

## Recently Asked Questions



**Q:** Is there a way to designate a specific SMS modem when sending an SMS?

**A:** Yes. Wherever 'SMS' is used in a hypertext command or page ticket, use 'SM1' or 'SM2' , etc. to designate the desired channel.

Ex: <aSM1:groupname> or {Send SMS to client&ASM2:phonenumber}.

**Q:** My client says that every time he sends us an SMS message, he gets a copy of it sent back to him.

**A:** This can happen if the account has 'Auto When Taken' enabled. If so, when an Inbound SMS is filed at the dispatcher station, it will be transmitted back to the client, just like any other message. There is a checkbox on the *Message Entry* Tab of the account's AMR that will disable the automatic retransmission of Inbound Messages.

Disable Inbound Msg AutoXmt/Page

**Q:** We don't use dispatch stations. Is there a way to have inbound messages go to just one or two stations?

**A:** An 'Inbound Message' is a message ticket created as a result of having received a qualified inbound Email or SMS message. These messages are routed to an operator with dispatching capabilities via the assigned station's incomplete list. If all stations have the same dispatching level, inbound messages will be routed to each of them in a rotating pattern.

To restrict inbound messages to certain stations, set the level for those stations to Dispatch 'All', and all other stations to Dispatch 'Own'. This will designate them as Dispatch stations without changing how anything else functions.

Station Capabilities		System Options		Service Classes		Holiday and Billing Sc	
Station	Search	Review	Dispatch	Admin	XmtMemos	Reminders	
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Own	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Own	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Own	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	