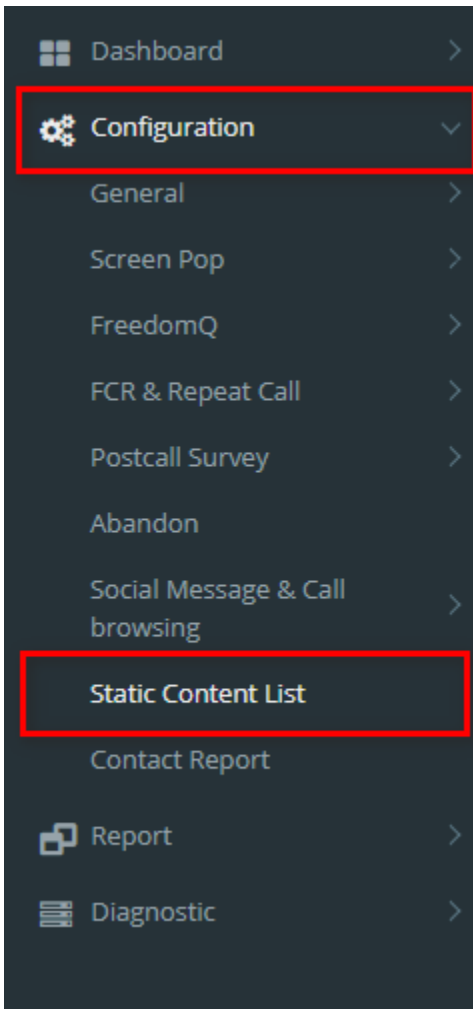




# How to manage Message Template at Social Message & Call browsing Configuration

## Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? Social Message & Call browsing ? Message Template** at the menu.



## ADD A MESSAGE TEMPLATE

1. Click  button, the **Add** popup is displayed.
2. From the **Add** popup, you enter **Short Code**, **Pattern**, **Message** and select **Category**. Then click  button.

Edit

Category
ONE\_POP

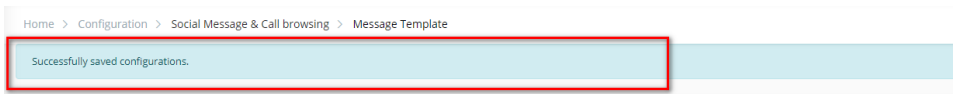
Short Code
TEST\_CODE

Pattern
TEST\_PATTERN

Message
THIS IS AN EXAMPLE.









Update
Cancel


If the system shows this message, you created a successfully Message Template.



## EDIT A MESSAGE TEMPLATE

- On the **Static Content List** table, select any row you want to edit.

Category	Short Code	Pattern	Message	
ONE_POP	QUICK_REPLY_THANK_YOU_FB	QuickReplyThankYou_FB	Thank you for your contacting us!	 
ONE_POP	QUICK_REPLY_TIMEOUT_EM	QuickReplyTimeOut_EM	Hello, Your conversation has completed. Thank you. Good bye! Thank you,	 
ONE_POP	QUICK_REPLY_TIMEOUT_FB	QuickReplyTimeOut_FB	Your conversation has completed. Thank you. Good bye!	 
ONE_POP	TEST_CODE	TEST_PATTERN	THIS IS AN EXAMPLE.	 

- Click  button on that row. The **Edit** popup is displayed.

- Form **Edit** popup, you modify **Short Code**, **Pattern**, **Message**, and select **Category**. Then click the  button.

Edit

Category
EMAIL\_SCANNER

Short Code
TEST\_CODE

Pattern
TEST\_PATTERN

Message
THIS IS A TEST EXAMPLE.

Update
Cancel


If the system shows this message, you edit a successfully Message Template

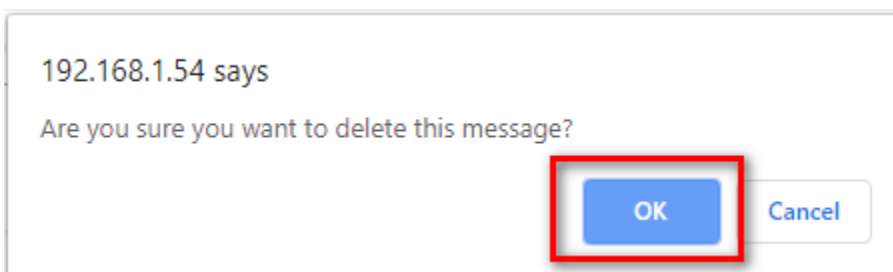


## DELETE A MESSAGE TEMPLATE

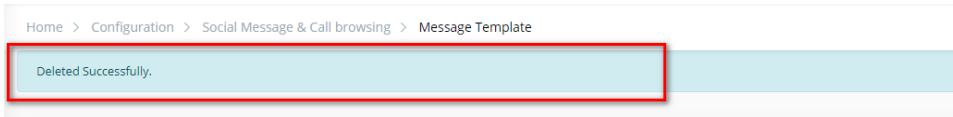
- On the **Static Content List** table, select any row you want to delete.

Category	Short Code	Pattern	Message	
ONE_POP	QUICK_REPLY_THANK_YOU_FB	QuickReplyThankYou_FB	Thank you for your contacting us!	
ONE_POP	QUICK_REPLY_TIMEOUT_EM	QuickReplyTimeOut_EM	Hello, Your conversation has completed. Thank you. Good bye! Thank you,	
ONE_POP	QUICK_REPLY_TIMEOUT_FB	QuickReplyTimeOut_FB	Your conversation has completed. Thank you. Good bye!	
ONE_POP	TEST_CODE	TEST_PATTERN	THIS IS AN EXAMPLE	

- Click  button on that row.
- There're alert displays after you click to this button. Select **OK**.



If the system shows this message, you deleted a successfully Message Template.



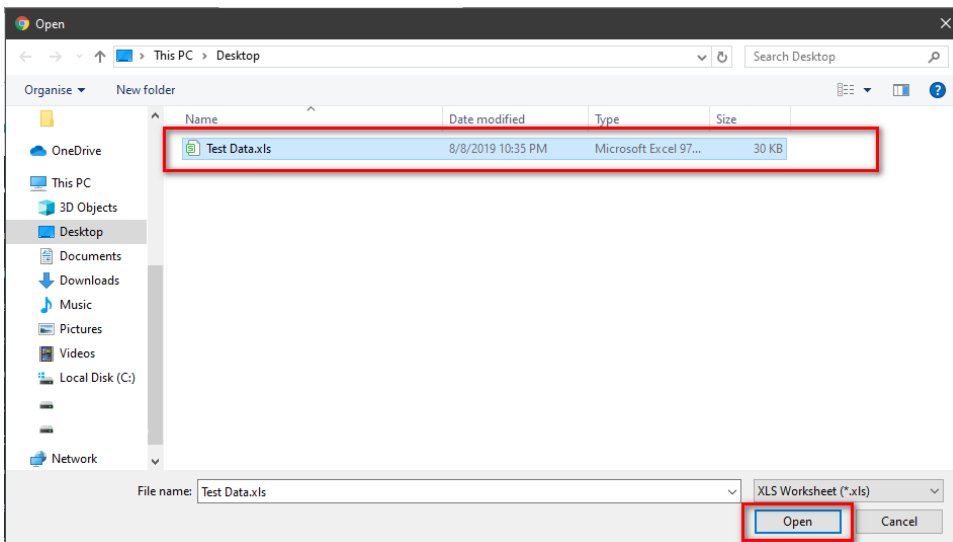
## IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **To import data from excel file:**

1. At select file (.xls) label, click **Select files** button.



2. Select an excel file that you want to import and click **Open** button.

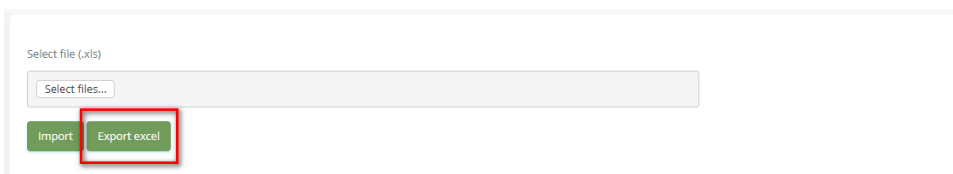


3. Click the **Import** button.

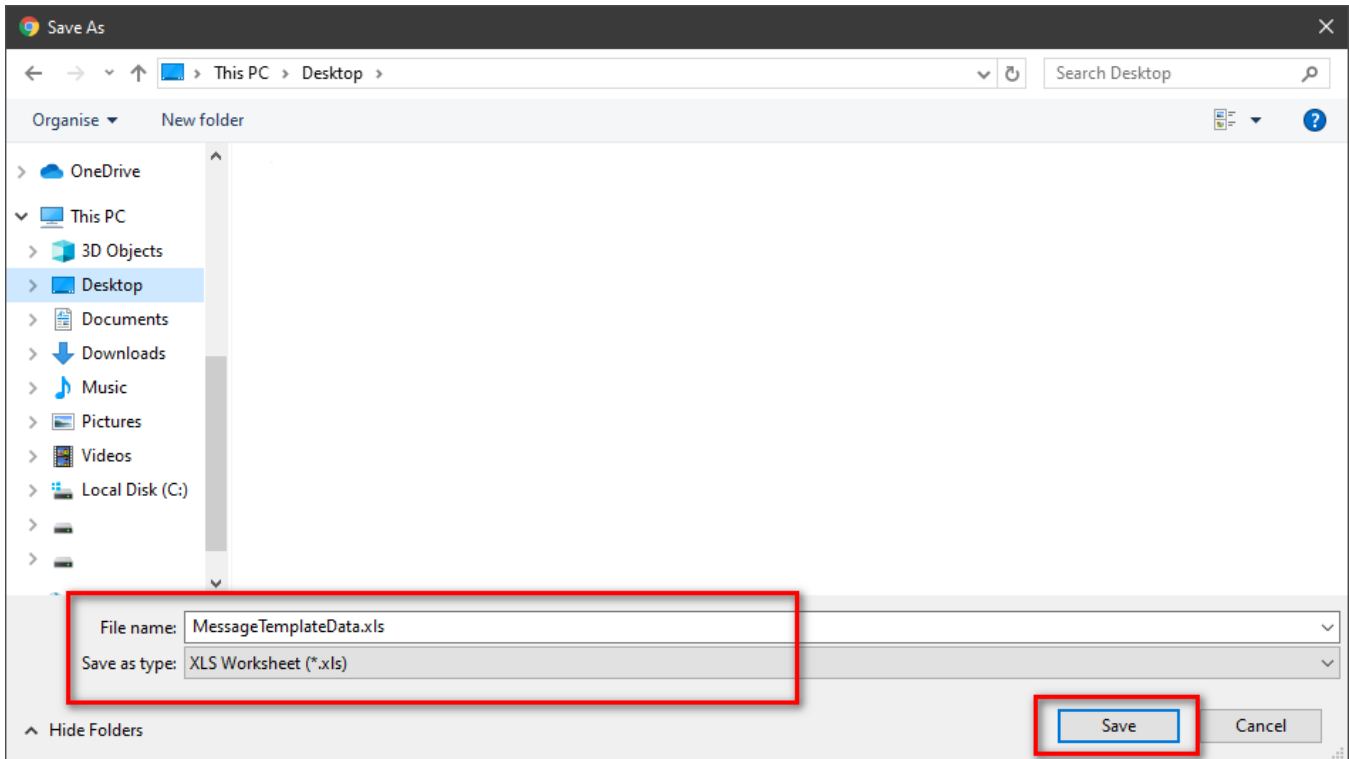


- **To export data from excel file:**

1. On the page below, click the **Export Excel** button.



2. Check the **File Name** (default page name), **Save as type (\*XLS file)**. Then click **Save** button.



## Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)