About SMS Confirmation

At i24, SMS Confirmation is designed to reduce miscommunication and help ensure important service requests are received and acknowledged promptly. By requiring recipients to confirm receipt of a message, this service helps organizations make better use of their technicians' time, reduce missed appointments, and avoid unnecessary follow-ups caused by unconfirmed communications.

The example below demonstrates what recipients will see when they receive an SMS Confirmation message and outlines the simple steps required to confirm receipt.

SMS Confirmation Instructions

How SMS Confirmation Works

SMS Confirmation is an automated service provided by i24 to help ensure that important messages are received, acknowledged, and acted upon promptly. By requiring recipients to confirm receipt of a message, this process helps reduce miscommunication, prevent missed service calls, and ensure technicians' time is used efficiently. If a message is not acknowledged within a predetermined timeframe, i24's team is alerted and follows the client's established escalation procedures to help ensure the message reaches the appropriate person.

When an SMS Confirmation message is sent to a recipient's mobile phone, the recipient must confirm receipt by replying to the message as instructed. The system monitors responses and records confirmations automatically. If no confirmation is received within the required timeframe, a call center agent is notified and additional follow-up steps are initiated according to the client's predefined instructions.

What You Will See

The example below demonstrates what recipients will see when they receive an SMS Confirmation message and explains how to confirm receipt of the notification.

Instructions at a Glance

- Review the SMS message you receive.
- Locate the confirmation digit shown in the message.
- Reply to the SMS using that digit only.
- Send your reply to confirm receipt of the message.
  Example: If the message states "Reply with 2", simply reply with 2 and send the message.
- Once your confirmation is received, the system records the acknowledgement and no further action is required.