



Unified communications (UC) **Company Messaging**

Allow customers to send texts to your company's phone number

Research shows that most consumers prefer mobile messages to emails or calls.

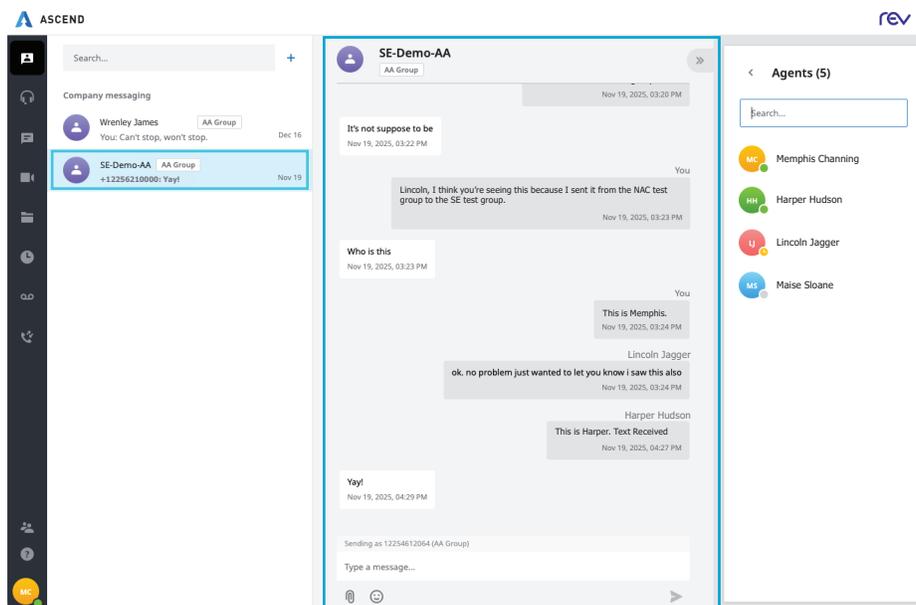
Company Messaging allows businesses to enable a local phone number for texting (SMS and MMS) between a designated group of their employees/users and their customers. Through their mobile and desktop apps, the designated users assigned to Company Messaging are empowered to provide this preferred type of customer experience.

HOW DOES CUSTOMER MESSAGING WORK?

- Assigned users (“Agents”) included in a Company messaging group can see Company messaging conversations under the separate tab available in the left panel of the Ascend Desktop app and within the Messages tab in Ascend Mobile apps.
- Agents can receive and reply to messages using both Desktop and Mobile apps.
- Each conversation will be tagged with the group name associated with the number (configured by the Admin) that external users are sending messages to (e.g., “Main Company Number”, “Sales”, “Support”).
- New Company conversations and their searchable history are visible for all agents in the group. Any agent may reply to an external user and other agents will be able to see these messages. External users will receive each message as an SMS or MMS sent from the Company number. Limitations apply.
- Agents can mute conversations that other agents have assumed ownership of (to stop receiving notifications of new messages).
Note: Sent SMS cannot be deleted or edited; however, an SMS conversation can be hidden by right-clicking on it and selecting **Hide**.
- Agents may edit conversation names and descriptions.
- Agents may create new SMS conversations with any U.S. or Canada number, or a saved contact.

USING COMPANY MESSAGING IN THE DESKTOP APP

To access company messaging in the Ascend Desktop app, click the  Company Messaging tab on the left sidebar. On this tab, designated Company Messaging users will see SMS threads for all company messaging groups they have access to.



SENDING A NEW MESSAGE

To send a new message via the company messaging service:

1. Navigate to the  **Company Messaging** tab on the left sidebar of Ascend Desktop app.
2. Click the  **New** icon right of the search bar.
3. A **New Message** window will pop up.
4. Under **From**, select which messaging group you would like to send the message from in the drop-down menu.
5. Under **To**, enter the number or contact name of the recipient.
6. Click **Start Conversation**.

Note: It's not possible to send a message to multiple recipients from a Company Messaging group. To reach multiple recipients, start a separate chat for each one.

EDITING CONTACTS

To edit a company messaging group contact:

1. Navigate to the  **Company Messaging** tab on the left sidebar of Ascend Desktop app.
2. Select or search for the contact you would like to edit.
3. Profile information will display on the right side of the conversation.
4. Under the contact in profile information, Click the  **Edit** option.
5. An **Edit contact window** will pop up. Edit contact name and details.
6. Click **Save changes**.

USING COMPANY MESSAGING IN THE MOBILE APP

To access Company Messages in the Ascend Mobile App:

1. Tap on the  **Messages tab** on the bottom left of the toolbar.
2. Tap on the  **Company messaging** subsection at the top of your chats.
3. The list of **Company messaging** chats will open. Tap on the conversation to open it.

