Messengers

Not an exhaustive list.

This is not an exhaustive list of messengers for Blesta. This list contains the messengers that ship with Blesta, or can be found on our Github. There are many third party messengers, and some can be found on the Marketplace. We are also available to hire for custom development. If you're looking to create your own messenger, see Getting Started with Messengers in the developer manual.

Messengers

Twilio

Twilio is a cloud communications platform as a service that allows to programmatically send and receive text messages.

Current Integrations

Plugin Integrations	Details
Order	Staff can receive messenger notifications for new orders
Support	Staff can receive messenger notifications for new and updated tickets

Templates

Message templates are available under Settings > Company > Messengers > Message Templates. The sending of client SMS messages are dependent on the client having a valid "Mobile" phone number under their account.

Template Name	Type	Plugin	Details
Account Registration	Client	Core	Welcome notice sent for new account registrations.
Auto-Debit Pending	Client	Core	Notice sent that indicates an automatic payment will be attempted soon.
Invoice Delivery (Paid)	Client	Core	Notice containing the total amount of a paid invoice.
Invoice Delivery (Unpaid)	Client	Core	Notice containing the total amount of an unpaid invoice.
Invoice Notice (1st)	Client	Core	First invoice notice, either a reminder to pay or late notice.
Invoice Notice (2nd)	Client	Core	Second invoice notice, either a reminder to pay or late notice.
Invoice Notice (3rd)	Client	Core	Third invoice notice, either a reminder to pay or late notice.
Service Creation	Client	Core	Service creation notice, sent when a service has been created.
Service Scheduled Cancellation	Client	Core	Service scheduled cancellation notice, sent when a service is scheduled for cancellation.
Service Suspension	Client	Core	Service suspension notice, sent when a service is automatically suspended.
Service Unsuspension	Client	Core	Service unsuspension notice, sent when a service is automatically unsuspended.
Order Received	Staff	Order System	Notice sent when an order is received.
Staff Ticket Assigned	Staff	Support Manager	Notice sent to a staff member when a ticket has been assigned to them.
Staff Ticket Updated	Staff	Support Manager	Notice sent to a staff member when a ticket is updated.