Text Marketing Reply Management

This article applies to:

Pro Max

The Text Marketing Number inbox allows you to converse with your customers and prospects that have replied to your automated text messages. Automated text messages come from either a Text Broadcast that you sent or from an Easy Automation that you've set up. This is a separate inbox from your Keap Business Line.

- 1. How it works
 - 2. Custom Opt-in Message

How it works

- 1. Go to Comms > Marketing number
- 2. You will be notified of any unread conversations.



3. Click on the contact's name to view the communication history and interact with the contact. *Please Note: It may take up to 6 hours for a new contact's name (rather than their phone number) to display in the Text Marketing Number Inbox.*

	Hey, Thomas! Act now and get 20% off this Memorial Day weekend. http://keap.li/EQNfQS		
TC I might take you up on that offer 🗧	∰ Sent from Memorial Day Announcement 8:28 am		
Thomas Cash 8:31 am	Let me know if you have any questions!		
	8:40 am		
Enter your text message			
02	Send		

4. Note that you can mark a conversation as unread so you can come back to it later. Just hover over the message and choose, **Mark as unread**.



5. Note that you can view when they opted in (or out) and from which marketing effort they are responding to

You are all set to receive text updates from Pi Staging Test App2. Reply STOP anytime to cancel.
Opt-in confirmation 8:28 am
Hey, Thomas! Act now and get 20% off this Memorial Day weekend. http://keap.li/EQNfQS
A Sent from Memorial Day Announcement 8:28 am

Custom Opt-in Message

Be sure to personalize your opt-in message for higher opt-in rates and better engagement!

1. Click on the ellipses at the top of the page and choose Marketing number settings



2. Click Double opt-in request settings



3. Enter your custom Opt-in message

Double op Contacts th them from y your messag	it-in request message at have not opted in will receive this message the first time you text your marketing number. They must reply YES to continue receiving ges.
Customiz	able message* Casey from Casey Hayes Consulting! I'll be sending offers and announcements from this number.
periodic	
Required	message (can't be edited) *

4. Close the Modal. Your message will be saved automatically.

←	Mark	teting	X	Marketing number	settings	~ !
	All TC Thom Let m	All Thorr	Number and pricing			Your (877)
		Let m Dou	Dou	uble opt-in request message	age	All auto
	RO	Ragh Ragha				♪