

Matrix SMS Texting Agent Frequently Asked Questions

- 1) Can I send the text to my client from my own cell #?
 - a. No. Text messages come from a generic phone #.
- 2) Can I customize the content of the text?
 - a. No. Text messages are generic to comply with the heavily regulated SMS requirements and are required to be approved by every mobile provider in North America.
- 3) If there are 3 people on a contact with separate email addresses, do they all have to opt into texting?
 - a. No.
- 4) If two people in a contact have the same email address, can they both get text messages to different cells #'s?
 - a. No. An email *is* essentially a contact. Matrix has no way of knowing that the contact *name* is different than the email recipient if the email address is the same.
- 5) If a client unsubscribes from emails, are they also unsubscribed from texts? And vice versa?
 - a. Unsubscribed from emails: Yes – they will no longer receive text messages or emails.
 - b. Unsubscribe (STOP) texts: They will no longer receive texts, but they *will* receive emails.
- 6) Can my name be added to opt-in text messages?
 - a. No. Text messages are generic, and are intended only as a notification to clients, not a wholesale replacement for emails from Matrix. Text message content is highly regulated and requires approval by all mobile providers in North America.
- 7) Can the messages that I typed in the email to the client be included in the text message?
 - a. No. Text messages are generic, and are intended only as a notification to clients, not a wholesale replacement for emails from Matrix. Text message content is highly regulated and requires approval by all mobile providers in North America.
- 8) If the client only opens the text, and never the email, will I be notified?
 - a. If the client clicking on a text message results in their visiting a listing in OneHome, then you would be notified in Matrix as a 'OneHome Visit' in the widget. If you've chose to receive Portal Notifications, then you will also be notified by the method you've selected.
- 9) My client unsubscribed from text messages by typing STOP. How do they resubscribe?
 - a. They would type START in the same thread. If they've deleted the thread, and hence aren't able to reply with START, you can help them find the phone # to resubscribe to by calling at 888-825-5472, or your Association/MLS.
 - b. FOR MLS: If you can't find the phone # provided to you at the launching of texting/OneHome by your Project Manager, please reach out to either AnswerLink or your Client Clare representative to obtain that number.
- 10) Will I get a notification if my client types STOP and unsubscribes to texting?
 - a. No. This is an enhancement that we're working on.