Paragraph

Relevent URLs

Wires: https://qgcw0m.axshare.com/#id=k49swj&p=admin_settings__office_

Title

Office Texting Settings

nav:

Communication

- Email
  - Email Providers
  - Manage Templates
- Texting
  - **Texting Settings**
  - Text Message Warnings

(error message appears when user is not viewing office specific lotion in entity modal filter):

Please specify an office

Sorry, these texting settings are for individual offices only. Please select an office from the location filter above.

Helper text

Provision phone numbers to conduct business with customers. The AMS provides up to 10 lines so individual offices can have unique phone numbers. Each conversation will be saved in the Communications Log for record retention. Begin by enabling text messaging below.

[*if agency has disabled texting after using it for any period of time, an error message will display*]:
[alert icon] Texting has expired at your agency. Please contact your administrator to reenable.

[/] Enable texting
[/] Disable texting

Preferences

Notification Preferences

Alerts Preferences
When receiving a message, the global navigation will always alert you. Choosing to receive extra emails from the options below can provide a second notification to ensure timely responses to customers.

[ ] Email primary producer associated with customer
[ ] Email primary account manager associated with customer
[ ] Email primary CSR associated with the customer

Provisioned phone numbers

Provisioned Phone Numbers

This list details the phone numbers available for texting. You can rename, delete, or add up to 10 numbers.

*[empty field] Click **Add Number** to start texting.*

[Add Number]

	Name	**Phone Number**	
[Primary star icon]	[Name]	[Phone number]	[Edit icon] [Delete icon]
[Primary star icon]	[editable field when in edit]	[Phone number]	**Cancel | Update**
[Primary star icon]	[Name]	[Phone number]	[Edit icon] [Delete icon]

(when in edit mode, the **Edit/Delete icons** change to):
Cancel | Update

Delete number modal

Delete Number

Are you sure you want to delete this number? All previous conversations will remain in the Communications Log, but you will lose access to this phone number.

[Cancel] **[Delete]**

Toasts

Success Toasts

Phone number added

Phone number updated

Preferences updated

Texting disabled

Phone number deleted