

SMS CONFIRMATION INSTRUCTIONS

HOW IT WORKS:

- With SMS confirmation, messages are sent by SMS messaging to a recipient's cellular phone.
- The person who is receiving the SMS message is required to reply to the message by writing the digit shown on the ticket which will confirm the message + *OK* (example: if the message shows “reply with 2” write *2OK*).
- The system is programmed with a pre-determined time delay to confirm the reception of the message. If this delay is not respected, an agent from the call center will receive a warning on their screen advising them that the message was not confirmed. Escalation procedures will commence to reach someone by phone according to the clients predetermined instructions.

INSTRUCTIONS AT A GLANCE:

- Reply to the message by writing the digit shown on the message ticket + *OK* (example: if the message shows “reply with 2” write *2OK*).