Overview

All the message templates that the organization has created in the Zoho CRM are visible in the SMS-Magic mobile application, in the ‘Message Templates’ section. Users can use these templates that include text, the recipient’s first name, or any other custom fields ensuring consistent replies across the business.



- Click on the Menu icon in the tab bar
- Select the ‘Message Templates’ option
- A list of all the templates created in the CRM org will be displayed