

Twilio Booking Reservation SMS Notification v.3.0.0

Twilio Booking Reservation SMS Notification module provides the most convenient moreover liable way of notifying the customers. It also informs customers about the booking events that occurred in the Magento store via SMS.

These SMS are sent to the customers at the time of booking created, booking canceled, automatic reminder alerts. Additionally, the admin can also send custom messages to the mass customers manually.

Furthermore, customers do not require an internet connection or compatible devices to receive the SMS. Therefore, this module helps the customers to get fast and quick SMS notifications.

Note - This module requires Booking and Reservation System to be installed first.

- Shoppers will receive SMS notification message right on their phone.
- Buyers will receive SMS at the time of **invoice creation**.
- Consumers will receive SMS at the time of **booking cancellation**.
- Customers will receive SMS for **alert/reminder messages** for the booking.
- Configure the booking alert/reminder message to send to the customers.
- Define the days for the alert/reminder message to be sent prior to the actual booking date and time.
- Cron auto sends reminder/alert messages to the customers.
- The admin can also send **custom SMS** to the mass customers manually.

How To Get API Credentials?

Forthwith, the admin can get the **Account SID**, **Auth Token**, and **Twilio Phone Number**. follow the steps:

Step 1: Go to the web address <https://www.twilio.com/> and click on the **SIGN-UP** button as shown below –



Products

Solutions

Docs & Tools

Customer Stories

Partners

Pricing

Talk to an expert

Sign up

BUILD THE FUTURE OF COMMUNICATIONS

Engage customers like
never before on Voice, SMS,
Video, and WhatsApp.

[Get a free API key](#)

David Ganey

Uses Twilio SMS to close
deals faster.

REDFIN

Step 2: Now after clicking on the **SIGN-UP** button, below page will be open. Here, the admin will enter all details to get registered and will tap the **Get Started** button to proceed further.



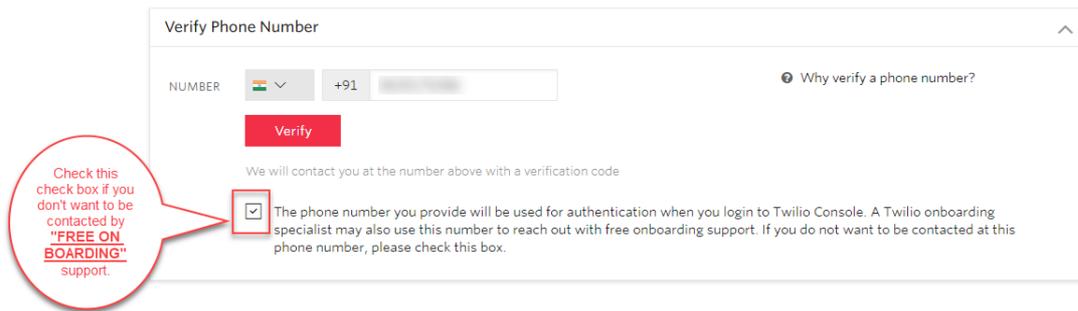
Get started with a free Twilio account.
No credit card required.

First Name	Last Name
Email	
Choose a password	Password, again
CHOOSE YOUR LANGUAGE	
Please select	
<input type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms
Get Started	By clicking the button, you agree to our legal policies .

Already have an account? [Login](#)

Step 3: Instantly, enter your mobile phone number and tap the **Verify** button to verify the number.

Verify Your Identity



Verify Phone Number

NUMBER IN +91

[Why verify a phone number?](#)

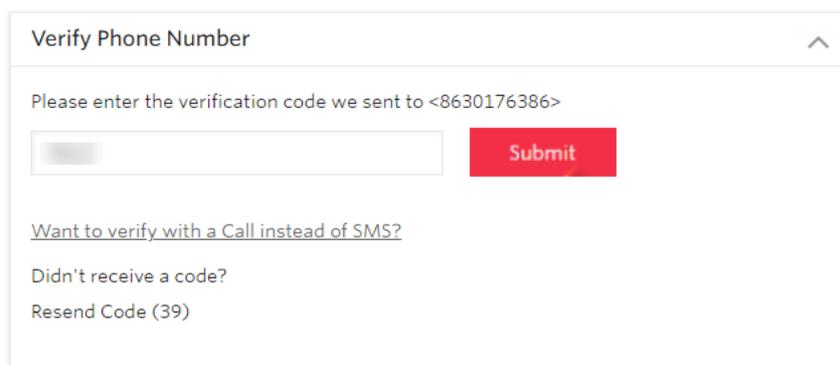
Verify

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

The phone number you provide will be used for authentication when you login to Twilio Console. A Twilio onboarding specialist may also use this number to reach out with free onboarding support. If you do not want to be contacted at this phone number, please check this box.

Step 4: Then, you will receive a **verification code** on your mobile phone. Enter that verification code and tap the **Submit** button.

Verify Your Identity



Verify Phone Number

Please enter the verification code we sent to <8630176386>

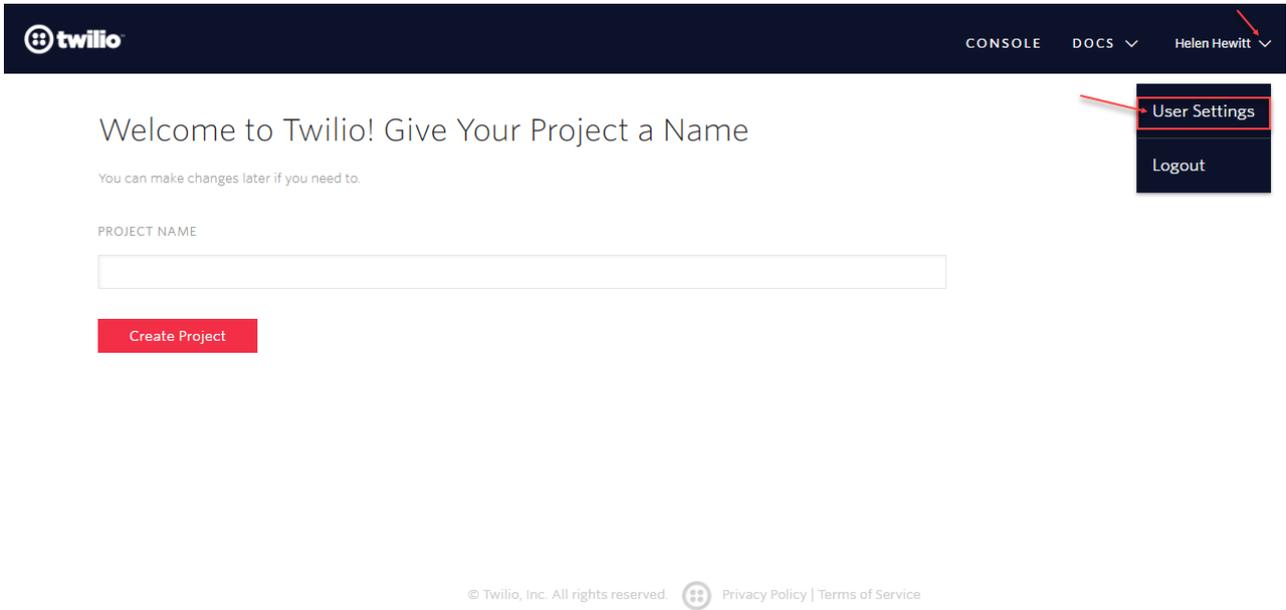
Submit

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

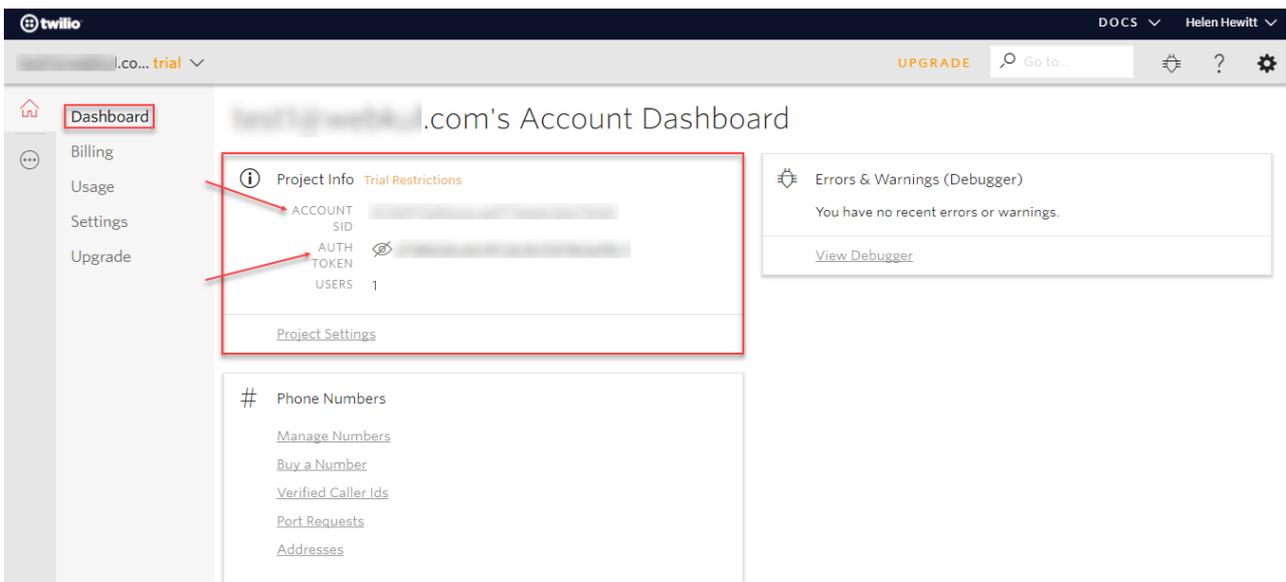
Didn't receive a code?

Resend Code (39)

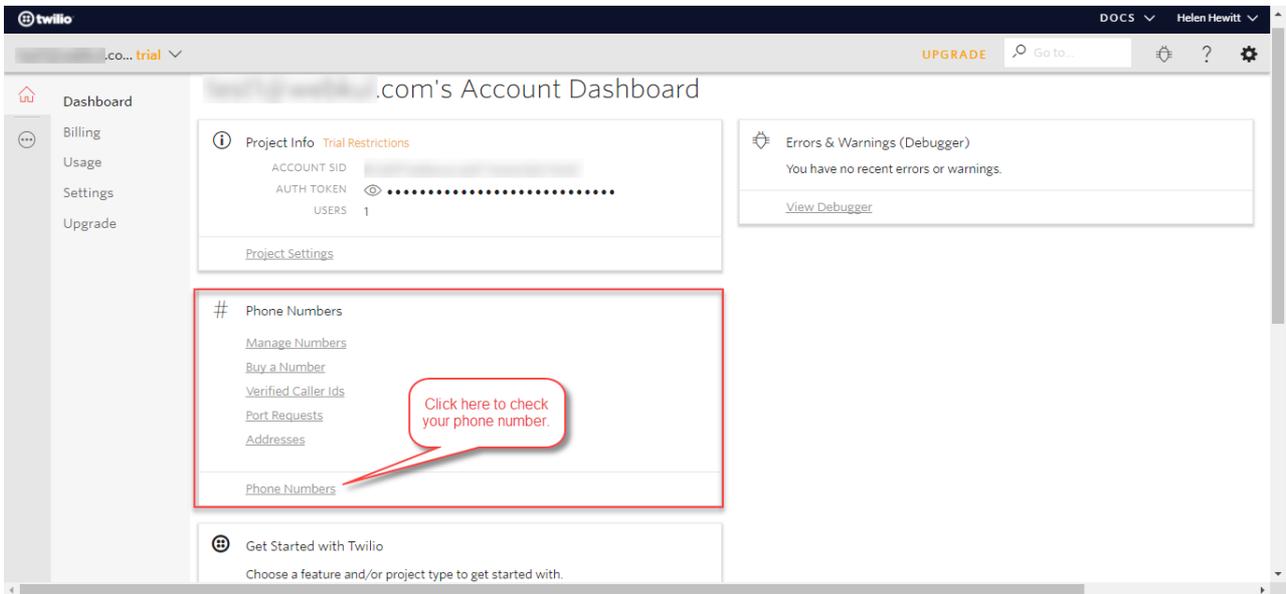
Step 5: Later on, the page that comes up, on the top **right-hand** next to your name tap the **down arrow** and then click the **User Settings** menu option.



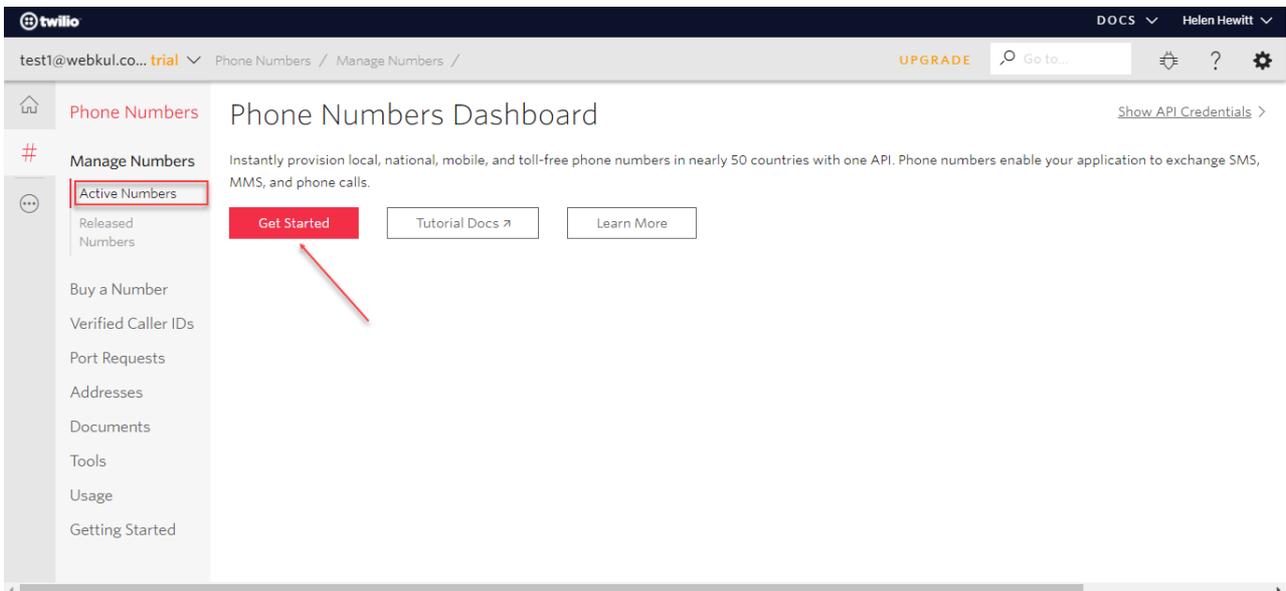
Step 6: Now go to the **Dashboard** menu option in the **left panel**. Here, you will find the **Account SID**, **Auth Token**.



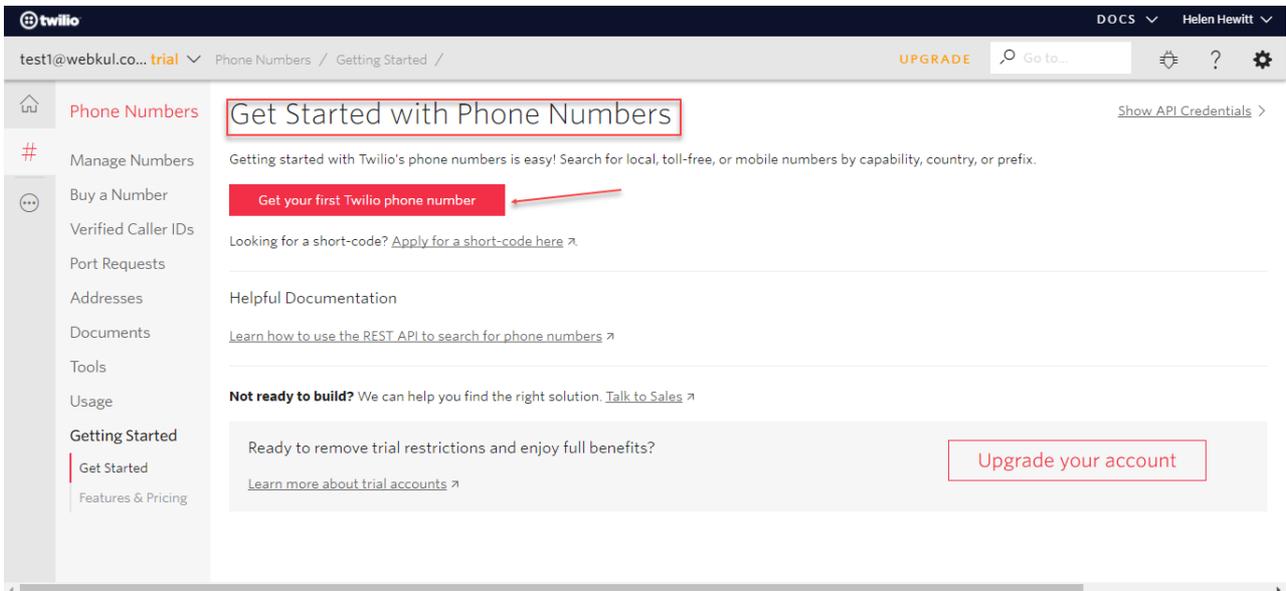
Step 7: Moreover, to get the Twilio phone number, go to the dashboard again, plus tap the **Phone Numbers** link.



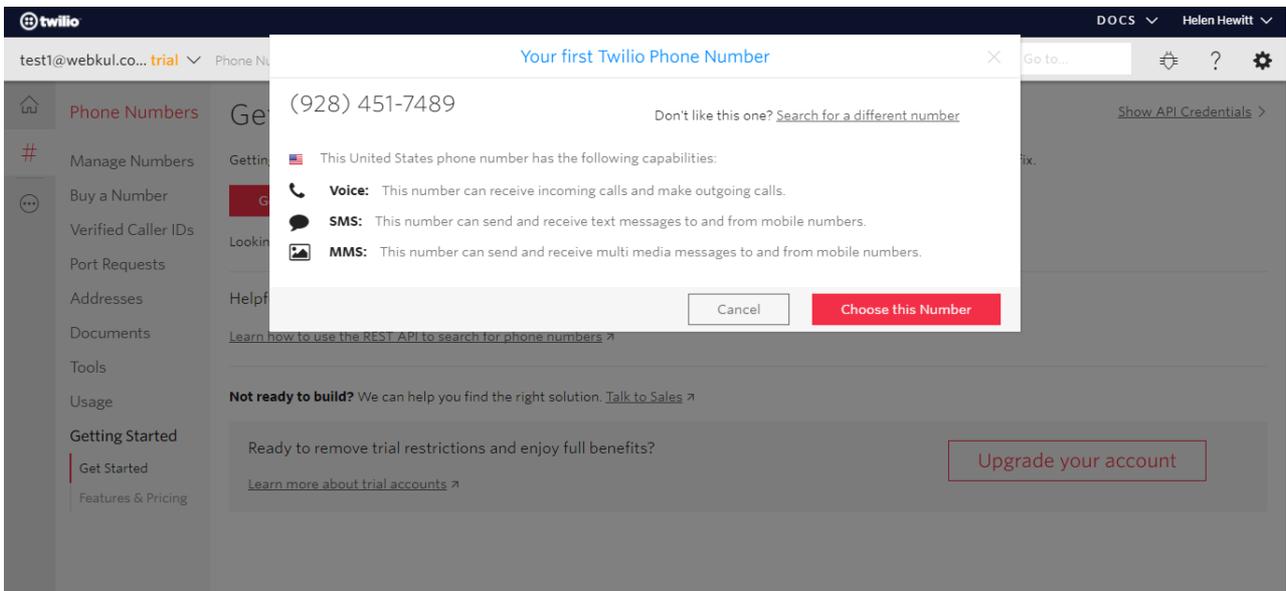
Step 8: Furthermore, click on the phone numbers link it will bring up the below-given page. Here, click on the **Get Started** button.



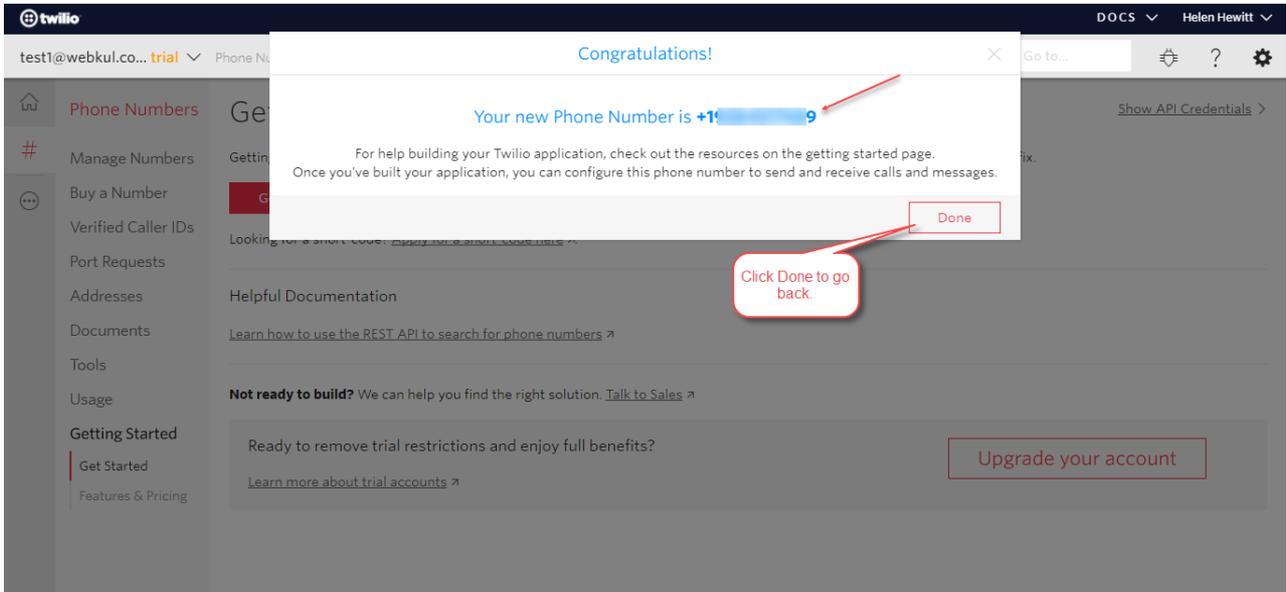
Step 9: Now, the section that comes up, click the **Get your first Twilio phone number** button.



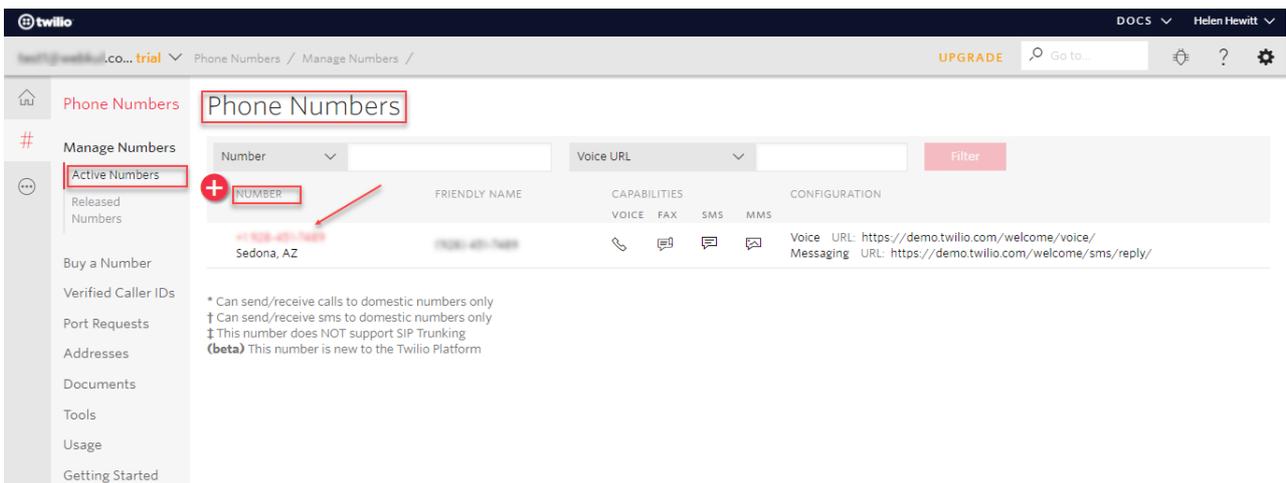
Step 10: Clicking the **Get your first Twilio phone number** in the previous step brings up a pop-up window. Click **Choose this Number** button to proceed further.



Step 11: Momentarily, you can see your new **phone number**, click done to go back.



Step 12: Presently, to check your phone number click the **Phone Numbers** link under the **dashboard** section. As shown in **step 7** and you will be redirected to your **phone number** section.



After the module installation, the admin will configure the module settings. Navigating to **Stores -> Configuration -> Webkul -> Notification Setting** as shown below:

The screenshot shows a configuration interface for Twilio. On the left is a sidebar with navigation options: DASHBOARD, (000)BOOKINGS SYSTEM, SALES, CATALOG, CUSTOMERS, DEMO MANAGEMENT, MARKETING, CONTENT, REPORTS, and STORES. The main area is titled 'Configuration' and has a 'Save Config' button in the top right. The 'WEBKUL' section is expanded to show 'Notifications Setting' and 'Demo Management'. Below these are several expandable sections: GENERAL, CATALOG, SECURITY, CUSTOMERS, SALES, YOTPO, and DOTDIGITAL. The 'Twilio Api Details' section contains three input fields: 'Auth ID [website]' with a 'Use system value' checkbox, 'Token [website]', and 'Sender Mobile [website]' with the value '+12563804567'. The 'Booking Reminder' section has two input fields: 'Booking Reminder (Days Before) [website]' with the value '1' and a description 'Set number of days before which the reminder of the event will be sent.', and 'Booking Reminder (Minutes Before) [website]' with the value '60' and a description 'Set number of minutes before which the reminder of the event will be sent.'

Here, the admin will:

Auth ID-

- **Auth ID:** Enter the Auth ID which the admin receives from the Twilio account.
- **Token:** Enter the Token which the admin receives from the Twilio account.
- **Sender Mobile:** Enter the mobile number which the admin has got from the Twilio for sending the messages.

Booking Reminder-

- **Booking Reminder(Days Before):** Set the days to auto-send alert/reminder message to the customer prior to the actual booking date
- **(Minutes Before) Booking Reminder:** Define the minutes for the alert/reminder message to send to the customers prior to the actual booking time.
- **ISD Codes API URL:** This API is pre-configured in the module. This API will automatically append the ISD codes with the customers' phone numbers.

Reminder Messages-

Configuration Save Config

DOTDIGITAL ▼ Reminder Messages ⊞

ADVANCED ▼

Default Message (website)

Default Message

This message will be sent to the customer if message field is left empty while sending custom messages from 'View Bookings' grid

Message (Days Before) (website)

Dear {customer}! Your order is booked for {booking_date}

Set message for days before event reminder.

Message (Minutes Before) (website)

Dear {customer}! Your order is booked for {booking_date}

Set message for minutes before event reminder.

Message (Invoice Create) (website)

Dear Customer! Your order is booked for {order_name} slot from {slot_detail_from} to {slot_detail_to}!!

Set notification message to be send at invoice creation.

Message (Invoice Cancel) (website)

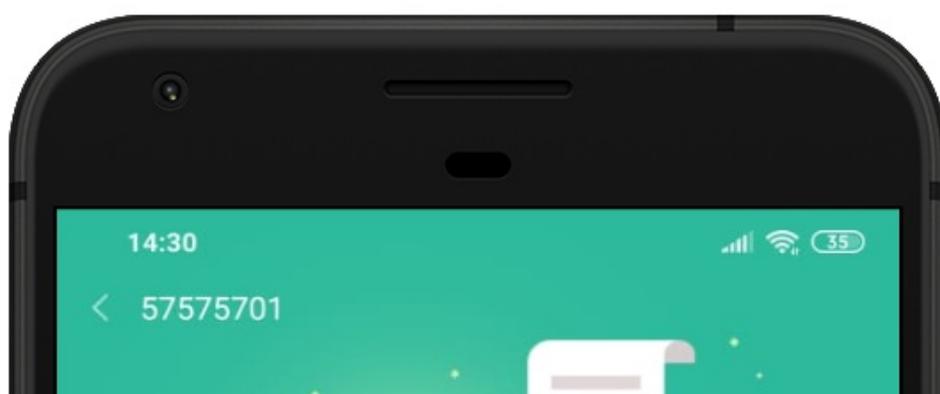
Dear Customer! Your order is booked for {order_name} slot from {slot_detail_from} to {slot_detail_to} is cancelled by the vendor!!

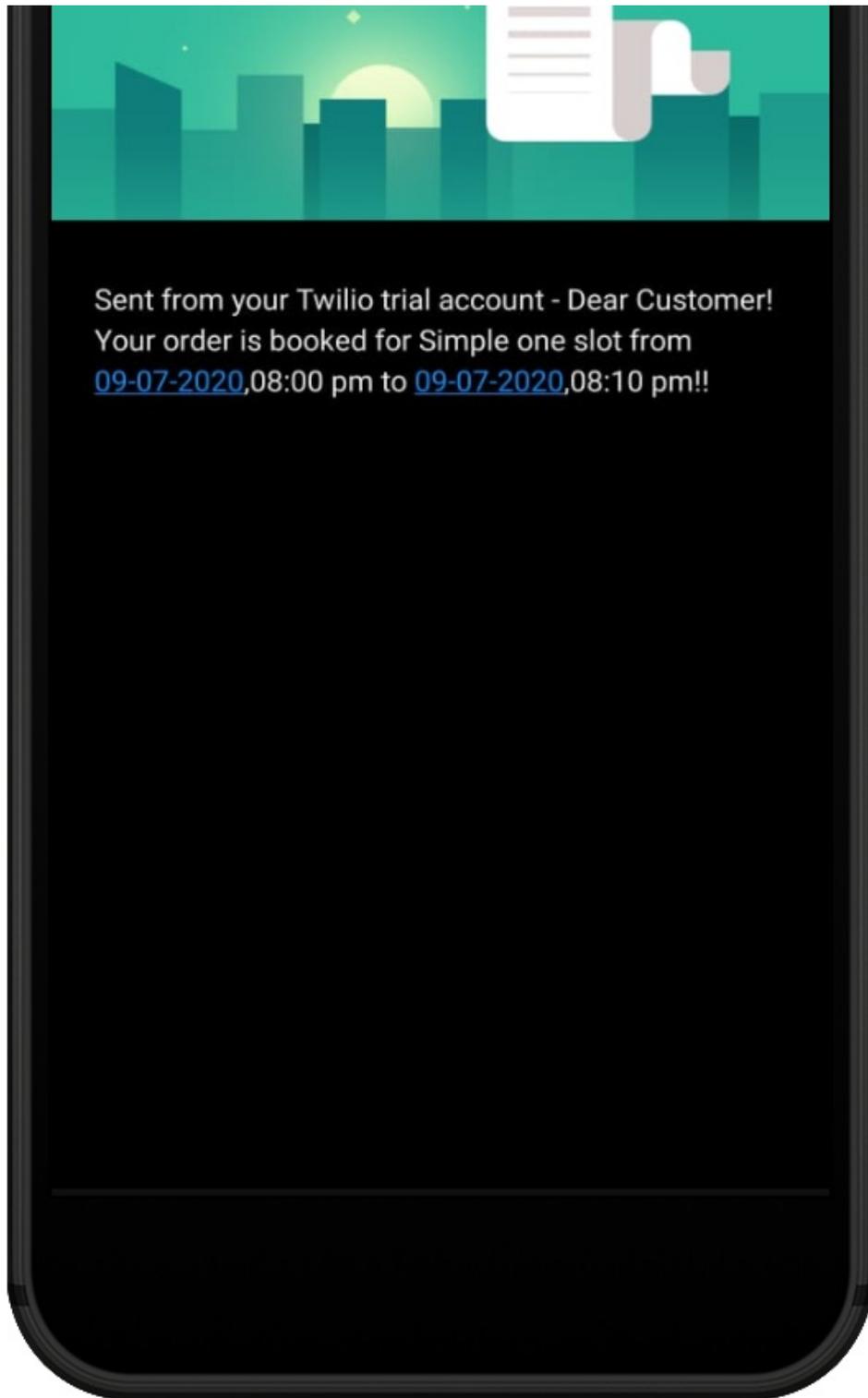
- **Default Message:** This message will go to the customer when the field is empty.
- **Message (Days Before):** Configure the booking alert/reminder message to be sent to the customers prior to the actual booking date.
- **(Minutes Before) Message:** Configure the booking alert/reminder message to be sent to the customers prior to the actual booking time.
- **(Invoice Create) Message:** Configure the message to be sent to the customers when the invoice gets created.
- **(Cancel Invoice) Message:** Configure the message to be sent to the customers when the invoice gets canceled.

The Booking Reservation SMS Reminder module is an absolute solution to keep your customers informed about their bookings like –

INVOICE CREATION:

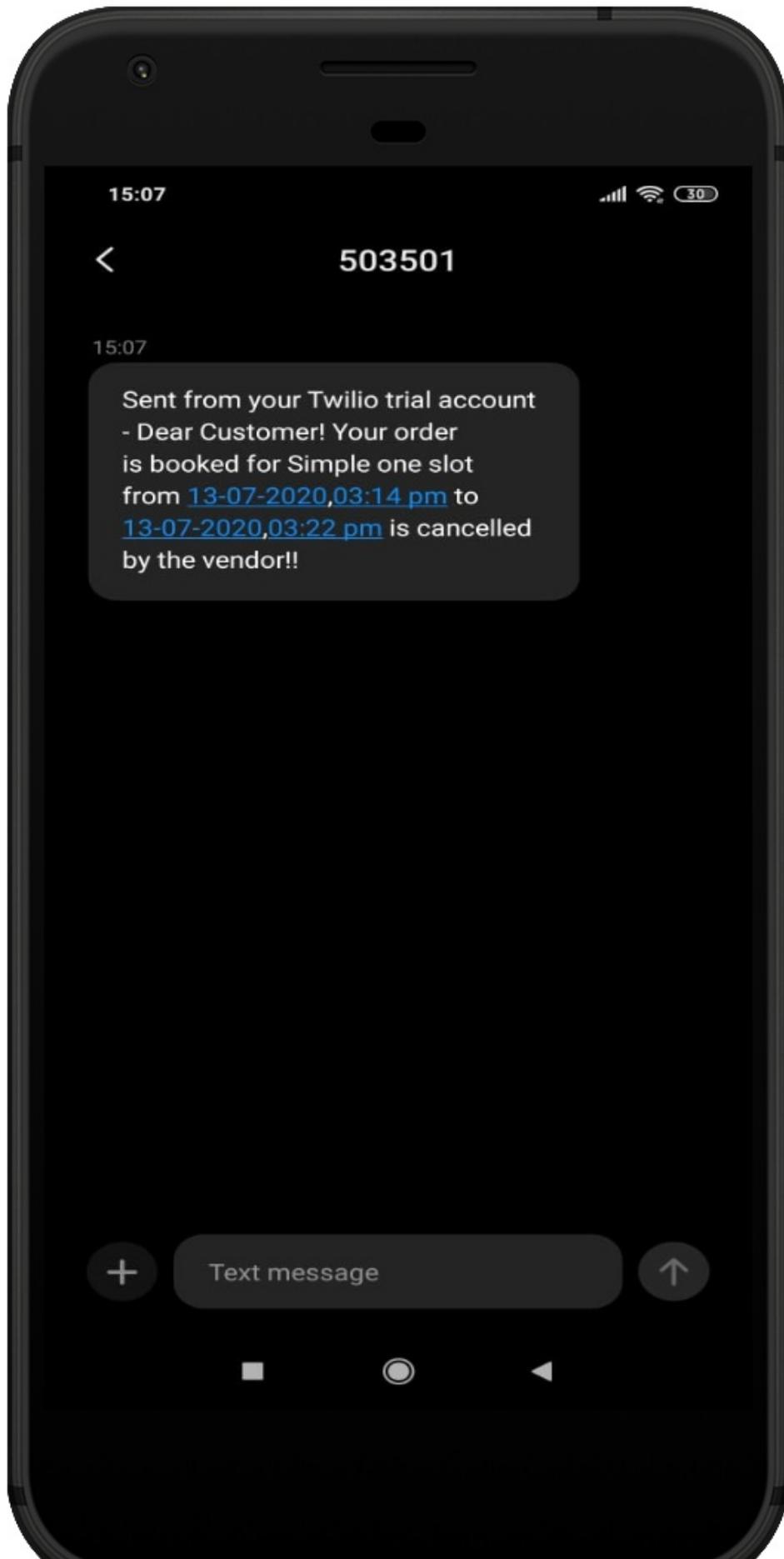
When the admin generates the **invoice** from the backend, the **Invoice Generated** notification will be sent to the customer as shown below.





BOOKING CANCELLATION:

If the admin cancels the **booking** from the backend, the **Booking Cancellation** notification will be sent to the customer as per the below image.



15:07

30



503501

15:07

Sent from your Twilio trial account
- Dear Customer! Your order
is booked for Simple one slot
from [13-07-2020,03:14 pm](#) to
[13-07-2020,03:22 pm](#) is cancelled
by the vendor!!

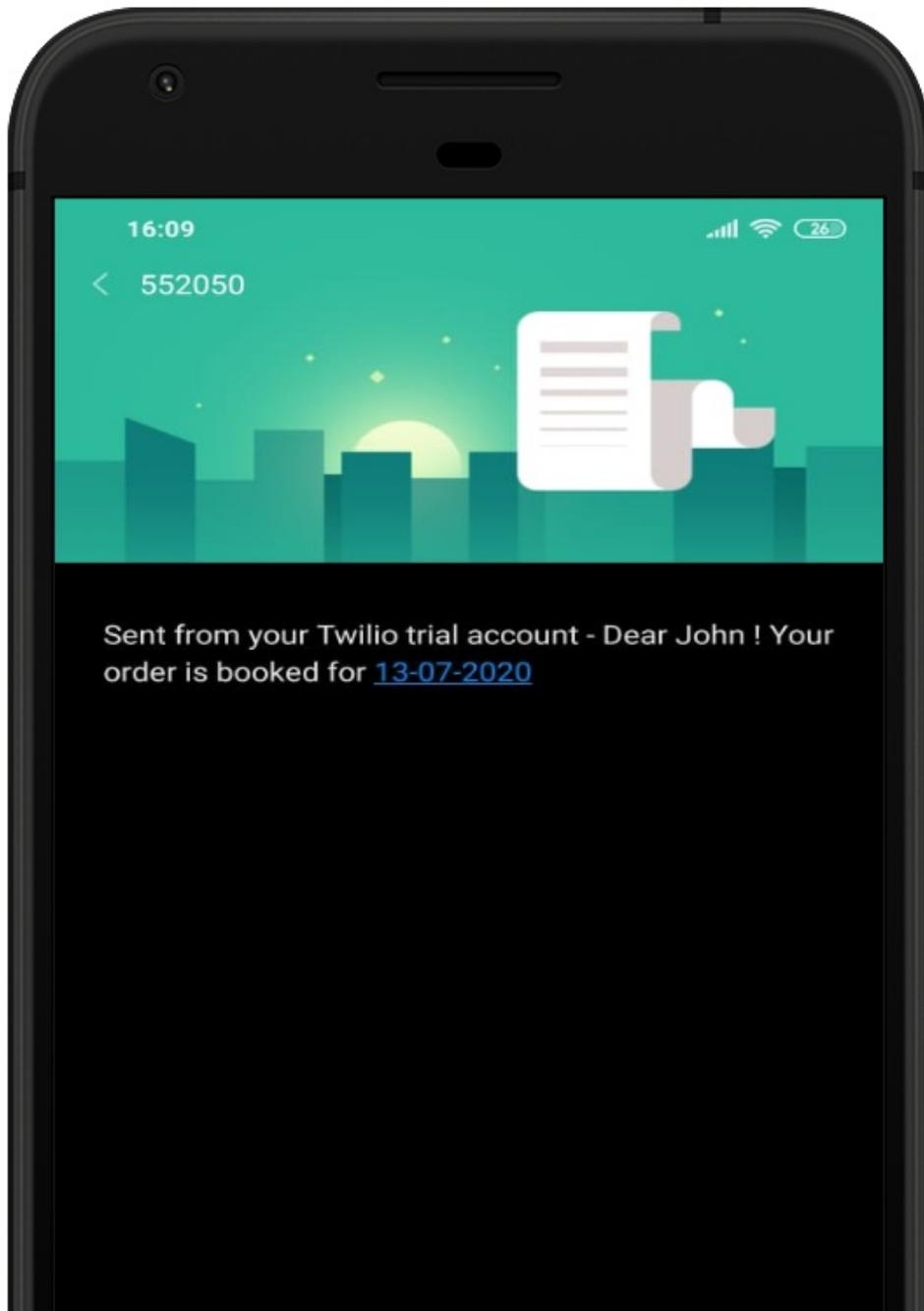


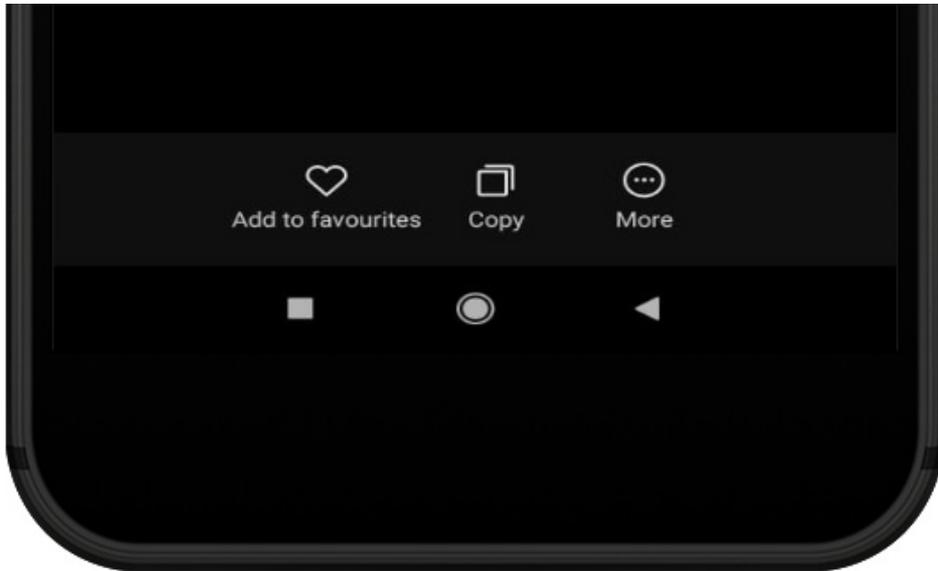
Text message



REMINDER/ALERT MESSAGES:

Booking alert messages will be sent to the customers on configured date and time. And, this configured date and time should be prior to the actual booking date and time. These messages will remind the customers about their booking date and time.





Note: A cron is set for this module. So, the alert messages will be sent to the customers automatically.

CUSTOM MESSAGES:

The admin can also send custom messages to the customers manually as shown below. For this, the admin will navigate to **Booking System** -> **View Bookings** as shown below.

A screenshot of a web-based admin interface for a 'Bookings System'. On the left is a dark sidebar with icons for 'DASHBOARD', 'BOOKINGS SYSTEM', 'SALES', 'CATALOG', 'CUSTOMERS', 'MARKETING', and 'CONTENT'. The 'BOOKINGS SYSTEM' icon is highlighted with a red box, and a 'View Bookings' button is also highlighted with a red box. The main content area has a yellow warning banner at the top, a search bar, a user profile 'admin', and a 'Reload Data' button. Below that is a 'Go to Advanced Reporting' button. At the bottom, there is a table with the following data:

Revenue	Tax	Shipping	Quantity
\$100.00	\$0.00	\$0.00	10

This will navigate the admin to the bookings list.

Filters | Default View | Columns

4 per page | 1 of 6

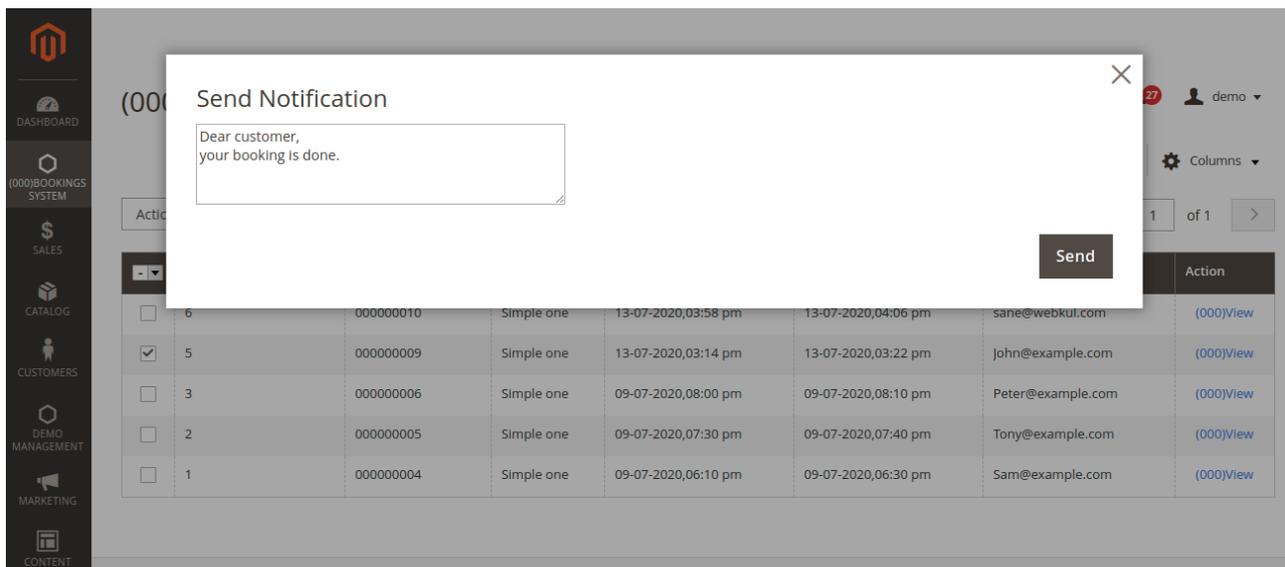
24 records found

Actions	Order Ref.	Name	Booking From	Booking Till	Customer Email	Action	
<input type="checkbox"/>	28	00000066	Live Sufi Music	29-11-2018,12:20 pm	29-11-2018,01:20 pm	peter.perkins@webkul.com	View
<input checked="" type="checkbox"/>	27	00000065	Live Sufi Music	29-11-2018,12:20 pm	29-11-2018,01:20 pm	john@webkul.com	View
<input checked="" type="checkbox"/>	26	00000064	Live Sufi Music	29-11-2018,12:20 pm	29-11-2018,01:20 pm	doe.johnny@webkul.com	View
<input checked="" type="checkbox"/>	25	00000063	Live Sufi Music	29-11-2018,12:20 pm	29-11-2018,01:20 pm	kate0@webkul.com	View

Now, the admin can-

- **View** the complete list of the customers.
- **Select** the bookings for which the admin wants to send the custom messages to the customer.
- Then, select the **“Send Notification”** option from the **“Action”** drop-down list.

Clicking the **Send Notification** option will display a pop up as shown below:



The admin enters the custom message which will be sent to the customer and hit the **Continue** button.





That's all for **Twilio Booking Reservation SMS Notification** module.

Still, have any issue please feel free to add a ticket at <https://webkul.uvdesk.com/>