

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 client's pre-determined instructions.

INSTRUCTIONS AT A GLANCE :

- ✓ Reply to the message by writing the digit shown on the message ticket (Example: if the message shows "reply with 2" write "2").