

QUICK REFERENCE GUIDE - SMS MESSAGING WITH SUNCO CLOUD PHONE SYSTEM

V 1.0

Summary

Another way to build rapport with your clients is through SUNCO Cloud Business SMS service. This service allows the ability to deliver unique customer interactions through SMS capabilities. Your SUNCO Cloud Phone System administrator or IT needs to ask SUNCO to activate this service for you. You also need to be added to the SMS user group by SUNCO to be able to use it.

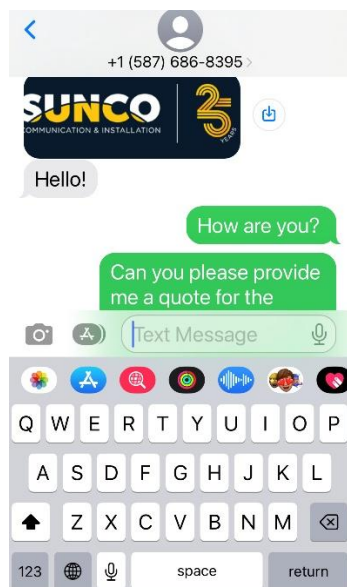
The following are ways that the SMS group users can handle the SMS conversation with your clients.

How SUNCO Cloud Business SMS Works

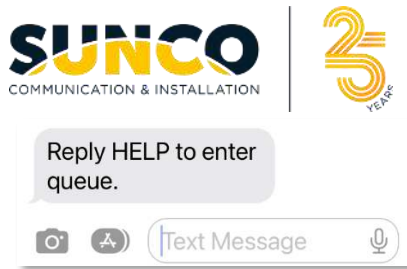
SUNCO needs to program a 10-digit telephone number for your SMS service. The SMS number can be assigned to a group of users, or assigned to a dedicated user. We will talk about the difference shortly.

Initiating SMS by your client

If an SMS number was programmed only for a dedicated user, this user will receive incoming messages directly and your customers can send texts to the SMS number without any additional steps, just like messaging to a regular cell phone number. In the below example, the destination number (587) 686-8395 is an SMS number programmed for a SUNCO Cloud user.



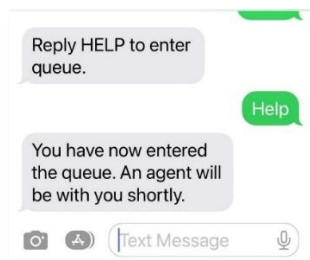
However, if the SMS number was programmed for a group of users, all received SMS will be distributed to the group members whoever logged in the system until some one responds to it. Also, from your customer's perspective as the message sender, they will receive an Initiation Message like below, asking for a Keyword to enter the SMS queue.



The Initiation Keyword is customizable in the system by SUNCO. In this example, the keyword is “**HELP**”. It is NOT case sensitive.

This is a screenshot of a web-based configuration interface. It contains four labeled input fields: "Initiation Keyword" with the value "HELP" (circled in red), "Initiation Message" with the text "You have now entered the queue. An agent will be with you shortly.", "Initiation Needed Message" with the text "Reply HELP to enter queue." (circled in red), and "Termination Keyword" with the value "DONE".

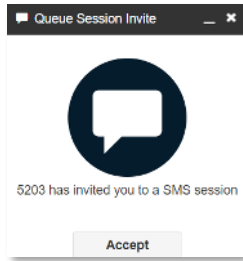
Once, your customer followed the prompt and entered the pre-defined Keyword, “**HELP**” in this case, the system will put them to the SMS queue.



Respond to SMS Inquiries from a Queue

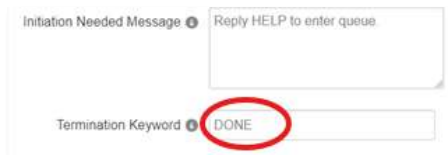
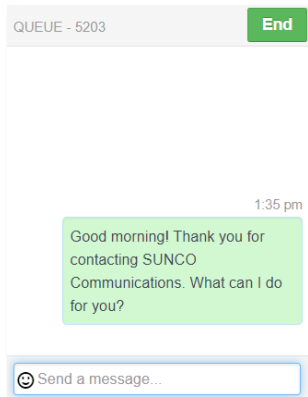
IMPORTANT: If you need to respond to customers’ SMS messages, you must be assigned as an SMS Group User by either SUNCO or your system administrators. In addition, you must log in SUNCO Cloud to receive incoming SMS notifications.

When your customer initiated an SMS inquiry, the available SMS Group User will receive a notification on a roaster window on their SUNCO Cloud User Portal. They can select “**Accept**” to respond to the SMS message, or, wait for whoever is more suitable to respond to the SMS inquiry.

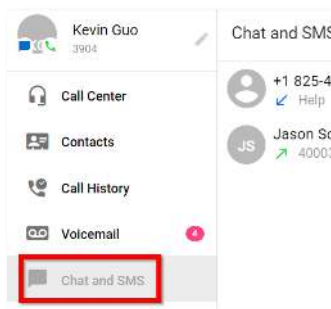


Note:

Once one of the SMS group users accepted the invite, this user will take the ownership of the whole conversation, until the user **“End”** the conversation, or the customer terminates it by entering the pre-defined **Termination Keyword**, in this example, **“DONE”**, based on the programing (see the screen shot).



Besides the pop-up window on your SUNCO Cloud User Portal, your desktop APP – **Web Phone**, and your mobile APP – **Advanced UC Softphone** will also synchronize the messages. So, you can interact with your customers by with any of the softphones.



on **Web Phone**

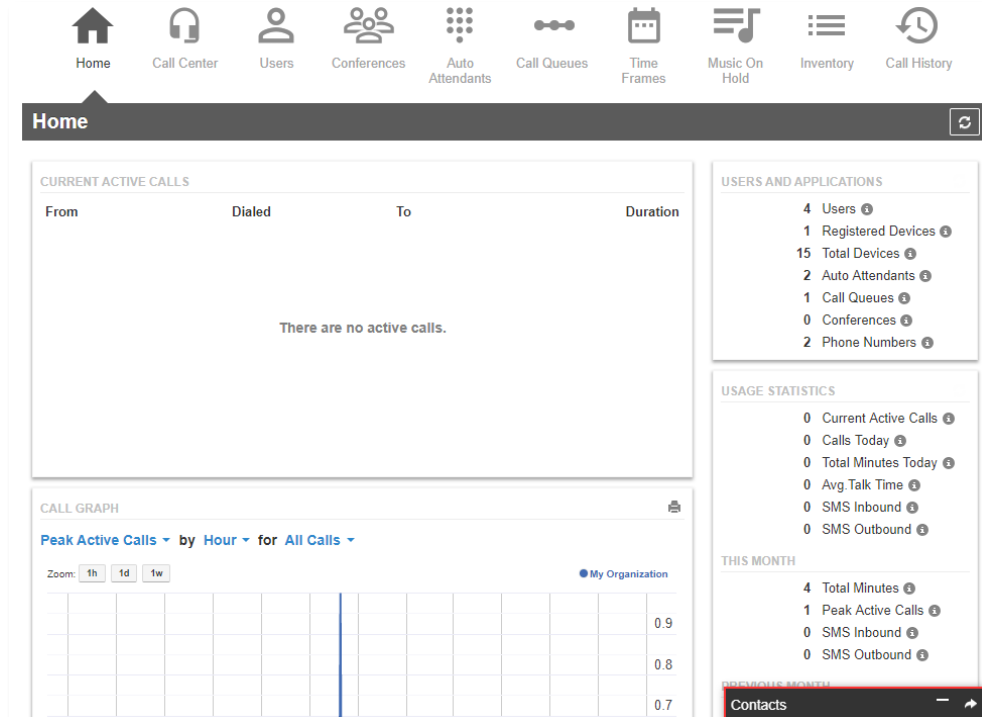


on **UC Softphone**

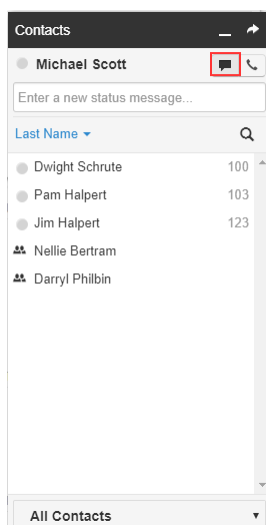
Initiating SMS by You as SMS User

IMPORTANT: If you need to initiate communication with your customer by sending them an SMS first, you must have a dedicated 10-digit number programmed for your user account on SUNCO Cloud by SUNCO telecom engineers.

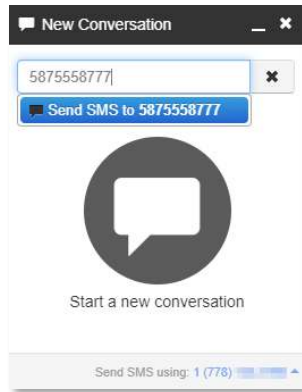
To send an SMS message inside the SUNCO Cloud User portal, you can navigate to **Contacts** at the bottom right corner of the portal.



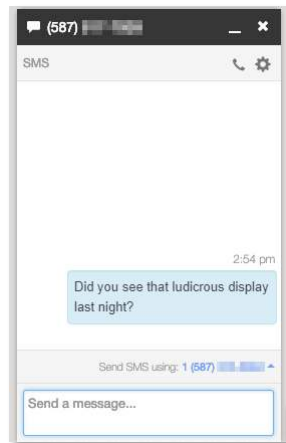
Select the chat box to start a new conversation.



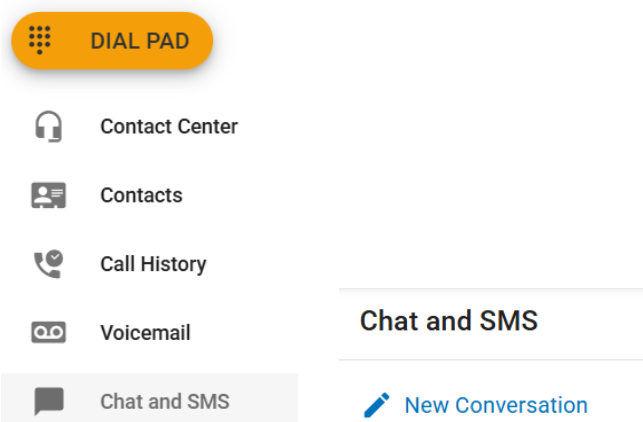
At the top of the window, type the phone number you want to send an SMS message to, then press enter or select the dropdown to begin communicating.



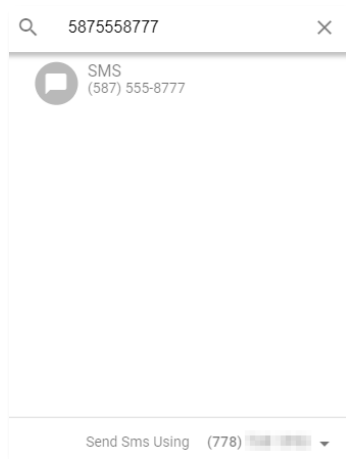
The message window will show up as following.



Alternatively, to send an SMS on your **Web Phone desktop APP**, you can click on the **Chat and SMS** menu, then select the conversation Pencil icon.



In the search bar, type in the number you would like to send an SMS to, then press enter to begin sending messages to the external number.



If you have a dedicated SMS number programmed to your user account, SUNCO Cloud SMS Messaging allows you to attach pictures (5 Megabytes maximum) when sending to an external number. SUNCO Cloud SMS supports multiple picture formats: .jpg, .png, .gif.

Your customers call also send you pictures in these formats.

