

# 6. Messages & notifications

Rezvy automatically sends messages to customers (confirmation, changes, cancellation and reminders), by **email** and/or **SMS**. Configure everything in **Messages** (under the Settings menu).

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# Introduction

Rezvy automatically sends messages to customers (confirmation, changes, cancellation and reminders), by **email** and/or **SMS**. Configure everything in **Messages** (under the Settings menu).

# 6.1 Channels and templates

1. Toggle the **Email** and **SMS** channels.
2. For each **event** (Created, Changed, Cancelled, Reminder) and channel, edit the **subject** and the **body** of the template. You can use **placeholders** that are substituted automatically, e.g. `%NAME%`, `%BUSINESS_NAME%`, `%DATE_LONG%`, `%SERVICE%`, `%STAFF%`, `%LINK%`.
3. Use **Reset to default** to restore the original template.

“ ? `06-templates.png` — Messages page with the email/SMS templates and the placeholders. Message templates


# 6.2 Reminders and confirm-by-link

- Set the **lead time** for reminders (hours before the appointment).
- Every message includes a `/c/{token}` link where the customer can **confirm or cancel** themselves.
- An SMS reminder can be automatically **skipped** if the appointment is already confirmed.

# 6.3 SMS and Email credits

Your plan includes a **monthly allowance** of emails and SMS. When it runs out, sending consumes **purchased credits** (which never expire).

1. The **Messages** page shows the **balance** and a **Buy credits** link.
2. In **Subscriptions** you'll find the "**Buy SMS credits**" and "**Buy email credits**" cards: pick a pack and pay via Stripe; the balance is credited automatically.

“ ?  — SMS and Email credit-purchase cards on the Subscriptions page.  
Credits

# 6.4 SMS sender

You can set the **sender name** for SMS on the Messages page. Until it's approved, SMS go out with the platform's default sender.

# 6.5 Tips & troubleshooting

- **"Messages don't go out"**: check the **channel** (Email/SMS) is on, the customer has that channel's contact, and there's still **allowance or credits** (6.3). Each appointment's notification history (3.3) shows the status: Sent / Failed / **Skipped** (with the reason).
- **SMS "Skipped"**: no balance, or the SMS reminder was skipped because the appointment was already confirmed by send time.
- **Email goes to spam**: ask customers to add the sender to contacts; the content is sent in a branded HTML template.
- **No keys configured (test environment)**: sends are only logged as "Failed" without sending — normal without the Email/SMS keys.

“ ? **Scenario**: you want to cut no-shows. Turn on the **Reminder** by email 24 h before and, optionally, by **SMS** 3 h before; include the `/c/{token}` link so the customer confirms with one tap.

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**Next:** [Customer payments](#).