

# Text message broadcasts

This article applies to:

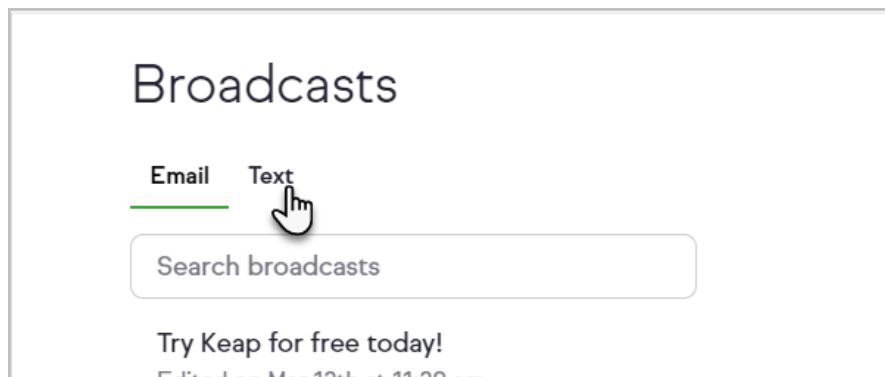
Use Keap's text message broadcasts to send critical communication through text messages via a toll-free 1-800 number. Text messages have an open rate of 94%, much higher than email's ~21% open rate. This feature will initially only be available to U.S.-based customers and will include an additional per-message cost after its full release.

## Setup text message broadcasts

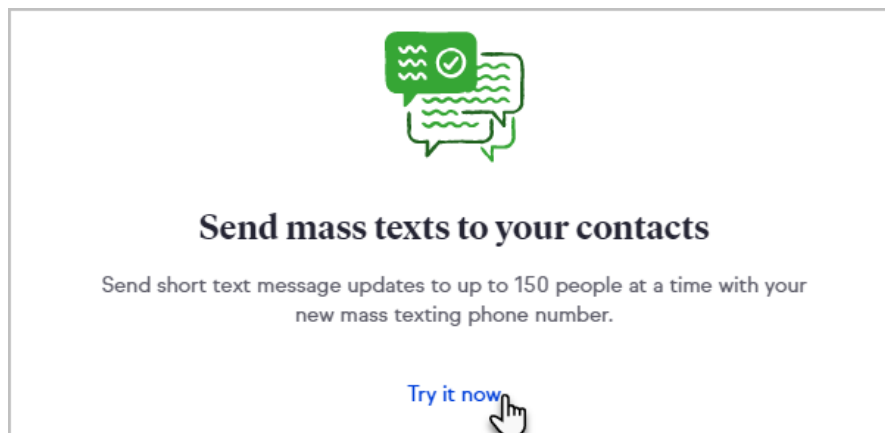
The first time you send a marketing text message to your contacts, you will be prompted to setup your toll-free number. This number is separate from your Keap Business Line and marketing text messaging does not require you to use Keap Business Line.

Keap gives you a separate number, toll-free number to send marketing text messages because it is faster than a local number (like your KBL) and ensures you can continue to communicate with your contacts via KBL if they were to opt out of your text marketing.

1. Navigate to **Broadcasts**
2. Select the **Text** tab



3. Click **Try it now**



4. Read and agree to the Terms and Conditions and Privacy Policy, then click **Done**

# Setup

You'll get a shiny, new 1-800 number that you can use to **send mass text messages** to your contacts.

I agree to the [Terms and Conditions](#)

I agree to the [Privacy Policy](#)

**Done** 

5. Click **Send your first text broadcast**

## Create and send a text message broadcast

A text message broadcast can be sent to up to 500 contacts at one time. You have the choice of scheduling the broadcast or sending it immediately.

Whenever a broadcast is created, sent, or scheduled, you'll see it listed on your text broadcasts tab. You can click on a previously sent broadcasts to view their details, open a draft to finalize and send it, delete a draft, copy a broadcast, and cancel a scheduled broadcast.

1. Click **New broadcast**
2. Select **Text (SMS) broadcast**
3. Enter a name, select lists, tags or individual contacts to send the message to
4. Enter a message

## Write your broadcast

From  
(855) 916-5373

Broadcast name  
New offers

To  
Leads -> Birthday Club Member  
Michael Voice

Type list names, tags, or contact names 2 of 2 contacts

Hey, Contact first name, I wanted you to be the first to know about my new offers. Check them out here: <https://www.keep.com>

{#}

113/160

**Next**

5. Click **Next**
6. Choose to send the broadcast **Now** or **Later**
7. If **Later**, select a date and time to send the message

Send

Now

Later

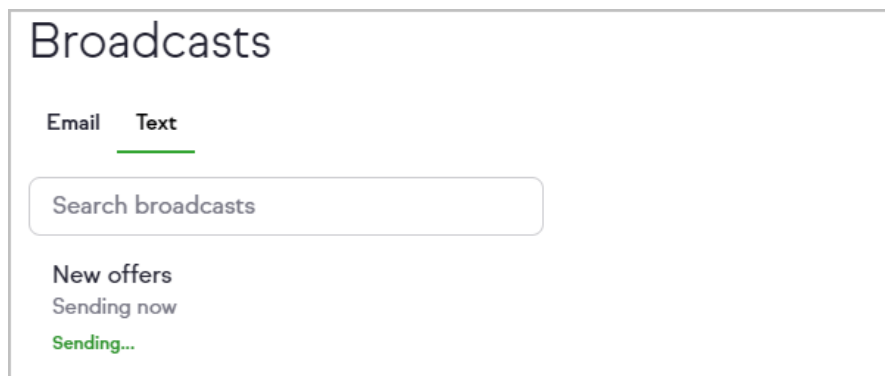
Date  
March 25, 2021

at

Time  
8:00AM

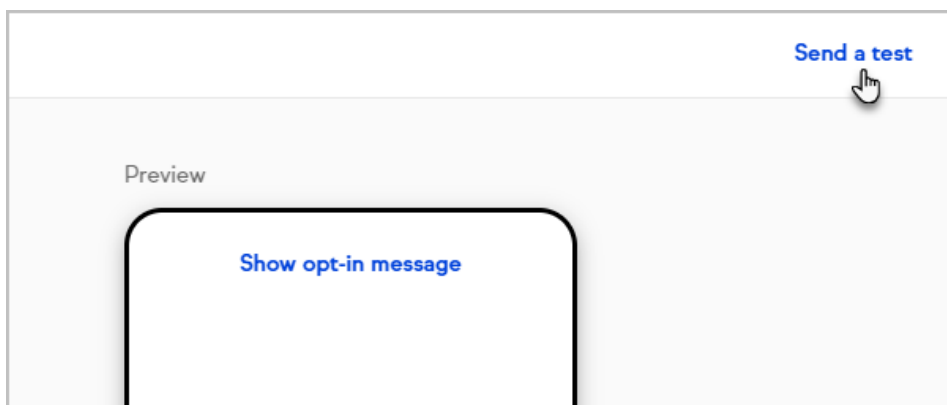
(GMT -07:00) Phoenix

8. Click **Send** or **Schedule**
9. You will return to the Broadcasts page and your broadcast will have a status of Sending...

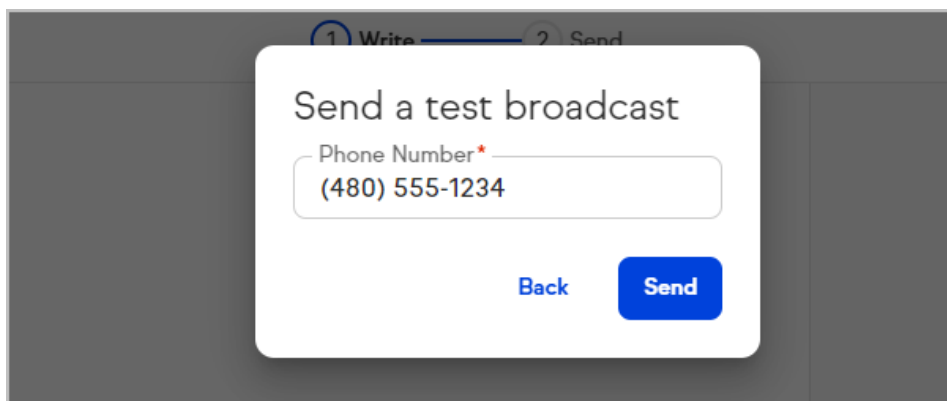


## Test your broadcast

To test your broadcast before sending it to your contacts, compose the message, then click **Send a test** in the upper right corner.



Enter the number where you would like to receive the test message and click **Send**.



## Opt-in messages and requirements

Keap's marketing text messaging automatically handles **most** opt-in requirements, including double opt-in. The first time you send a marketing text to a phone number, Keap will ask the contact if they want to receive messages from your business.

While Keap confirms the contact is opting in to marketing texts, you are responsible for understanding and complying with the laws and regulations associated with

consent for text message automation and marketing.

#### Benefits of receiving consent for marketing text messages:

- You only send messages to the contacts that want to receive them
- Keep tracks opt-in and opt-out status on a per phone number basis, making it easy for the you to know who is opted in or out even if you have multiple contacts with the same phone number

#### FAQs

##### Does the opt-in message get sent to everyone?

Opt-in messages only get sent to contacts that have not previously opted in. If we have no history of opt-in then a contact will receive an opt-in message.

##### I have previously received consent from my contacts using another system, can I skip the opt-in?

To help users stay compliant with the law, we require consent through our tools even if you've previously received consent on another tool.

##### Can I customize my opt-in message?

Yes. Your opt-in must contain your business name in order to comply with law, but additional changes can be made to personalize the message. Legally required verbiage will automatically be added to your opt-in message.

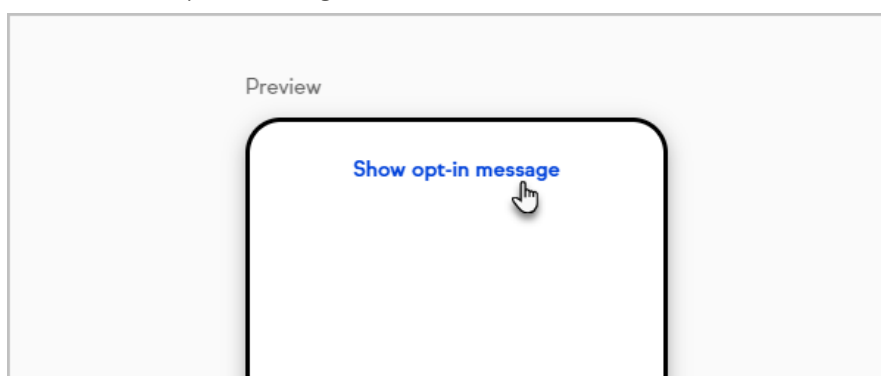
##### Is there a way to opt-in on a form?

You can add a [text opt-in checkbox on our public forms](#). When contacts who complete the public form with this box checked are sent a text message broadcasts and text message automation, they will no longer be sent the opt-in text, but will just get the marketing text message you created.

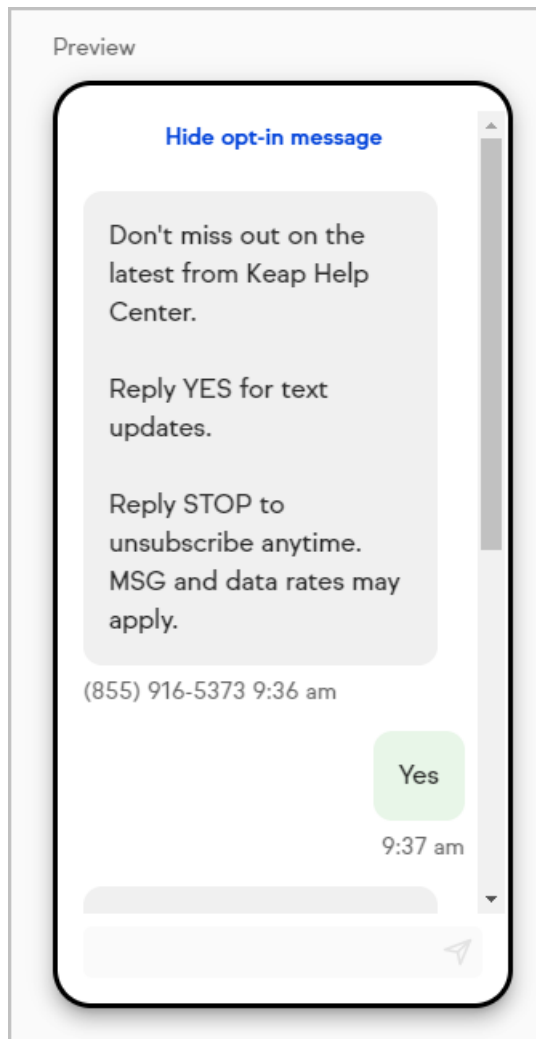
## Preview Keap's opt-in message

When drafting a broadcast, you can preview the opt-in message to see what your contacts will receive.

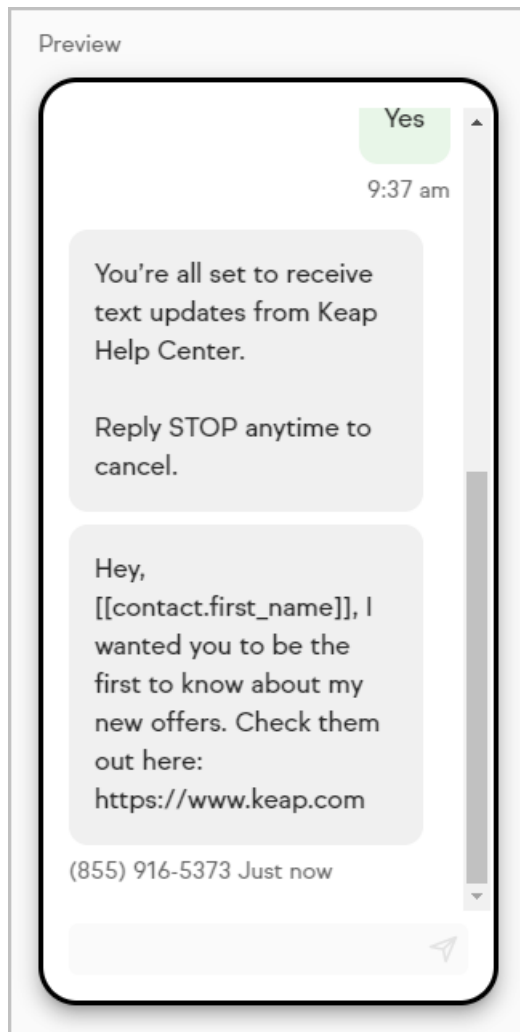
1. Click on Show opt-in message



2. The double opt-in process includes asking contacts if they want to receive a message asking the contact to opt-in



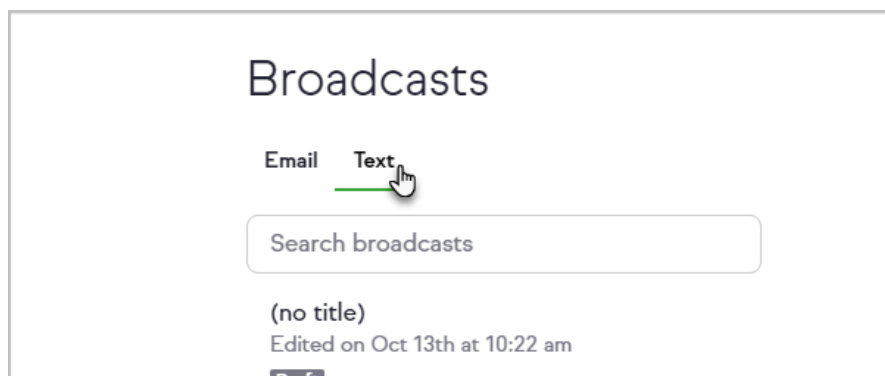
3. Once the contact opts in, a confirmation message for opt-in is sent and the broadcast message is sent



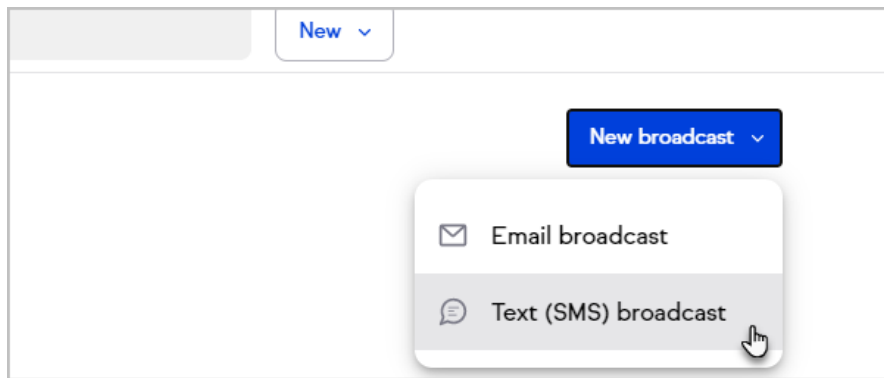
## Give feedback to Keap

While our marketing text message feature is in development and testing, you have the ability to share feedback directly to our engineering team. To submit your feedback, follow these steps:

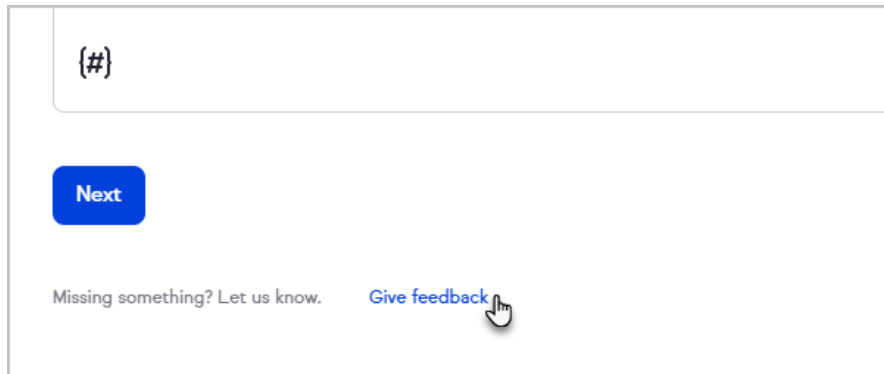
1. Navigate to **Broadcasts**
2. Click the **Text** tab



3. Click **New broadcast**
4. Choose **Text (SMS) broadcast**



5. Click **Give feedback**



## FAQs

You can learn more about our text message broadcast and automation features in this [FAQ article](#).

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