How to configure your campaign to send an SMS message

Last Modified on 06/24/2026 4:57 pm EDT

The Send SMS Message extension adds a 2-tap SMS opt-in to your campaigns. When a visitor taps a designated button, their phone opens a pre-filled text message ready to send, no typing required.

What you'll learn

- How to install the Send SMS Message extension
- How to set a default phone number and message for a campaign
- How to override the phone number or message for a specific button
- How the extension behaves differently on Submit Form buttons versus other button actions

How it works

Set a phone number and message using metadata on your campaign, then add a metadata field to the button that should trigger the send. When a visitor taps that button, their phone opens a pre-filled SMS message to your configured number, ready to send.

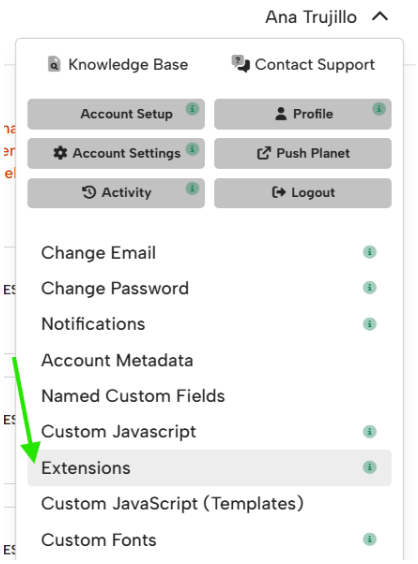
The phone number can also be set at the account level, so every campaign shares the same default, or overridden on an individual button.

> Important: This extension works only on iOS and Android. Add a Display Rule that limits the campaign to mobile visitors, so desktop visitors don't see a button that can't do anything for them.

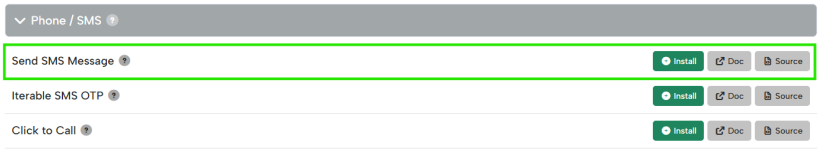
Installation

Step 1: Install the extension

1. Click your account dropdown (top right) and select **Extensions**.



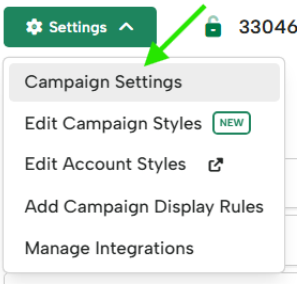
2. Go to the **Phone / SMS** section and install the **Send SMS Message** extension.



Step 2: Set a default phone number and message

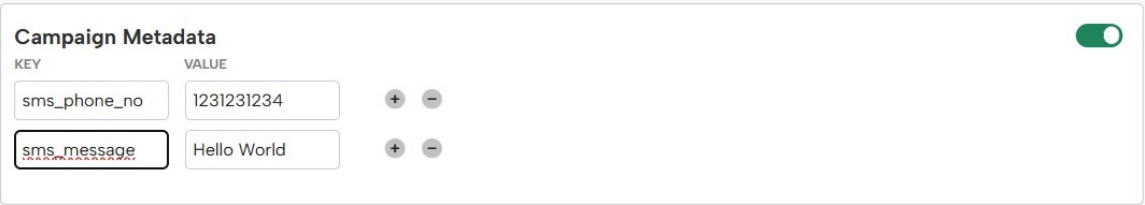
1. Open your campaign in the Design Editor.

2. Select Settings → **Campaign Settings**.



3. Scroll to the Campaign Metadata section and add the fields below.

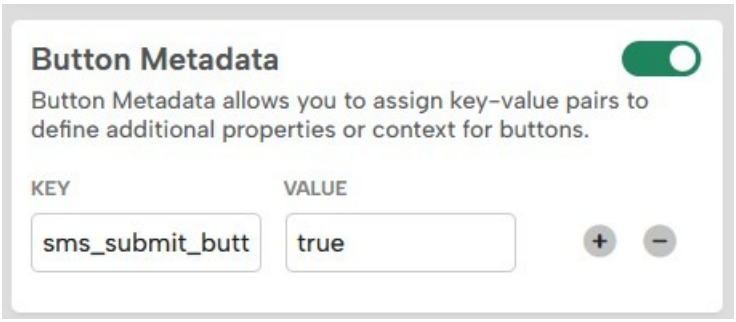
Metadata key	Value
sms_phone_no	The phone number to text
sms_message	The SMS message body



Tip: If every campaign should text the same number by default, set sms_phone_no under Admin → Account Metadata instead of on each campaign individually. Digioh checks the button first, then the campaign, then this account-level default.

Step 3: Configure the SMS button

1. In the Design Editor, select the button you want to trigger the SMS send.
2. In the button settings sidebar, add the following metadata field: sms_submit_button : true



Note: To send from this button to a different number, or with different text than your campaign default, add sms_phone_no and/or sms_message directly to that button's metadata. A value set on the button always takes priority over the campaign or account default.

Important: If this button's action is set to Submit Form, the SMS opens only after the form finishes submitting, not the moment the visitor taps it. This is intentional: it gives Digioh time to capture the form data before the visitor leaves the page. If the button isn't submitting a form, for example, its action is Close Campaign, the SMS opens right away on tap.

Phone number and message priority

When a visitor taps the SMS button, Digioh looks for a phone number and message in this order:

Priority	Level	Notes
1(highest)	Button	Set directly on the button; overrides campaign and account values

Priority	Level	Notes
2	Campaign	Set in Campaign Settings; used if no button-level value exists
3 (phone number only)	Account	Set in Account Metadata; used only if no button-level or campaign-level phone number exists

Note: the account-level fallback applies to the phone number only. The message body must be set at the campaign or button level.

That's it, your SMS button is ready to go. Need a hand? Reach out to support@digioh.com.