Engage SMS Feature Summary

Total Expert's Engage SMS feature allows users to have full conversations via text message with their contacts directly from the chat widget in the platform (as shown below) as well as from the mobile app. The widget retains the entire chat history for each contact, which allows users to see and refer to any part of the conversation.

Users can send mass texts to contacts, include text messages in journeys, and get in-app notifications when a text is missed. This feature also triggers opt-in/out requests, is 10DLC compliant, and has phone number provisioning.

Engage SMS Image