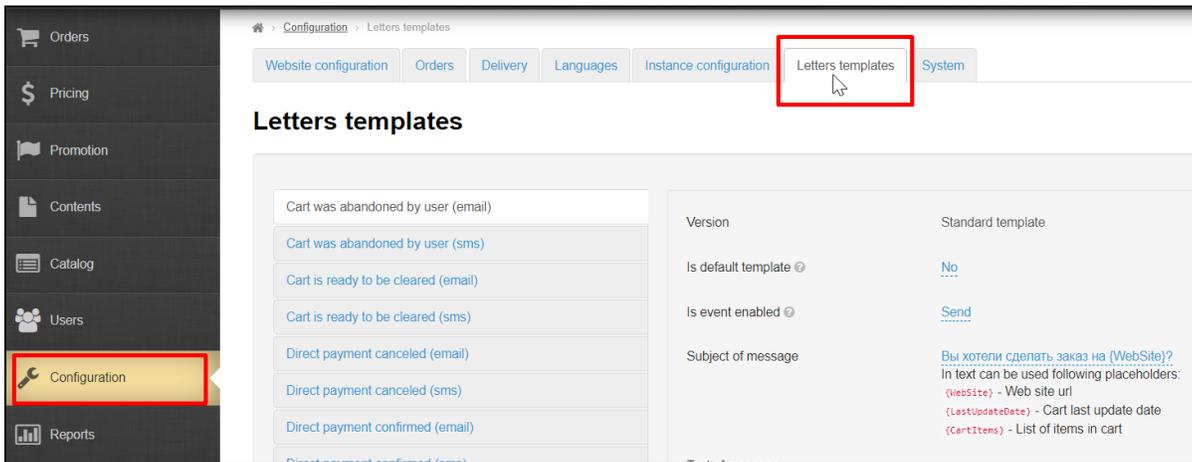
Setting up SMS service templates



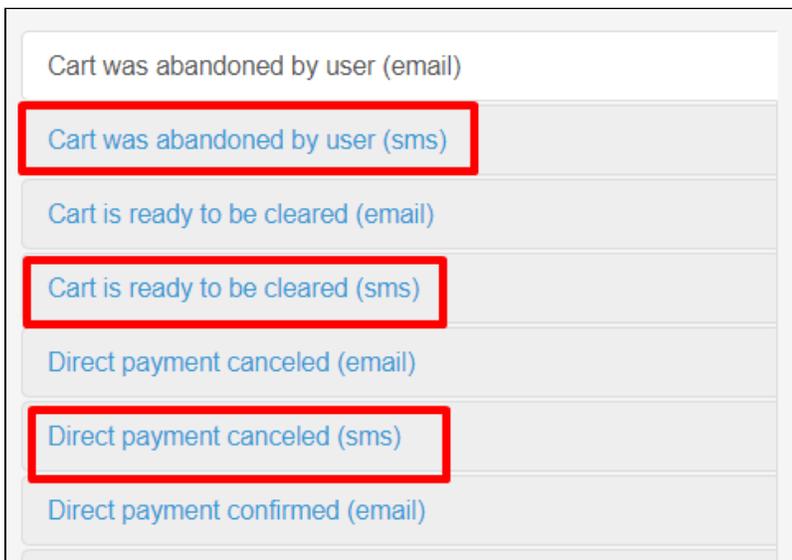
Important!

1 SMS in Latin can hold up to 160 characters.

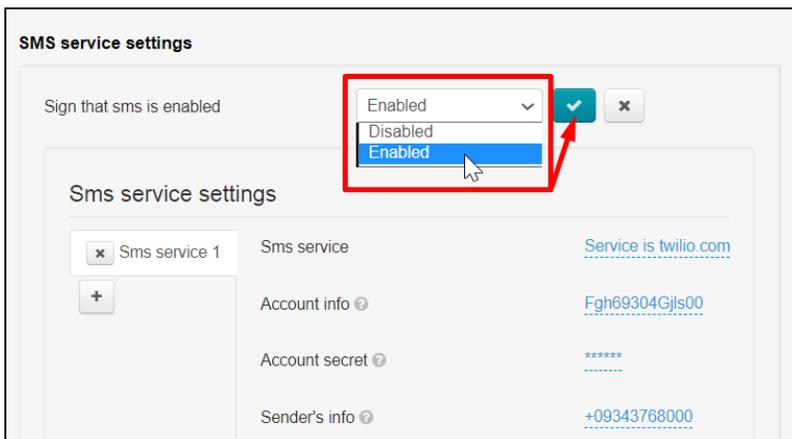
Open Configuration Letters templates section



We are interested in those templates that have **(SMS)** at the end



You must enable the use of SMS services if you do not have such templates (scroll down "Configuration System General" and select "Enabled")



Click necessary template to edit SMS template.

Letters templates

Cart was abandoned by user (email)	Version	Standard template
Cart was abandoned by user (sms)	Is default template ?	No
Cart is ready to be cleared (email)	Is event enabled ?	Send
Cart is ready to be cleared (sms)		

Interface for editing template will open

Version	Custom template
Is default template ?	No
Is event enabled ?	Send
Text of message	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
In text can be used following placeholders: (WebSite) - Web site url (LastUpdateDate) - Cart last update date (CartItems) - List of items in cart	
Phone number for test message	<input type="text" value="7123456789"/> Test

It's important to remember that 1 **SMS** in Latin can hold up to 160 **characters**.

There are also auxiliary constructs. They are marked red and inserted into the text of SMS when clicked.

Version	Custom template
Is default template ?	No
Is event enabled ?	Send
Text of message	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"><p>(WebSite)</p></div>
In text can be used following placeholders: (WebSite) - Web site url (LastUpdateDate) - Cart last update date (CartItems) - List of items in cart	
Phone number for test message	<input type="text" value="7123456789"/> Test

This helps to make messages versatile and they are configured to specific recipient.

Write message text and save it clicking "Save" button

Version [Custom template](#)

Is default template [No](#)

Is event enabled [Send](#)

Text of message

Dear customer,
{LastUpdateDate} you have added some goods to the cart at {WebSite}, but hadn't completed your order.

In text can be used following placeholders:
 {WebSite} - Web site url
 {LastUpdateDate} - Cart last update date
 {CartItems} - List of items in cart

Phone number for test message

It's necessary to customize all message templates in the same way.

We recommend to plan SMS text in text editors for convenience where characters are counted.

Add / edit customer's phone number

You can add or edit customer's phone number if necessary.

In addition, customer can personally add or change phone number through Personal Account.

GENERAL INFORMATION

ORDERS

ACCOUNT

PROFILE

ACCOUNT

DELIVERY

SUPPORT SERVICE

WITHDRAW FUNDS

REFERRAL SYSTEM

Account

User data

Last name *	<input type="text" value="Ivanov"/>	Name*	<input type="text" value="Ivan"/>	Middle name	<input type="text" value="Ivanovich"/>
Phone for notifications	<input type="text" value="+78800000000"/>	E-mail	<input type="text" value="ivanov@mail.ru64"/>	Skype	<input type="text"/>
Gender*	<input type="button" value="Male"/>				

Change email

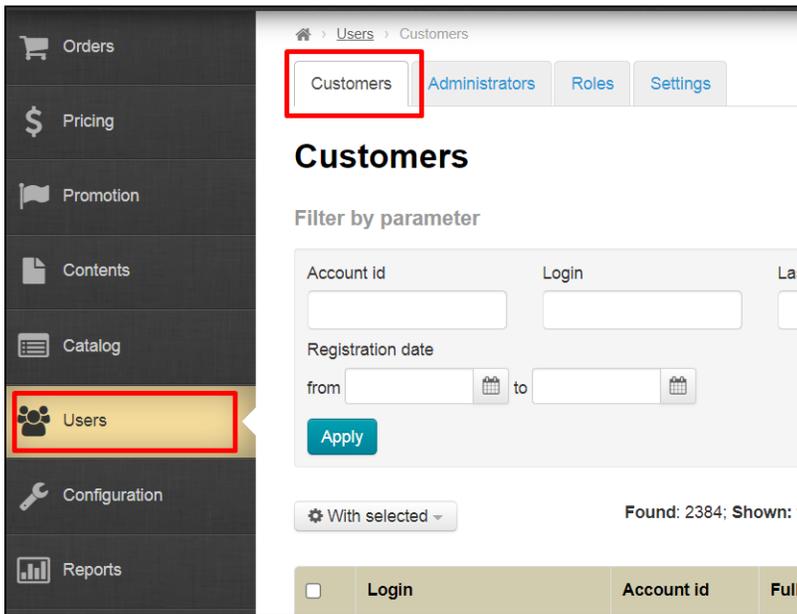
Password New E-mail

Change phone number

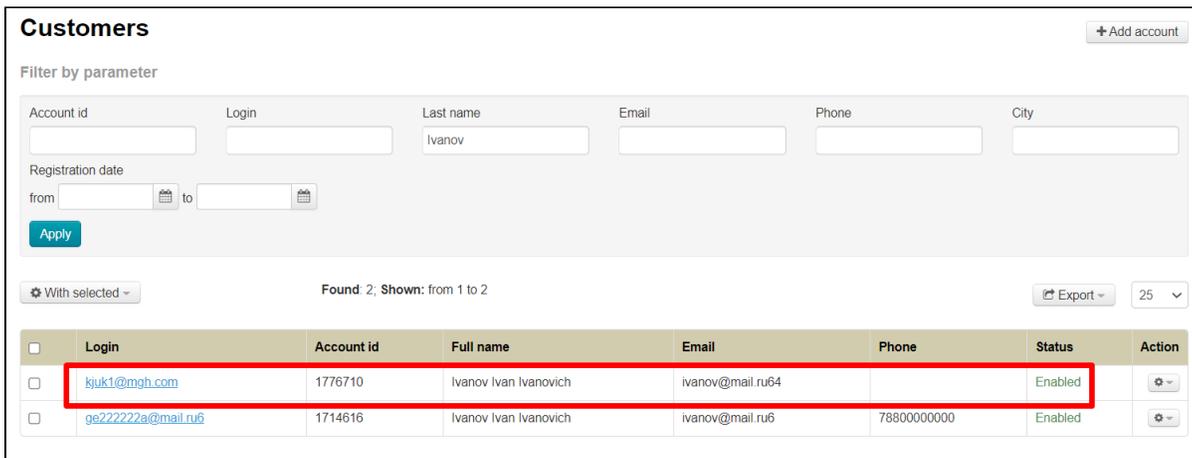
Password New phone number

Customer will receive SMS for confirmation after changing or adding the phone number.

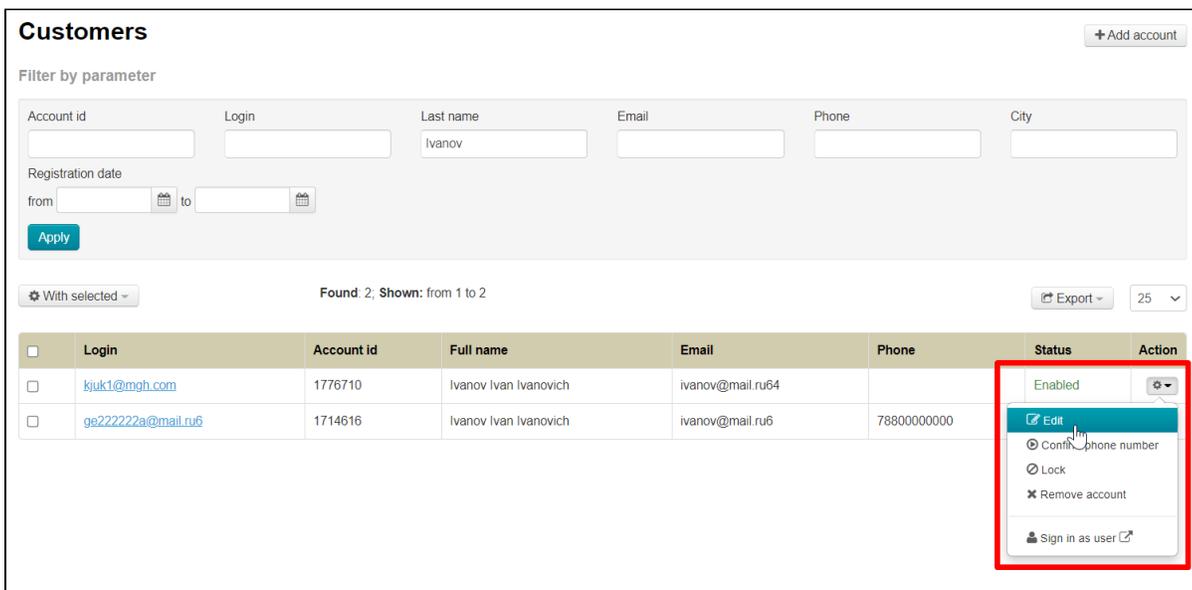
Go to "Users Customers" to add customer's phone number through the admin panel



Select user who needs to add or edit the phone number.



Click gear button in "Actions" column and select "Edit" button from the list.



Add customer's phone number (or edit) in the "Phone" field.

Editing

Account

Authorization

Login

Password

Email

Contact information

Phone

Skype

Delivery

Save changes.

Authorization	Personal data
Login <input type="text" value="kjuk1@mgh.com"/>	Last name
Password <input type="password"/>	First name
Email <input type="text" value="ivanov@mail.ru64"/>	Patronymic
Contact information	Gender
Phone <input type="text" value="+78800000000"/>	
Skype <input type="text"/>	
Delivery	
Country <input type="text" value="Russian Federation"/>	
State/Province/Region <input type="text" value="Moscow"/>	
City <input type="text" value="Moscow"/>	
Address <input type="text" value="Samokatnaya 13"/>	
Zip/Postal code <input type="text" value="125000"/>	
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

Find this customer again and click gear button in "Actions" column

Customers + Add account

Filter by parameter

Account id Login Last name Email Phone City

Registration date
from to

Found: 2; Shown: from 1 to 2 25

<input type="checkbox"/>	Login	Account id	Full name	Email	Phone	Status	Action
<input type="checkbox"/>	kjuk1@mgh.com	1776710	Ivanov Ivan Ivanovich	ivanov@mail.ru64	+78800000000	Enabled	<input type="button" value="⌵"/>
<input type="checkbox"/>	ge222222a@mail.ru6	1714616	Ivanov Ivan Ivanovich	ivanov@mail.ru6	78800000000	Enabled	<input type="button" value="⌵"/>

Select "Confirm phone number"

Customers + Add account

Filter by parameter

Account id Login Last name Email Phone City

Registration date
from to

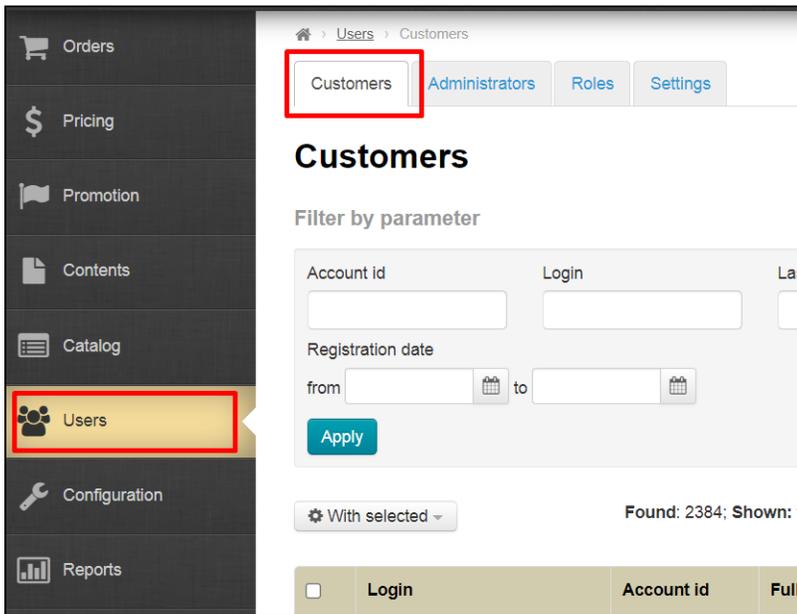
Found: 2; Shown: from 1 to 2 25

<input type="checkbox"/>	Login	Account id	Full name	Email	Phone	Status	Action
<input type="checkbox"/>	kjuk1@mgh.com	1776710	Ivanov Ivan Ivanovich	ivanov@mail.ru64	+78800000000	Enabled	<input type="button" value="⌵"/> <ul style="list-style-type: none"> <input type="button" value="Edit"/> <input checked="" type="button" value="Confirm phone number"/> <input type="button" value="Lock"/> <input type="button" value="Remove account"/> <input type="button" value="Sign in as user"/>
<input type="checkbox"/>	ge222222a@mail.ru6	1714616	Ivanov Ivan Ivanovich	ivanov@mail.ru6	78800000000	Enabled	<input type="button" value="⌵"/>

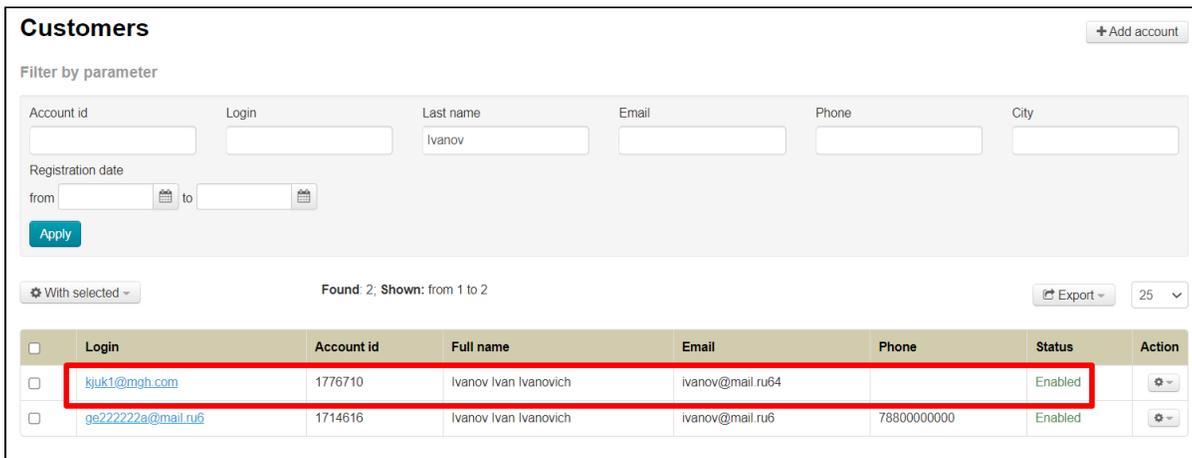
Customer will receive SMS notifications after confirming the number. No action from customer is required from the buyer himself in this case.

Confirm customer's phone number

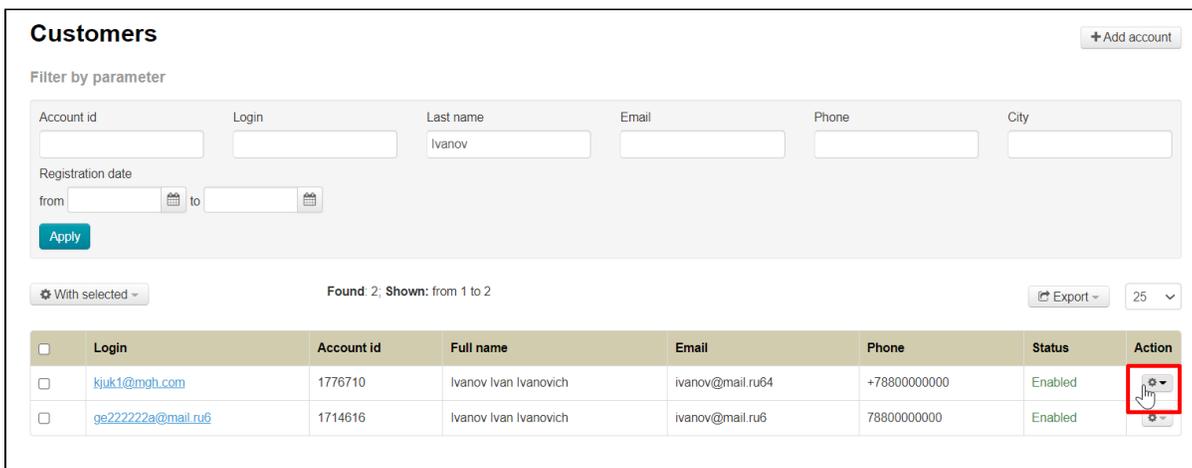
Go to "Users Customers" section to confirm customer's phone number in admin panel



Select user whose phone number needs to be confirmed.



Click gear button in "Actions" column



Select "Confirm phone number"

Customers + Add account

Filter by parameter

Account id Login Last name Email Phone City

Registration date
from to

Found: 2; Shown: from 1 to 2 25

<input type="checkbox"/>	Login	Account id	Full name	Email	Phone	Status	Action
<input type="checkbox"/>	kjuk1@mgh.com	1776710	Ivanov Ivan Ivanovich	ivanov@mail.ru64	+78800000000	Enabled	<ul style="list-style-type: none"> <input type="checkbox"/> Edit <input checked="" type="checkbox"/> Confirm phone number <input type="checkbox"/> Lock <input type="checkbox"/> Remove account <input type="checkbox"/> Sign in as user
<input type="checkbox"/>	ge222222a@mail.ru6	1714616	Ivanov Ivan Ivanovich	ivanov@mail.ru6	78800000000		

Customer will receive SMS notifications after confirming the number. No action from customer is required from the buyer himself in this case.

Custom sms service

For custom sms service implementation you need:

1. Account info - "For custom, you need to specify send message url."
2. Account secret - "For custom, you need to specify secret for send message."