Logics

SMS Integration

User's Guide

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Description

Contacting customers is now quick and easy with Logics's SMS feature. Sending a quick SMS sometimes seems to be the most convenient way of getting in touch with your customer.

Now, you can send (160 characters per text message) SMS directly from your Logics account. Logics keeps the record of your text messages in SMS Log under Tools section, as well as in Activities bar inside each case.

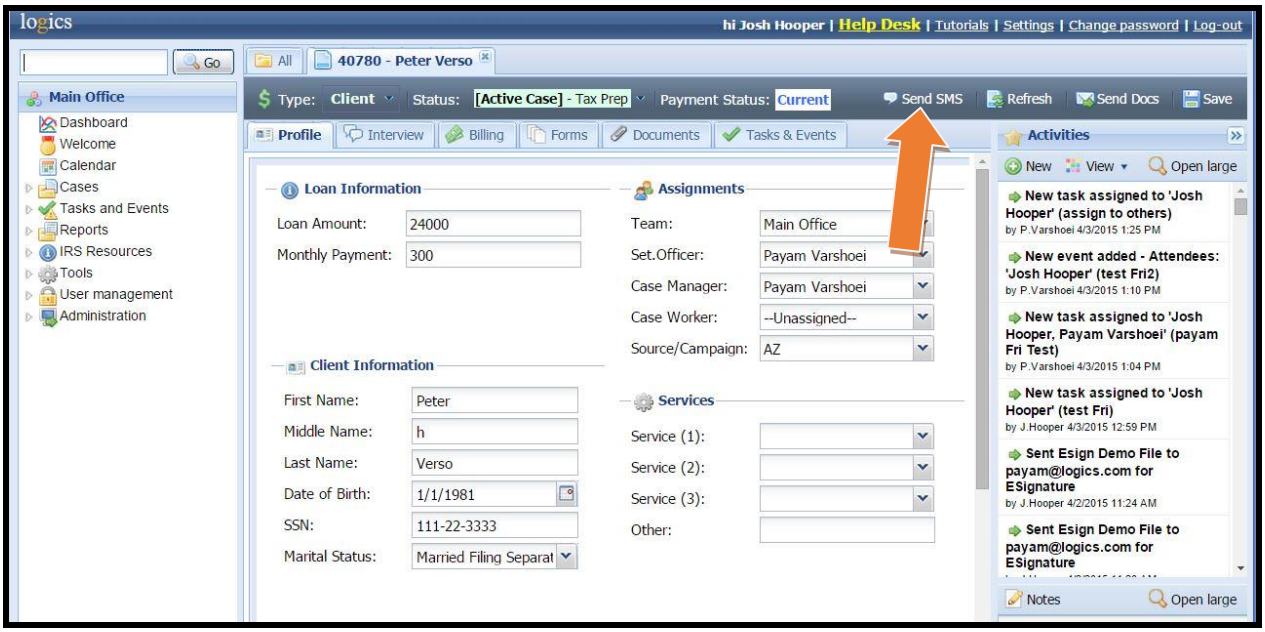
How to Activate SMS feature

- Open a help desk ticket, request for activation of the SMS feature and let us know the number of SMS numbers you need for your team.
- Tell us the area code you would like to have your SMS numbers from (up to the first 6 digits.)
- You will receive the SMS numbers as the response to your ticket.
- Insert the SMS numbers in the SMS# field in the Edit User window for each user for whom you want to activate SMS feature.

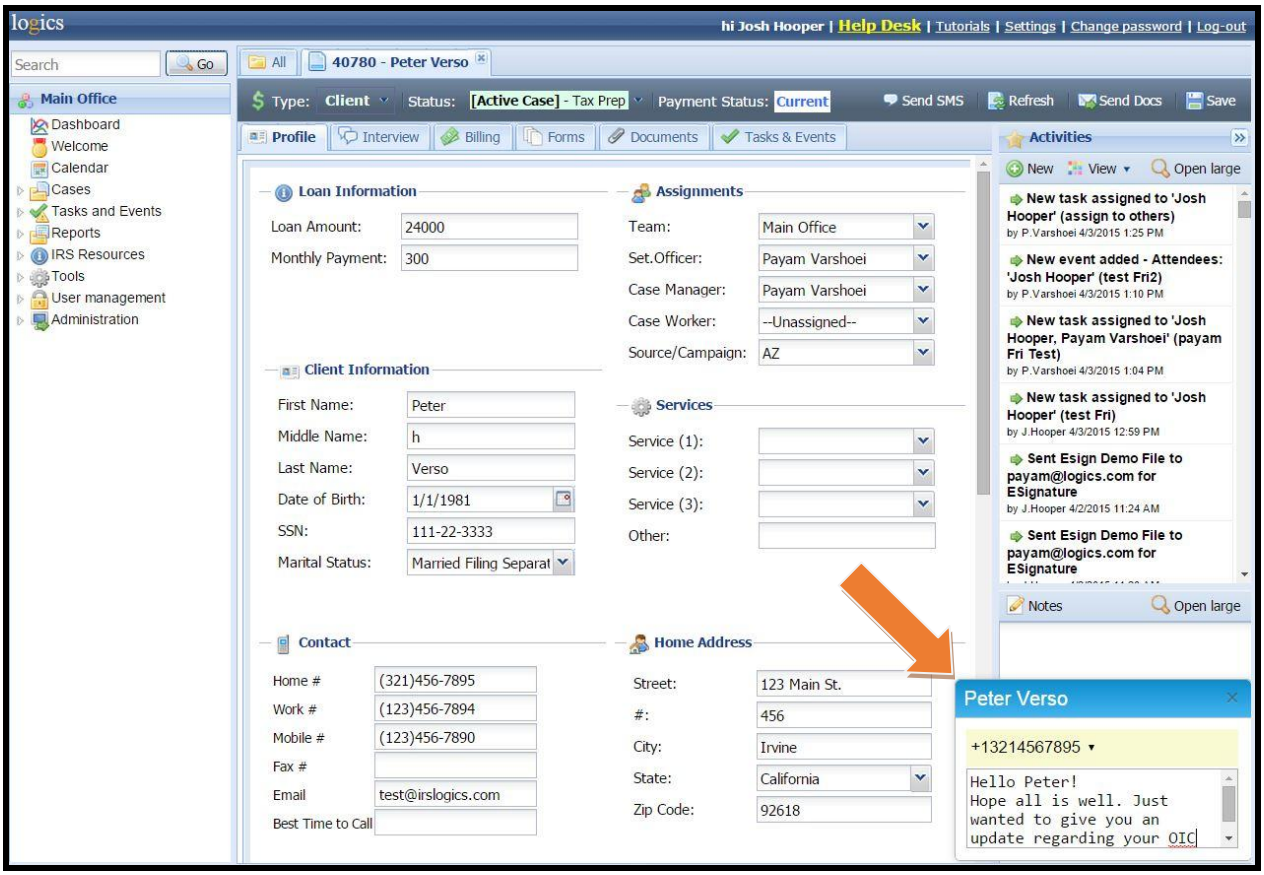
How to Send SMS

- Open a case and at the top right you will see a Send SMS icon

. Press the icon.

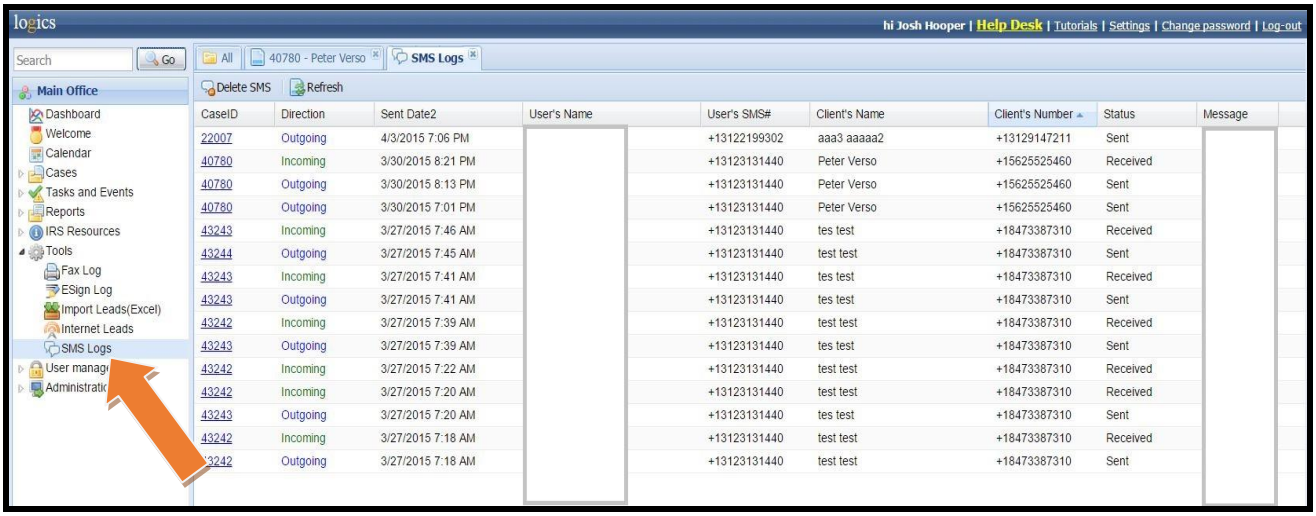


- You will see a SMS pop up at the bottom right of the window.



- Type your message. Shift+ Enter for moving to the next line. Press enter to send.
- Read the message carefully before you press enter, as it sends the message right away.
- After sending the message an activity will be logged in Activities bar in the right hand side of the case page.

- You can also see a log of all of your text messages (and other users' messages if you have the permission) in SMS Log under Tools.



- When your client responds to your text message, you will receive the response message in your email. The response message will be logged in the Activities bar, as well as in the SMS Log as an Incoming SMS transaction.