Setting Up SMS Auto-Responders

Springshare will send automated text responses to patrons when an SMS question is sent outside of designated hours.

- 1. Log in to the LibApps dashboard
- 2. Under Admin on the orange toolbar, select Queues

LibAnswers -	1 Dashboard	Answers -	Social Stats -	Ref. Analytics -	LibChat -	Status Mgmt	🖨 Admin 👻	0	
							Account		
						_	Queues		
Hello Kelly.				🗩 LibChat is	Online .	LibChat: Y	Macros		4
							LibChat Set-u	цр	
							Views		
Administrative A	nnouncement						Manage Cont	tent	
							Widgets		
Open Tickets (1	1) - Errors (0)	Spam (0)	Status Posts				Trash Can		

3. Use the search bar to search for your library and select the Edit icon under Actions

Showing 1 entries)	to 1 of 1 entries (filtered from 108	total Search:	aal training				Previous 1	Next
ID 🔺	Name	Email Address	SMS #	Social	# Tickets	Shared	Actions	
1087	AAL Training	aaltraining@tblc.libans wers.com	18135796709		126 Q	3	୮ ≣	

4. Select the SMS tab

aenerai	User Access	Question Form	Email	Email Templates	Notifications	SMS	Social Media	Language	Back to Queue List
ueue Nan	ne								
This is wh	at the queue is call	ed in the system.							
Name									

5. Follow the

prompts to set your hours of availability in a 24-hour format (the message will send outside of these hours). To enable autoresponders for the whole day, enter 24 - 24 for that day.

 Type your autoresponse and Save

Optionally, you can setup an autoresponder to send a brie know that your service is only available during certain time	if message to users who TXT you during the hours when you are NOT available. For example, you may let the use as and that you'll respond as soon as possible.
In the fields below enter the hours during which you are a that each time the auto-responder is triggered it will use u	vailable. The auto-responder will be triggered every time a message is sent outside the times below. Please not p one of the SMS credits you have (because it is an outgoing SMS message).
Enter hours in a 24 hour format (0-24) in your local time responders leave blank all fields below (or fill all fields v You can enter discontinuous times, by separating them	zone, and only enter whole numbers (i.e. no 9:30, or 20:15 - it can only be 9 and 20). To disable auto- vith 0s). with a comma (i.e. "9-11,13-18").
Note: To enable auto-responders for the whole day, ent	ter 24 - 24 for that day.
Mon: You are available from	10-17
Tue: You are available from	10-17
Wed: You are available from	10-17
Thu: You are available from	10-17
Fri: You are available from	10-17
Sat: You are available from	10-17
Sun: You are available from	10-17
Autoresponder Text	Ask a Librarian Training Room will respond to your text after we open at 10:00am.