Create and Edit Notification Message Templates

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Notification message templates are the saved SMS and email messages that your **Kilo Flows** send. You can create a template from the **Message Templates** page or while building a flow, and you can manage and edit every template from that same page.

What you can do with message templates

- Create SMS and email templates for your flows
- Set the triggering action for each templated notification
- Personalize messages with custom values
- Save messages you write inside a flow as reusable templates
- Edit a template's description, triggering action, subject line, and message content

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How do I create a message template?

1. Go to **Notifications → Message Templates**.
2. Click **+ Template**.
3. Choose whether the template is for an **SMS** or **Email** notification.
4. Enter a **Description**. This is the name that appears in your template list and in the template menu inside a flow.
5. Enter the **Triggering Action** for this notification.
6. Write the message content in the text editor, adding any of the available custom values.
7. Click **Save**.

   Note

   Your subscription includes 1,200 SMS segments per month. Keep SMS templates short to avoid overages.

You can also create templates while building a flow. Each notification message you write in a new flow is saved

as a template automatically.

How do I edit a message template?

1. Go to **Notifications → Message Templates**.
2. Click the blue arrow action button to the far right of the template you want to change.
3. Update the description, triggering action, subject line (email templates only), or message content.
4. Click **Save**.

Frequently asked questions

Can I edit a notification from inside my flow?

After a flow is created, edit its notifications from Notifications → Message Templates. Changes to an existing message are made in the template, and the flow itself doesn't offer editing for that message.

How do I replace the message a flow sends?

Open the flow and enter the new message there. The new message overrides the existing one for that flow. To adjust the wording of the current message instead of replacing it, edit the template from **Notifications → Message Templates**.

Are messages I write inside a flow saved as templates?

Yes. When you create a new flow, every notification message you write in it is saved as a template. You'll find it in your template list under **Notifications → Message Templates**.

How many SMS messages can I send each month?

Your subscription includes 1,200 SMS segments per month. Keeping your SMS templates short helps you stay within that limit and avoid overages.

Helpful tips

- Keep SMS templates short to stay within your monthly segment limit
- Write descriptions you'll recognize at a glance, since they appear in the template menu inside your flows
- Make changes to an existing flow's messages from **Message Templates**

If you have questions about notification message templates in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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