

Utility VoIP SMS

Product Overview & Features

Send and Receive Text and MMS from a Business Number

In an increasingly mobile world, employees are more and more likely to communicate and collaborate with colleagues and customers via text message rather than a voice call — and they're likely texting from a personal mobile number. Utility VoIP SMS opens up an essential communication channel that enables you to handle business via text without the need for a voice call, all from a business phone number that protects your personal information and delivers a more professional experience.

Benefits of Using SMS

SMS allows users to send individual or group SMS (text) or MMS (images/videos/documents) messages through the UC Client via their business phone number.

SMS text increases flexibility, availability, and accessibility. Four of the most significant benefits offered by SMS messaging are:

Access Text Messages From Anywhere: Text messages can be sent or read from the UC Client*, making it easy to catch up on messages from anywhere and respond instantly.

* SMS is currently available in the UC Client; SMS support in the Mobile App will be available in Spring 2020.

Privacy and Professionalism: Rather than using or displaying a personal phone number, UV SMS displays a business phone number, delivering an enhanced appearance of professionalism while protecting your private information.

Continuity of Communication at All Times: Keeping employees' business communication tied to the business phone rather than a personal number ensures the necessary business stakeholders have full access to all information when and as needed, such as in the case of an employee exiting a company unexpectedly.

Message History: A user's full message history is easily accessible through the UC Client, an important feature for ensuring critical conversations and data are never lost.

"SMS OPENS UP AN ESSENTIAL COMMUNICATIONS CHANNEL—NOW BUSINESSES CAN ACCOMPLISH MORE IN A 24 HOUR PERIOD ALL WHILE PROVIDING CUSTOMERS A HIGHER LEVEL OF CONVENIENCE AND PRODUCTIVITY."

Who Can Benefit From SMS

In a word—everybody. Employees, customers, managers, business owners, and anybody with a vested interest in communicating more quickly, more productively, and more conveniently will love using UV SMS.

Expectations for fast responses and quick turnaround times are rapidly increasing and SMS addresses the demand for instant gratification. Remote workers and customers increasingly “on-the-go” make the ability to interact without initiating a phone call.

SMS makes productive real-time communication possible and removes inconveniences or friction typically associated with email or finding time to make a call. Users can immediately start sending and receiving texts without the need for special apps or new software downloads — simply log into the UC Client, or hop onto the Mobile app*. SMS also takes multitasking to new heights, providing the invaluable benefit of accomplishing more in a single 24-hour period.

Product Features

Send/Receive SMS/MMS: UV SMS allows users to send 1-to-1 or group SMS messages (text) or MMS (images/video/documents) to customers and colleagues through the UC Client via their business phone number.

List View: All of a user’s messages are displayed in a descending list format, with their most recent messages at the top, along with message previews and bold/un-bolded text for unread/read messages.

Detailed Message View: Individual messages are displayed with timestamps, message history, participant lists, and new message line indicators, so you always know when you left off.

Contact Matching: Phone numbers displayed in the UC Client are automatically replaced with known contact names within SMS conversations.

Create New/Add to Existing Contact from within a Conversation: Unrecognized numbers in an SMS conversation can be quickly added to a user’s contact list, or added to an existing contact.

Delivery/Failed Delivery Receipts: SMS indicates whether a message was successfully delivered or not.

Name 1-to-1/Group Conversations: For easy identification, users can label their 1-to-1 or group conversations within the UC Client.

Message Notifications: Users are notified as messages come in via notifications on their browser and within the UC Client interface, and with unread message count badges within the List View.

Search Capabilities: Messages can be searched by name, phone number, or conversation title.

Leave a Conversation: Users can choose to opt-out of a conversation at any time by leaving the conversation. If a conversation is left and a participant responds the full message history is still preserved.

Mute a Conversation: When a conversation is muted, there will be no desktop or window notifications or sounds. Only badge counts will display.

Click-to-Dial Within Messages: Users can start a voice call with the participants of a conversation within the SMS message screen.