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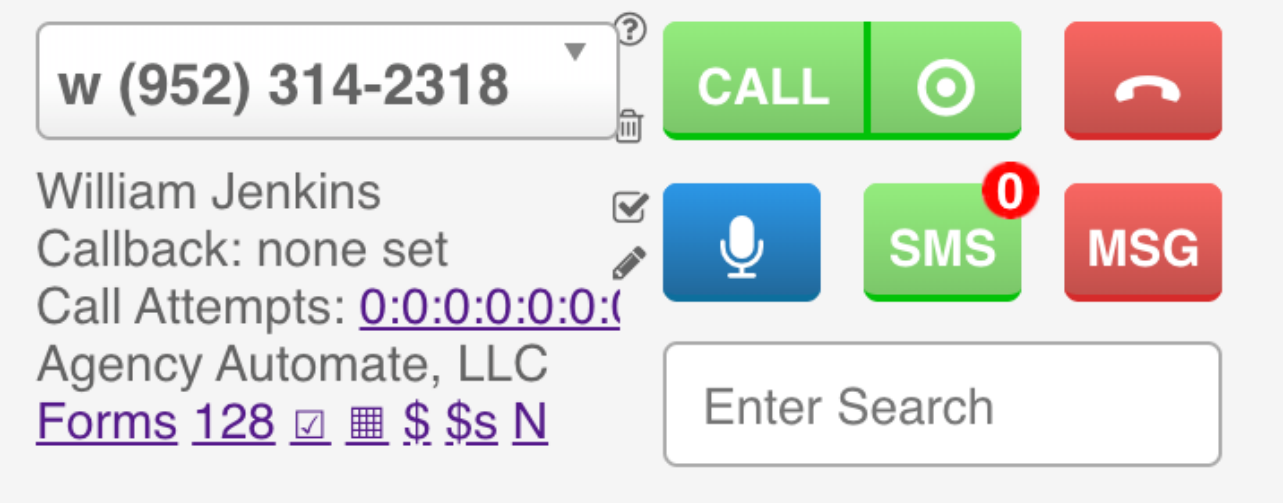
Overview:
SMS Messaging App



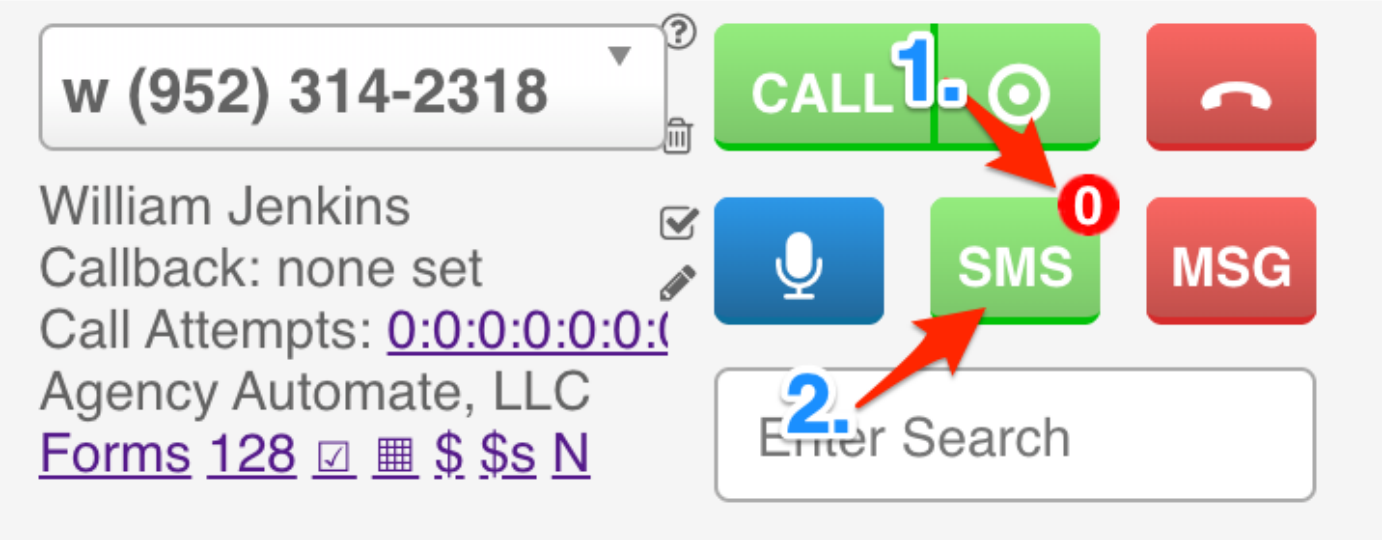
Agenda

- **Unread Conversation Counter** and **SMS** button

- **SMS Messaging App**:
  - Conversation pane
  - History pane

- **SMS 2-Way Chat** Windows

SMS Button and Unread Conversation Counter



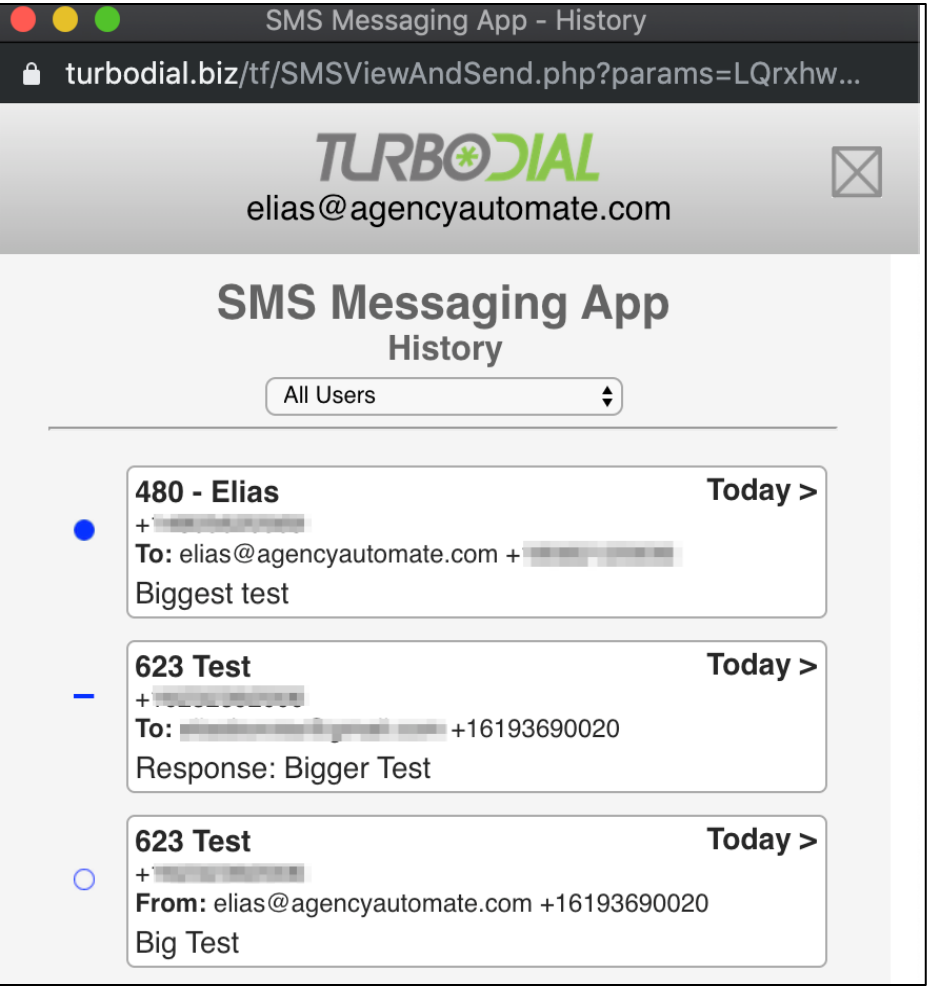
1. **Unread Conversation Counte**r: Displays how many unread SMS conversations you have. Clicking it pops up the SMS Messaging App with the **SMS History** list displayed.

2. **SMS** button: When turboDial is focused on a Contact with a phone number. Clicking it pops up the **SMS Messaging App** with the conversation for this Contact displayed.

SMS Messaging App

1. Clicking this opens **SMS Messaging App:** *History* and displays how many unread SMS conversations you have.
2. When clicked, your turboDial panel will focus on the Contact record associated to the Contact whose conversation you're viewing.
3. When clicked, a separate SMS 2-Way Chat window is opened, allowing you to resume an active conversation with this Contact while using the SMS Messaging App for other Contacts. You can have multiple SMS 2-Way chat windows open.
4. Clicking it closes the **SMS Messaging App**.
5. The top selector contains phone numbers associated with the current Contact. The bottom contains turboDial-acquired inbound numbers. You can use the selectors to choose the 'from' and 'to' phone numbers.
6. Conversation log of up to 1,000 SMSs if you have Enhanced Inbound or Hosted Voice. (Otherwise it displays at most 10.)

SMS Messaging App: History



- Can be filtered per user. By default it displays conversations from All Users.
- **Filled circle**: conversation you haven't opened, read, or replied to.
- — : conversation currently associated to different user.
- **Open circle**: conversation you opened, read, or replied to.

SMS 2-Way Chat

- Conversation for a specific Contact.
- You can have multiple SMS 2-Way Chat windows open.
- All features here are analogous to those in the SMS Messaging App

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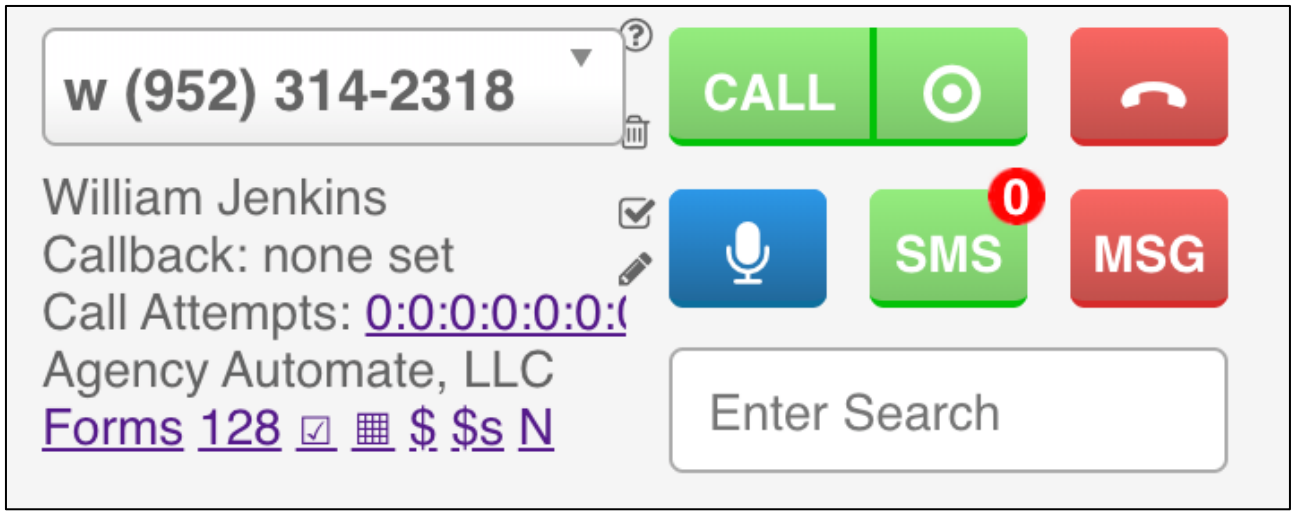
End of the SMS Messaging App Overview!

Thank you for watching!