SMS Integration for Alchemer Workflow

Overview

SMS is a built-in messaging capability to send SMS messages to contacts during workflow execution.

The Alchemer SMS integration allows Alchemer to send SMS notifications and messages to recipients using workflow data without manual intervention.

Common uses for the Alchemer SMS integration

- Send confirmation or notification messages during a workflow
- Trigger SMS alerts based on workflow conditions
- Deliver time-sensitive messages to mobile recipients
- Reduce manual outreach by automating SMS delivery
- Send transactional or notification-based SMS messages triggered by workflow logic

What can the Alchemer SMS integration do?

- Send SMS message

You will need

- An Alchemer plan that includes workflows and the Integration Manager permission enabled

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Setup Alchemer SMS integration in workflow

SMS | Send SMS message

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You will need:

- A workflow containing a phone number field

Configure the action

1. Open your workflow in **Workflow builder**.

2. On the right side, drag and drop the **SMS** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top right corner.
4. Select **SMS | Send SMS message**.
5. **SMS | Create message:** Select the workflow fields containing the recipient's phone number and the message you would like to send.
6. Save the action.

Status codes

- 200: Successfully sent SMS message.
- 400: Failed to send SMS message

Testing and Validation

How to test

- Trigger the workflow and monitor individual runs
- Confirm the SMS message is received by the intended recipient

How to verify results

- Review the workflow run details
- Verify message content and delivery status

Monitoring Integration Activity

Where to find logs

- Go to **Results → Monitor**
- Select the workflow step you want to inspect

What logs display

- Success or failure status
- Timestamp
- Message content

Troubleshooting

Delivery issues

- Invalid or missing phone number
- Carrier delivery restrictions

Message errors

- Message length limitations
- Unsupported characters

FAQs

What permissions do I need?
Integration Manager and SMS permission in Alchemer.
When does the integration run?
When the workflow triggers and reaches the SMS step.
Can I use multiple SMS actions in one workflow?
Yes. You can send multiple SMS messages at different points in a workflow.
Why wasn't my message delivered?
Check the workflow logs for delivery errors or invalid phone numbers.
What if I need additional functionality?
Contact Alchemer Support for enhancement requests.

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