

SMS service settings



- [Registering and configuring Twilio SMS service](#)
- [Setting up services in OT admin panel](#)
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- [Enable SMS notifications](#)
- [Add / edit customer's phone number](#)
- [Confirm customer's phone number](#)
- [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.

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

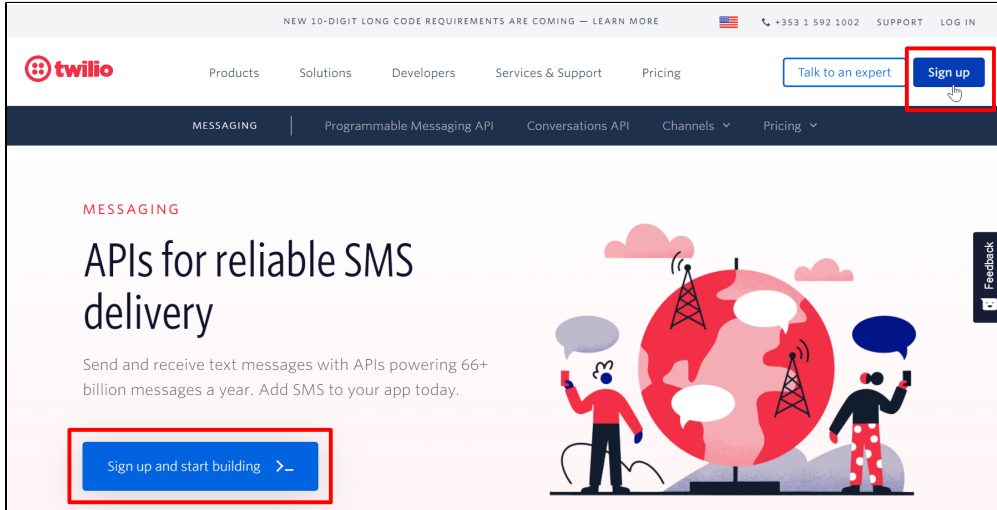
1. Select and configure SMS service
2. Make settings in OT Box (You should [update OT Box](#) if admin panel version is lower than 1.12.2. Then make all the described site settings)
3. Set SMS registration
4. Optionally enable SMS notifications about order and shipping cart status

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 lists features: 'WITH TWILIO YOU CAN BUILD:' followed by a list of services with green checkmarks: SMS marketing, Omnichannel contact center, Call tracking, Web chat, Push notifications, Alerts and notifications, and Phone verification. The right column contains input fields for '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 right 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

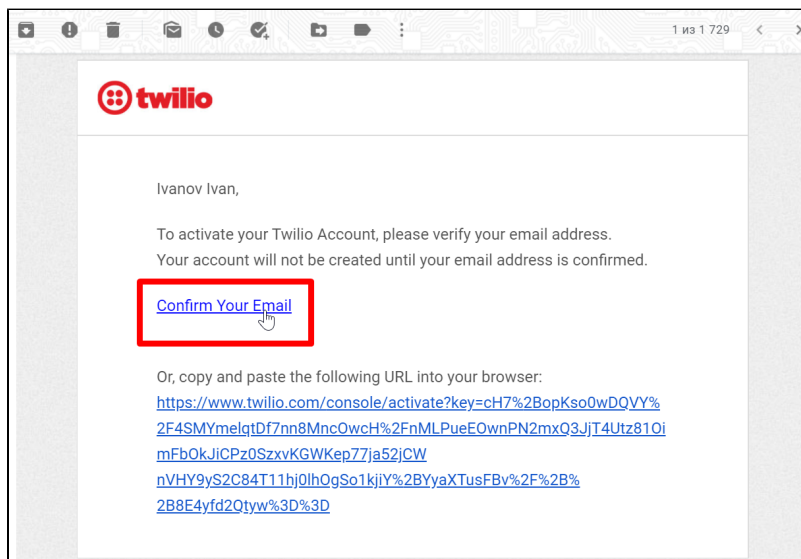
To continue, please check your email and verify your account.

Didn't receive the email?

[Resend Email](#)



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



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 <+7900000000>

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.

twilio

CONSOLE DOCS

User Settings

General

Doer Profile

FIRST NAME

LAST NAME

EMAIL (USERNAME) @gmail.com

Update Contact Info

Phone Number

Add phone number ↗

You will need this number to access two factor authentication enabled accounts.

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

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 ↗](#)

Get a trial phone number

Data from Twilio service for OT admin panel

Go to Console section from your account page.

twilio

CONSOLE DOCS

User Settings

General

Doer Profile

FIRST NAME

LAST NAME

EMAIL (USERNAME) @gmail.com

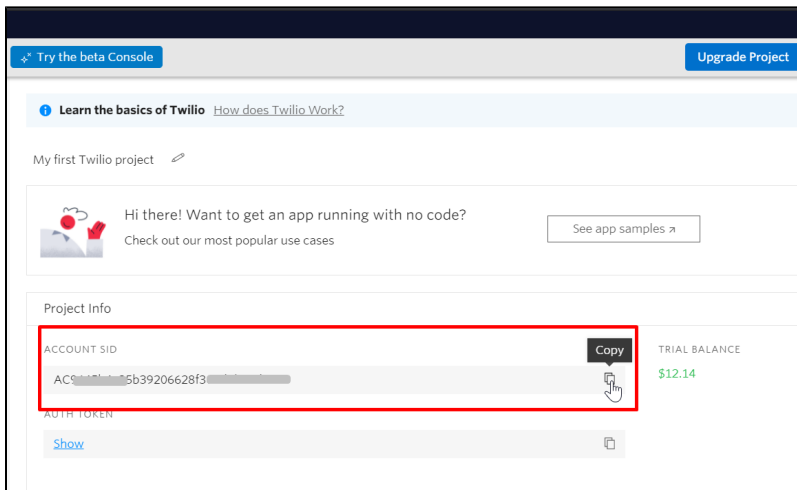
Update Contact Info

Phone Number

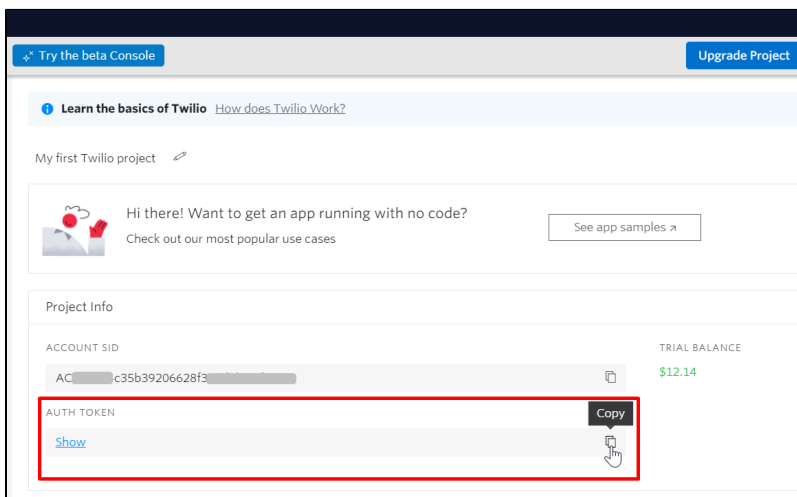
Add phone number ↗

You will need this number to access two factor authentication enabled accounts.

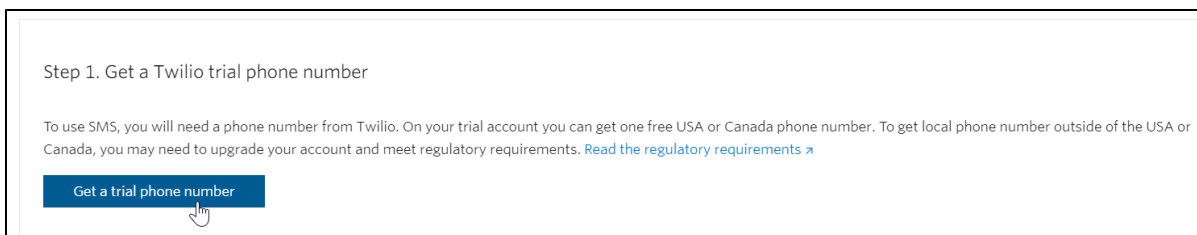
Copy ACCOUNT SID clicking "Copy" button.



Copy AUTH TOKEN clicking "Copy" button.



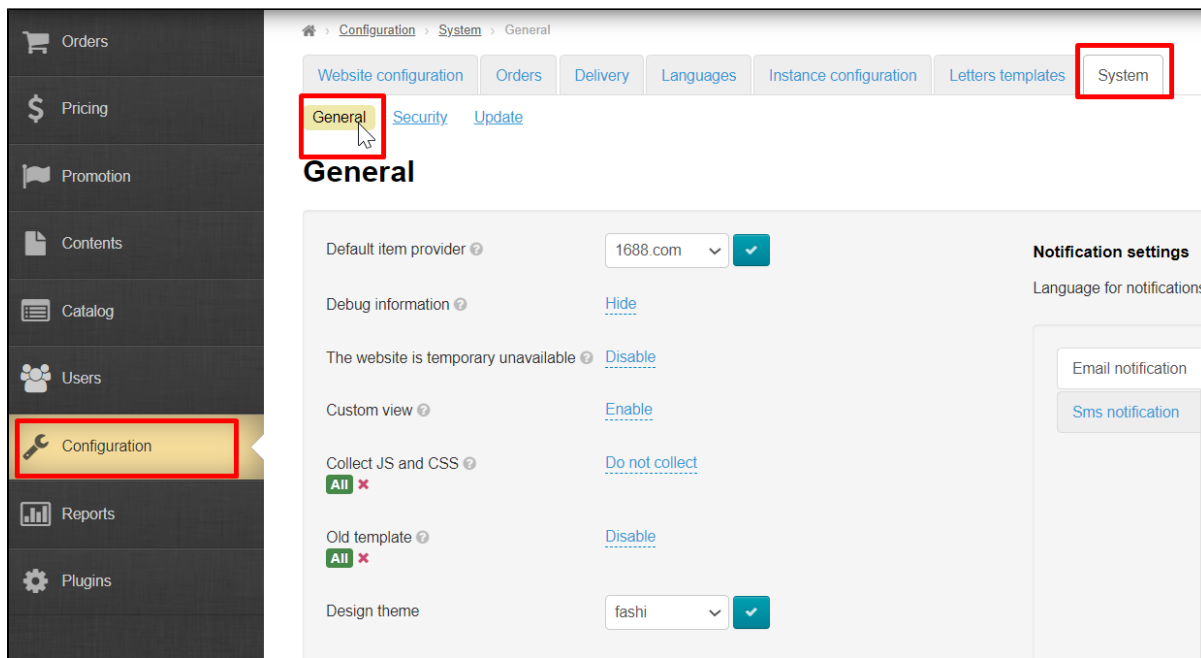
Copy TWILIO PHONE NUMBER that was received in profile settings or Alphanumeric Sender ID that was registered earlier in the personal account



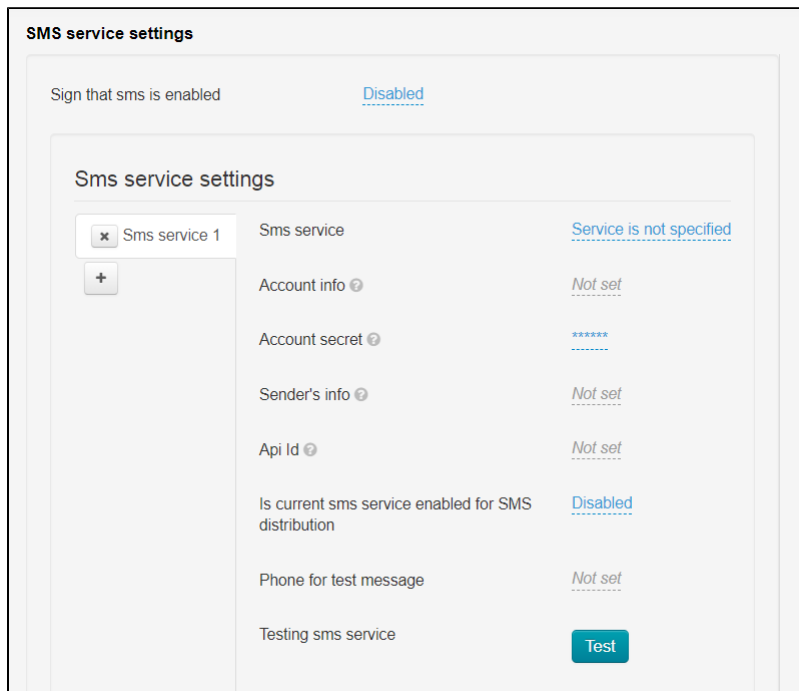
Service configuration is complete. We proceed to settings in OT admin panel.

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

SMS service settings

Sign that sms is enabled [Disabled](#)

Sms service settings

<div><div>x</div>Sms service 1</div> <div><div>+</div></div>	Sms service	Service is not specified
	Account info ?	Not set
	Account secret ?	*****
	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	Test

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".

SMS service settings

Sign that sms is enabled [Disabled](#)

Sms service settings

<div><div>x</div>Sms service 1</div> <div><div>+</div></div>	Sms service	Service is not specified
	Account info ?	Not set
	Account secret ?	*****
	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	Test

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

SMS service settings

Sign that sms is enabled

Enabled ✓ ✕

Sms service settings

✕ Sms service 1 +

Sms service	Service is not specified
Account info ?	Not set
Account secret ?	*****
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	Test

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

Sms service settings

✕ Sms service 1 +

Sms service	Service is not specif ✓ ✕
Account info ?	
Account secret ?	*****
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	Test

Click "Save" button

Sms service settings

Sms service 1

+

Sms service	Service is twilio.com
Account info	Not set
Account secret	*****
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	<button>Test</button>

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

Try the beta Console Upgrade Project

Learn the basics of Twilio How does Twilio Work?

My first Twilio project

Hi there! Want to get an app running with no code? Check out our most popular use cases See app samples

Project Info

ACCOUNT SID	Copy	TRIAL BALANCE
ACb39206628f3		\$12.14
AUTH TOKEN	Show	

Sms service settings

Sms service 1

+

Sms service	Service is twilio.com
Account info	Fgh69304Gjls00
Account secret	*****
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	<button>Test</button>

Click "Save" button

Sms service settings

Sms service 1

+

Sms service

Service is twilio.com

Account info ?	Fgh69304Gjls00
Account secret ?	*****
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	<button>Test</button>

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

Try the beta Console

Upgrade Project

Learn the basics of Twilio

How does Twilio Work?

My first Twilio project

Hi there! Want to get an app running with no code?

Check out our most popular use cases

See app samples

Project Info

ACCOUNT SID

AC c35b39206628f3

TRIAL BALANCE

\$12.14

AUTH TOKEN

Show

Copy

Sms service settings

Sms service 1

+


Sms service

Service is twilio.com

Account info ?	Fgh69304Gjls00
Account secret ?	*****
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	<button>Test</button>

Click "Save" button

Sms service settings

Sms service 1	Sms service	Service is twilio.com
+	Account info ?	Fgh69304Gjls00
	Account secret ?	***** 
	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	<button>Test</button>


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](#)

Get a trial phone 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	Disabled
	Phone for test message	Not set
	Testing sms service	<button>Test</button>

Click "Save" button

Sms service settings

Sms service 1

+

Sms service

Account info ?

Account secret ?

Sender's info ?

Api Id ?

Is current sms service enabled for SMS distribution

Phone for test message

Testing sms service

Service is twilio.com

Fgh69304Gjls00

+09343768000

Not set

Disabled

Not set

Test

Leave "Api Id" field without changes.

Sms service settings

Sms service 1

+

Sms service

Account info ?

Account secret ?

Sender's info ?

Api Id ?

Is current sms service enabled for SMS distribution

Phone for test message

Testing sms service

Service is twilio.com

Fgh69304Gjls00

+09343768000

Not set

Disabled

Not set

Test

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

Account info ?

Account secret ?

Sender's info ?

Api Id ?

Is current sms service enabled for SMS distribution

Phone for test message

Testing sms service

Service is twilio.com

Fgh69304Gjls00

+09343768000

Not set

Disabled

Disabled

Enabled

Not set

Test

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: Test

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: +79343768000

Testing sms service: 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: Enabled

Phone for test message: +79343768000

Testing sms service: Test

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

GET WARM
CHOOSE COATS AND DOWN

Delivery: Russian Feder...

Search

REGISTER

Login * [Registration by Email](#)

root

Phone *

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

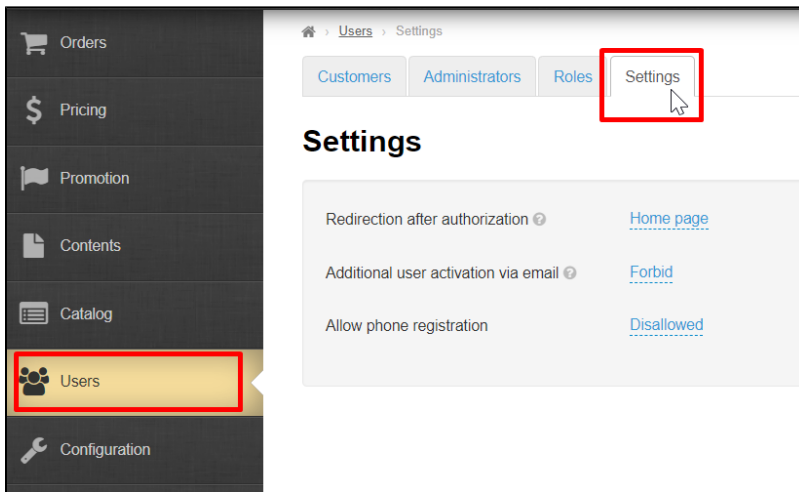
code *

☐ I agree with [user agreement](#)

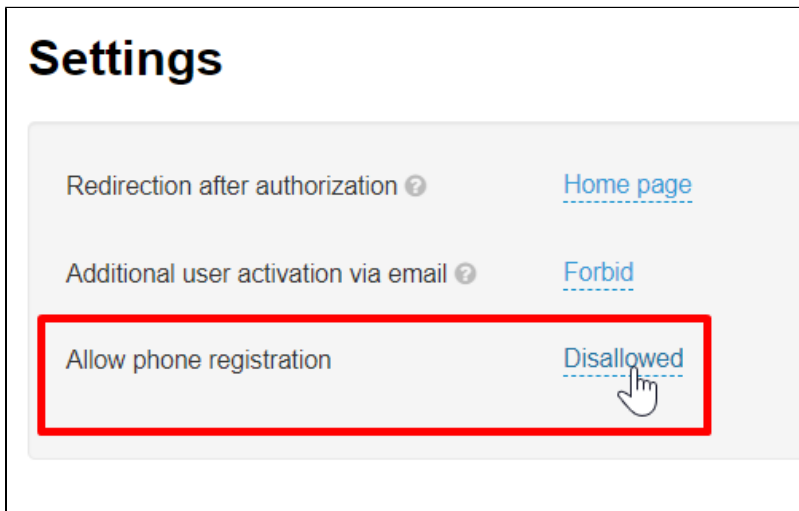
REGISTER

Sign in with:

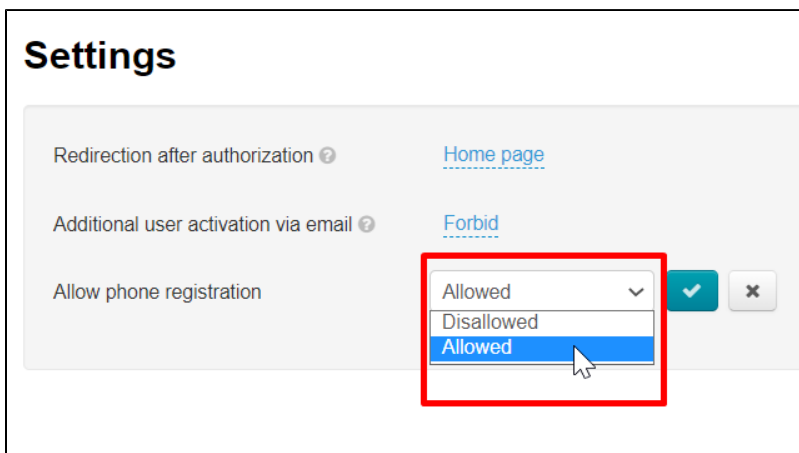
Open "Users Settings" section



Find "Allow phone registration" field.



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



Click "Save" button.

Settings

Redirection after authorization ? [Home page](#)

Additional user activation via email ? [Forbid](#)

Allow phone registration

Allowed
☒
☐

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

Orders
Pricing
Promotion
Contents
Catalog
Users
Configuration
Reports
Plugins

Configuration
System
General

Website configuration
Orders
Delivery
Languages
Instance configuration
Letters templates
System

General
Security
Update

General

Default item provider ? 1688.com

Debug information ? Hide

The website is temporary unavailable ? Disable

Custom view ? Enable

Collect JS and CSS ? Do not collect

Old template ? Disable

Design theme fashi

SMTP settings for mailing
Documentation

Notification settings

Language for notifications ru

Email notification
Sms notification

Available sms service Not available

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

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

General

Default item provider ? 1688.com

Debug information ? Hide

The website is temporary unavailable ? Disable

Custom view ? Enable

Collect JS and CSS ? Do not collect

Old template ? Disable

Design theme fashi

Notification settings

Language for notifications ru

Email notification
Sms notification

Available sms service Not available

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

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

Notification settings

Language for notifications

Email notification
Sms notification

Available sms service

List of phones for notifications

Count of messages in queue

Messages with error status in last 24 hours

Last messenger error

Not available

0

0

No errors

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

Notification settings

Language for notifications

Email notification
Sms notification

Available sms service

List of phones for notifications

Count of messages in queue

Messages with error status in last 24 hours

Last messenger error

Not available

0

0

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

Email notification
Sms notification

Available sms service

List of phones for notifications

Count of messages in queue

Messages with error status in last 24 hours

Last messenger error

Not available

0

0

No errors

Click "Save" button

Notification settings

Language for notifications [en](#)

Email notification

Sms notification

Available sms service Not available

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

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.

Notification settings

Language for notifications [en](#)

Email notification

Sms notification

Available sms service Not available

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

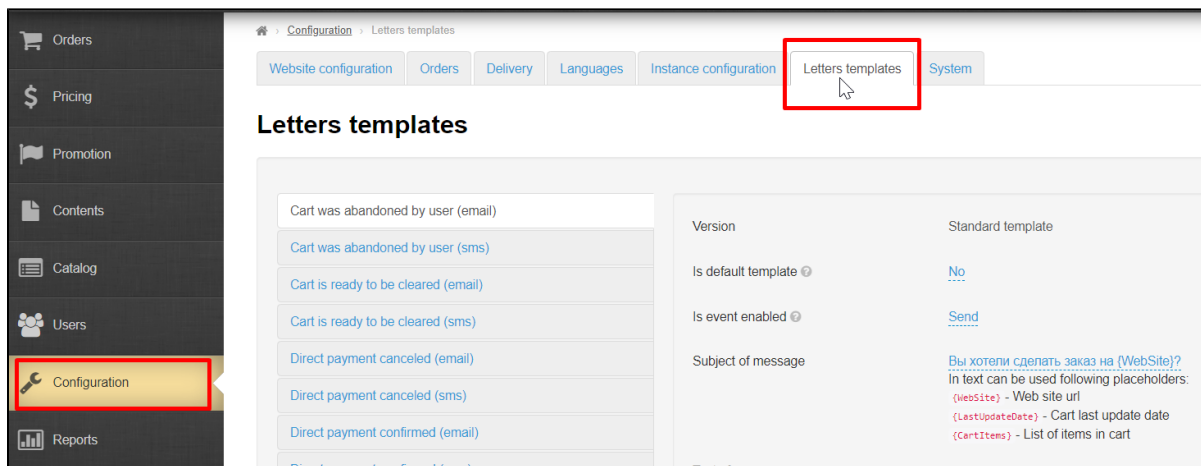
Setting up SMS service templates



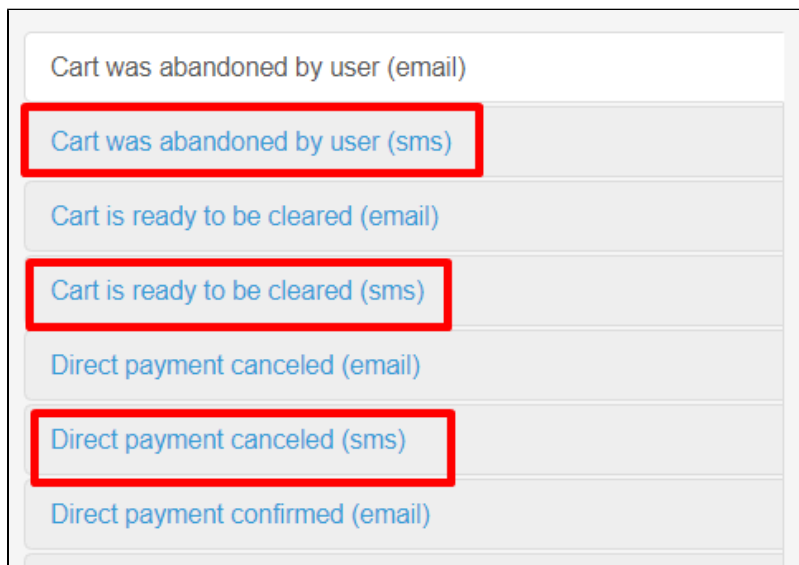
Important!

1 **SMS** in Latin can hold up to 160 characters.

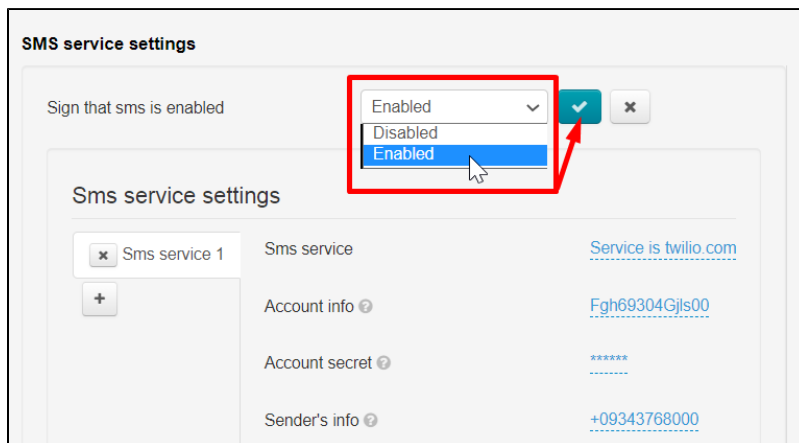
Open Configuration Letters templates section



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></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>{WebSite}</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 [Test](#)

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="text" value="Male"/>				

SAVE

Change email

Password	<input type="password" value="*****"/>	New E-mail	<input type="text" value="rootin"/>
----------	--	------------	-------------------------------------

SAVE

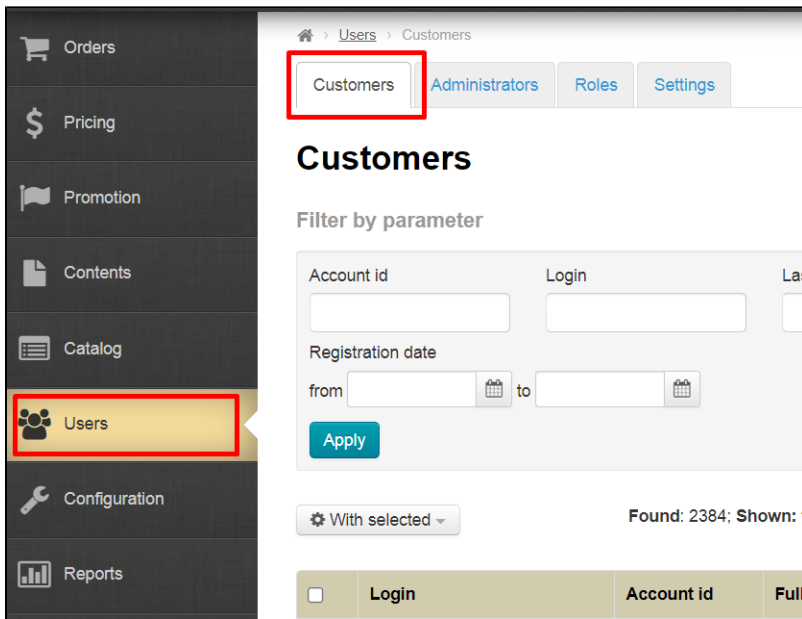
Change phone number

Password	<input type="password"/>	New phone number	<input type="text"/>
----------	--------------------------	------------------	----------------------

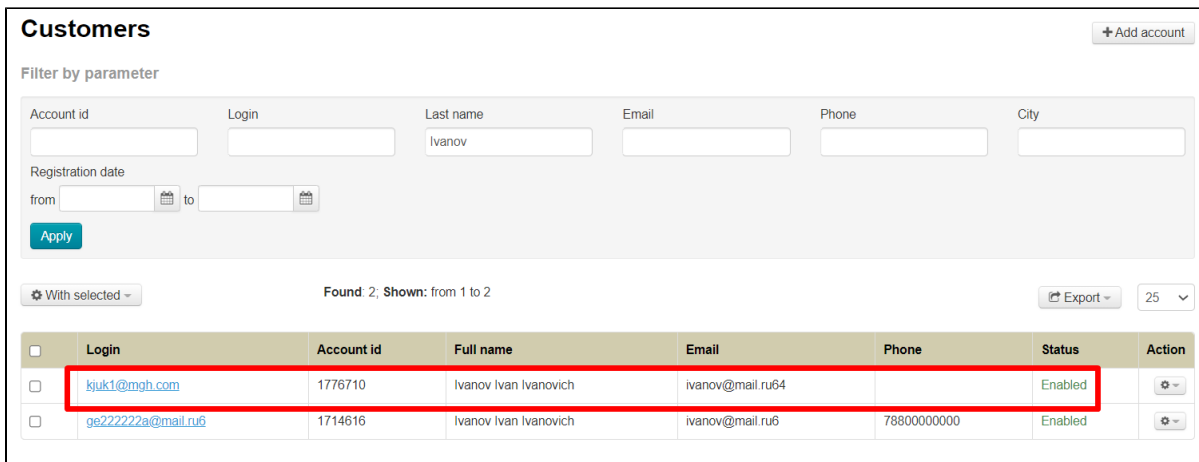
SAVE

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

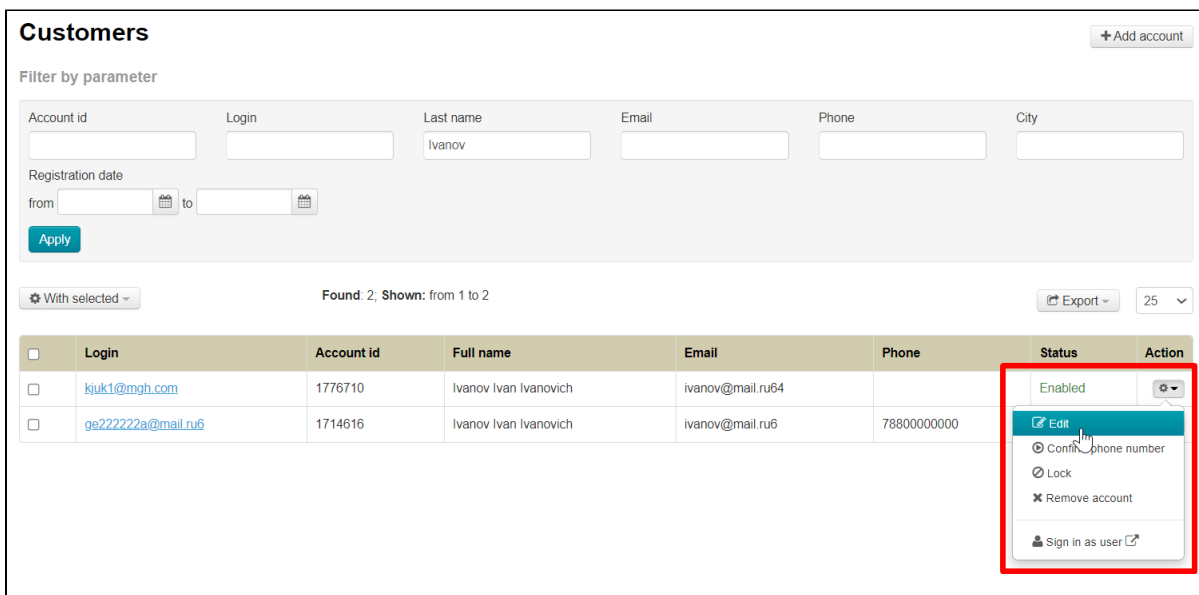
Go to "Users Customers" to add customer's phone number through the admin panel



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

kjuk1@mgh.com

Password

Email

@

ivanov@mail.ru64

Contact information

Phone

+78800000000

Skype

S

Delivery

Save changes.

Authorization

Login

kjuk1@mgh.com

Password

Email

@

ivanov@mail.ru64

Contact information

Phone

+78800000000

Skype

S

Delivery

Country

Russian Federation

State/Province/Region

Moscow

City

Moscow

Address

Samokatnaya 13

Zip/Postal code

125000

Personal data

Last name

First name

Patronymic

Gender

Save

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



Apply

With selected

Found: 2; Shown: from 1 to 2

Export

25

	Login	Account id	Full name	Email	Phone	Status	Action
<input type="checkbox"/>	kjuk1@mgh.com	1776710	Ivanov Ivan Ivanovich	ivanov@mail.ru64	+788000000000	Enabled	
<input type="checkbox"/>	ge222222a@mail.ru6	1714616	Ivanov Ivan Ivanovich	ivanov@mail.ru6	788000000000	Enabled	

Select "Confirm phone number"

Customers

+ Add account

Filter by parameter

Account id

Login

Last name

Email

Phone

City

Registration date
from to


Apply

With selected

Found: 2; Shown: from 1 to 2

Export

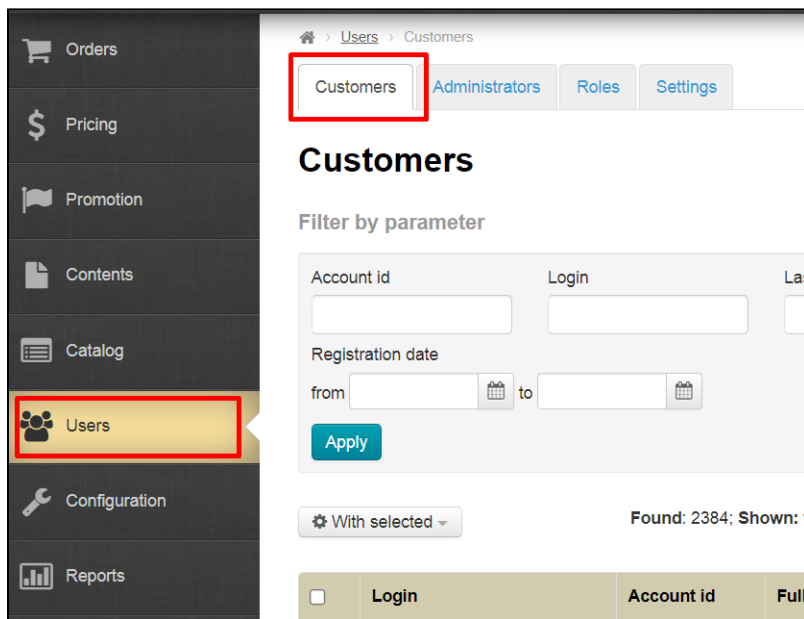
25

	Login	Account id	Full name	Email	Phone	Status	Action
<input type="checkbox"/>	kjuk1@mgh.com	1776710	Ivanov Ivan Ivanovich	ivanov@mail.ru64	+788000000000	Enabled	 <div> Edit Confirm phone number Lock Remove account Sign in as user </div>
<input type="checkbox"/>	ge222222a@mail.ru6	1714616	Ivanov Ivan Ivanovich	ivanov@mail.ru6	788000000000		

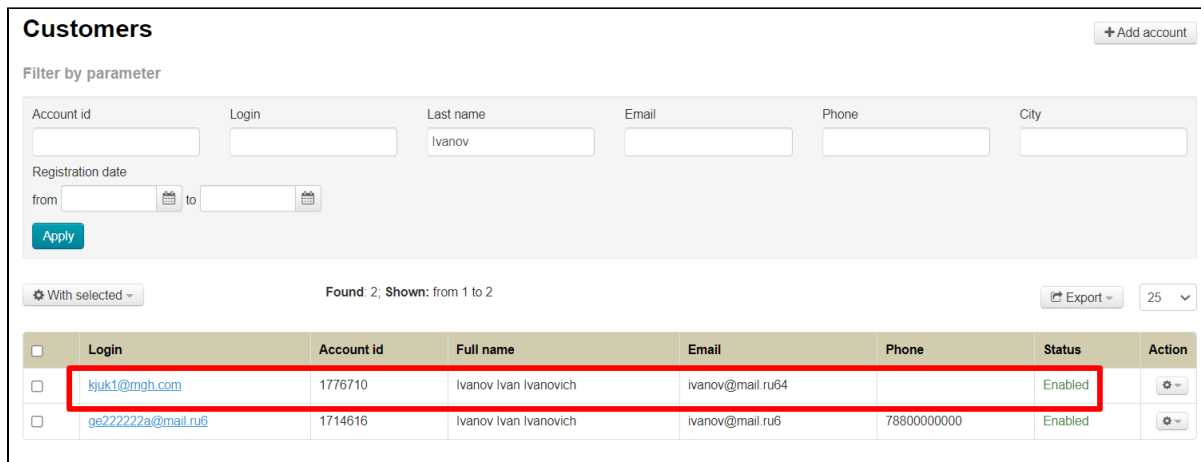
Customer will receive SMS notifications after confirming the number. No action from customer is required from the buyer himself in this case.

Confirm customer's phone number

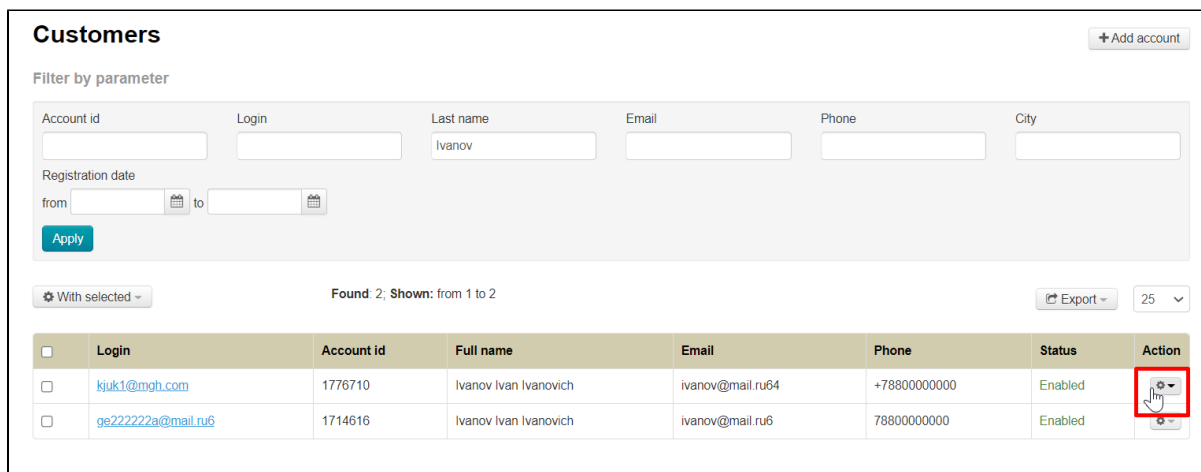
Go to "Users Customers" section to confirm customer's phone number in admin panel



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 nameIvanov

Email

Phone

City

Registration date
from to

Apply

With selected

Found: 2; Shown: from 1 to 2

Export

25

	Login	Account id	Full name	Email	Phone	Status	Action
<input type="checkbox"/>	kjuk1@mgh.com	1776710	Ivanov Ivan Ivanovich	ivanov@mail.ru64	+78800000000	Enabled	<div> <div>Edit</div> <div>Confirm phone number</div> <div>Lock</div> <div>Remove account</div> <div>Sign in as user</div> </div>
<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."