

# Text Marketing Reply Management

Last modified on: 11/21/2024 3:01 pm MST

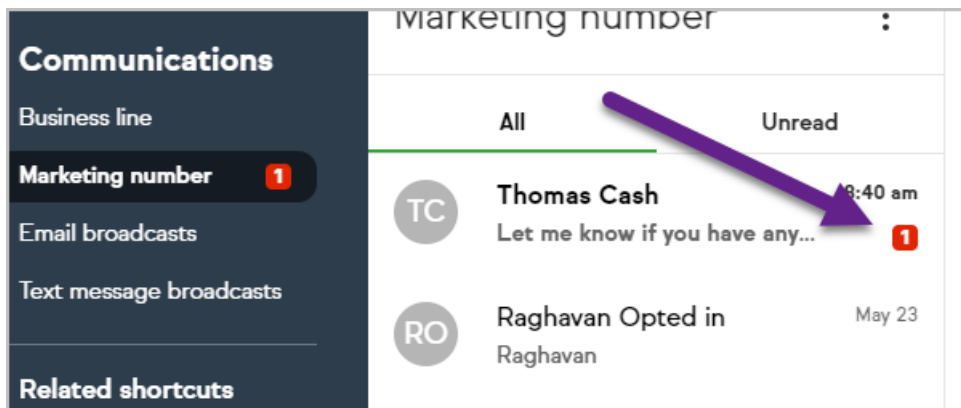
Tags: Keap-Pro Keap-Max

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.

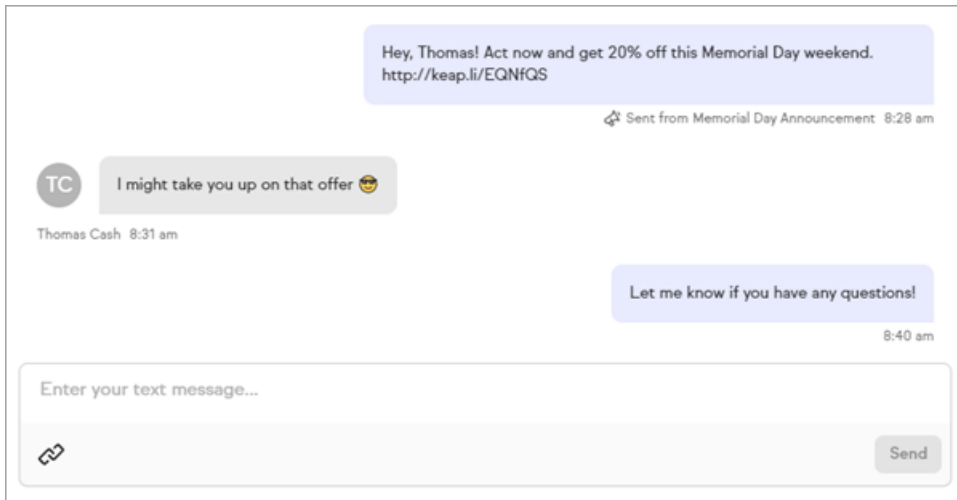
1. How it works
2. Custom Opt-in Message

## How it works

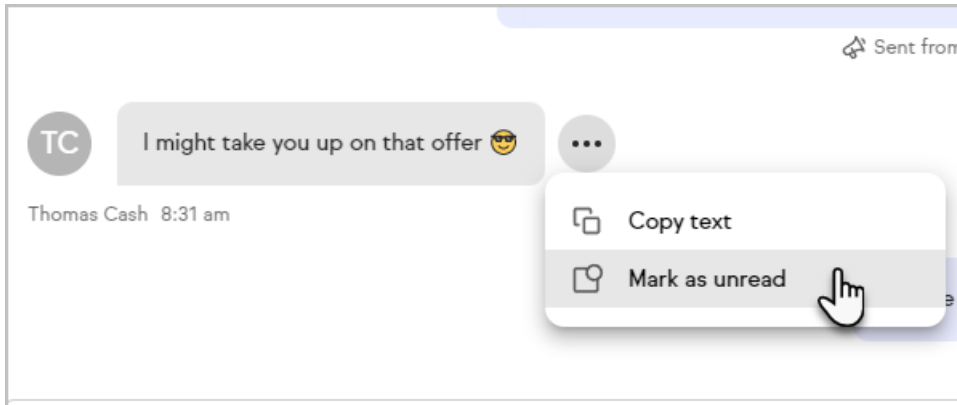
1. Go to **Comms > Marketing number**
2. You will be notified of any unread conversations.



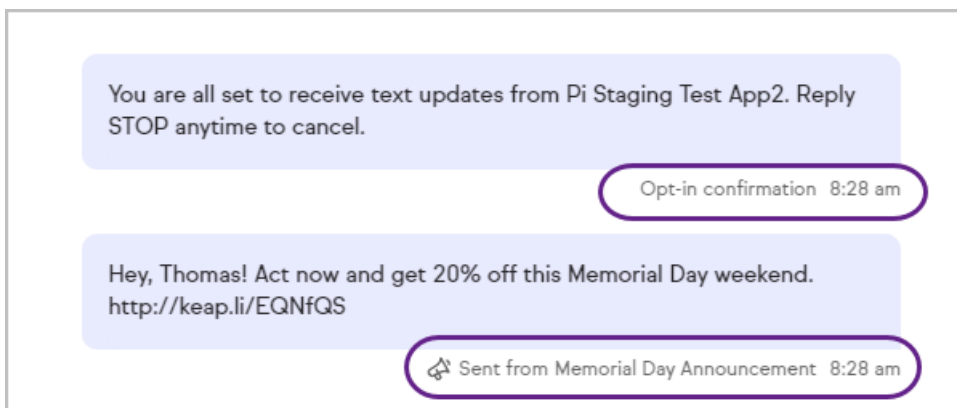
3. Click on the contact's name to view the communication history and interact with the contact. *Please Note: It may take up to 6 hours for a new contact's name (rather than their phone number) to display in the Text Marketing Number Inbox.*



- 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**.



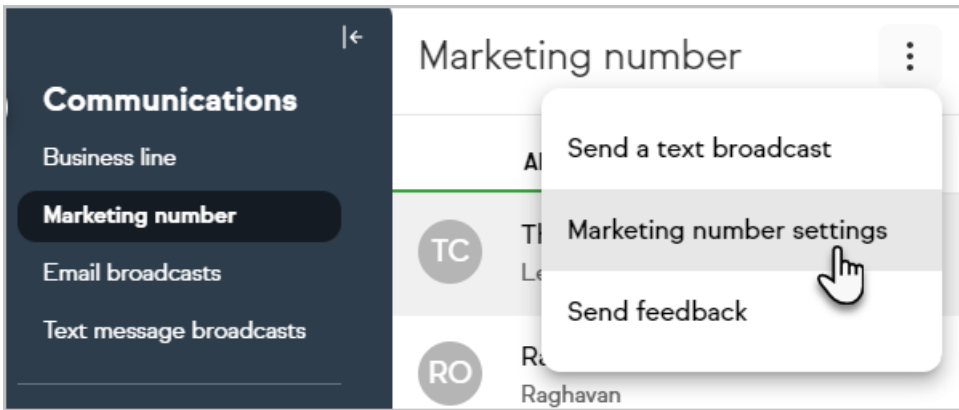
- Note that you can view when they opted in (or out) and from which marketing effort they are responding to



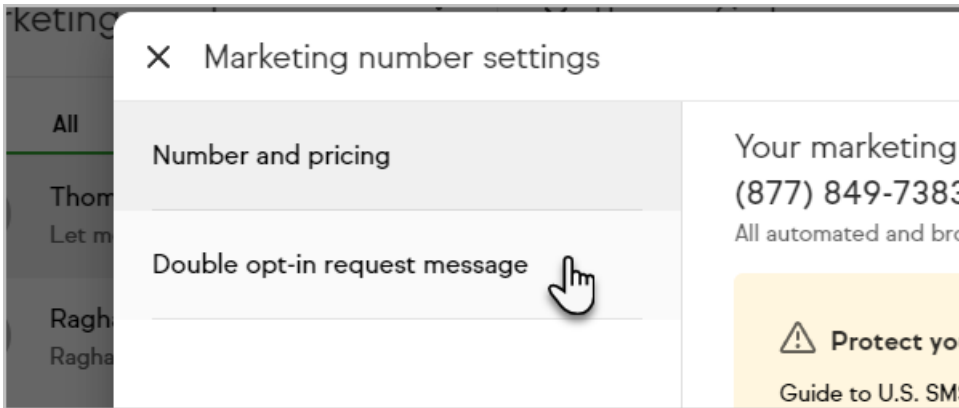
## Custom Opt-in Message

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

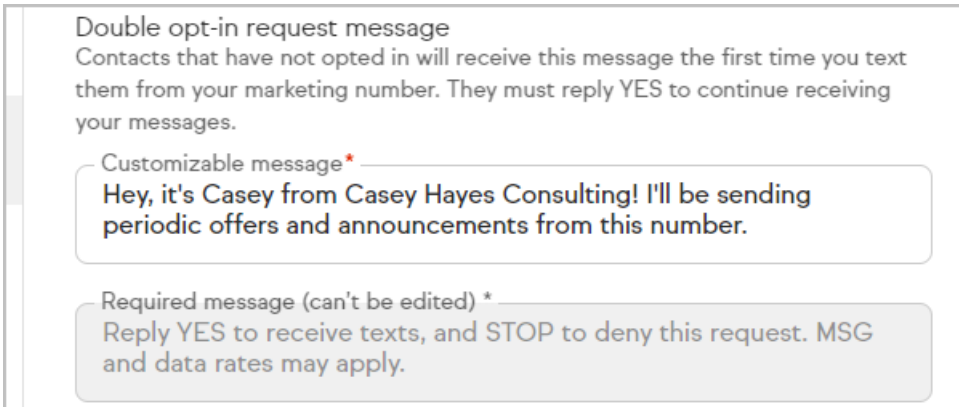
- Click on the ellipses at the top of the page and choose **Marketing number settings**



2. Click **Double opt-in request settings**



3. Enter your custom Opt-in message



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

