



Short Message Service

Quickly Text Colleagues & Customers From Anywhere

FEATURES OVERVIEW: ICLOUDCONNECT SMS

***iCloudConnect
SMS enables
users to send and
receive text
messages right
from UC.***

As businesses and their customers grow increasingly mobile, it's essential to have tools and capabilities to connect and communicate quickly, easily and productively.

iCloudConnect SMS enables users to send and receive text messages right from iCloudConnect UC — all from a business phone number that protects users' personal contact information and delivers a highly professional & credible customer experience.



Product Features

Send/Receive SMS/MMS

iCloudConnect SMS allows users to send 1-to-1 or group SMS messages (text) or MMS (images/video/documents) to customers and colleagues through iCloudConnect UC 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/unbolded 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 iCloudConnect UC 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

iCloudConnect 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 iCloudConnect UC.

Message Notifications

Users are notified as messages come in via notifications on their browser and within the **iCloudConnect** UC 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.

As more and more companies move to mobile workforces and customers' lives get busier and busier, having a way to quickly collaborate with coworkers and interact with businesses is essential.

