

# Use Write with AI and Templates in SMS

**Purpose:** Reply faster with suggested text and pre-built responses.

## Steps

1. In the SMS composer, click Write with AI to get a draft reply based on the call summary.
2. Review and edit the suggestion if needed.
3. Click Templates to choose a pre-filled message for common situations.
4. Send your message.

## Tips and good practice

- Keep personal details accurate when using suggestions.
- Save your clinic's common phrases as templates for speed and consistency.

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