Short Message Service
SMS for Utility VoIP

Instantly Connect With Customers **From** **Virtually Anywhere**

SMS allows you to send text messages, photos, videos and documents to customers at any time, from anywhere, and from any device.

Utility VoIP SMS

In an increasingly mobile world, more and more customers are turning to text messaging for everything from ordering to customer service to confirming appointments and technical support. For businesses looking to stay engaged with their customers, tapping into this highly preferred, rapidly growing channel is essential.

SMS allows you to send text messages, photos, videos and documents to customers at any time, from anywhere, and from any device via the Utility VoIP UC Client and mobile app. And because messages still come from a business number (even when they're sent from an employee's personal device), communications stay routed to the proper channels, and the user's personal information is protected at all times.

UTILITY VOIP
powered by Ancero

Product Overview

Fast, easy texting via desktop & mobile

Benefits of Using SMS

SMS allows users to send individual or group SMS (text) or MMS (images/videos/documents) messages through the UC Client and mobile via their business phone number. The user's personal number is never displayed, increasing professionalism and privacy, while ensuring that business communication is continued and routed appropriately should the individual employee leave the company.

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 and Mobile App, making it easy to catch up on messages from anywhere, on any device, and respond instantly.

Privacy and Professionalism: Rather than using or displaying a personal phone number, 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.

Lines of Communication Remain Consistent: 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.

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 Utility VoIP 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 and collaborate from anywhere critically important. SMS makes productive real-time communication possible and allows customers to engage with a business on their preferred channel, whether that means via a voice call or text message. 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.

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.

Product Features

Send/Receive SMS/MMS

Utility VoIP 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 and mobile app 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 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.

Hosted SMS

Any number may be enabled for SMS within Utility VoIP Account Manager, regardless of that number's voice/data carrier.

Utility VoIP SMS enables users to send & receive text messages right from the UC Client — all from a business phone number.

Product FAQs

How do I send a text message?

Utility VoIP UC Client: Click on Messages in the left navigation pane. Then, from the Create New icon, select New Text.
Utility VoIP Mobile App: Click on Messages from the Dashboard. Then, click on the plus icon in the top right-hand corner.

How do I know if my message was delivered?

Upon sending a message, a Delivered or Failed notification will display underneath the message.

Does SMS support emojis?

Yes. While typing a message, click the smiley face emoji to open the emoji window.

Does SMS support MMS?

Yes, you can send images, videos or documents within a message.

What are the files supported for sending and receiving MMS?

The following file types are supported for sending and receiving MMS.
  • Images: jpg/jpeg, png, gif, bmp, tif /tiff, svg
  • Videos: 3gp, mp4, mpeg, flv, wmv, mov, avi
  • Documents: vcf/vcard, zip, rtf, html, txt, pdf

How do I receive a text?

Simply hand out your SMS number and you can start receiving texts within the UC Client or the mobile app. Unread messages will display at the top of the list in bold.

Is there a limit to the number of recipients I can add to a message?

You can add up to 9 additional recipients.

Is there a maximum number of characters that I can send per message?

Yes, there is a limit of 1,000 characters per message.

Can I block numbers from sending me a message?

The option to exclusively block SMS or MMS is currently NOT available.

What devices can I use for sending and receiving SMS / MMS?

To send/receive texts, you will need to use the UC Client or the mobile app.

Is there a way to view date & time sent/received for a particular message?

UC Client: Simply hover over any message to see the date and time sent/received.
Mobile App: Timestamps display for Android and require you to swipe left for iOS.

Will I receive notifications for a new incoming text?

While in the UC Client, you will receive in-app notifications. If you are logged into the UC Client but on another tab, you will receive device notifications from the Mobile App.

Can I rename a text conversation?

Yes, once a conversation has started you can click on the message title to rename the conversation. For the mobile app, simply click on the details of a text conversation to rename it.

How do I leave/mute/unmute a conversation?

UC Client: When you hover over a conversation, you will notice three dots for More Actions. Simply click on the three dots and select "Leave" to leave a conversation, or "Mute/Unmute" to mute a conversation.
Mobile App: Click on the details or on iOS swipe left to perform the same functions on the list view.

How can I view previous message history within a conversation?

When viewing a conversation, simply scroll up to load previous messages.

If I send or receive a message, where can I view it?

The message is available in both the UC Client as well as the mobile app.

I'm having issues sending/receiving messages.

Please reach out to Ancero Technical Support with any questions or issues at 856.210.5800 option 1. Or submit an online support request at support.ancero.com

UTILITY VoIP
powered by Ancero