CoreNexa™ SMS

Handle Business Communications **from** Virtually Anywhere

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CoreDial has good support, reliable service, strong features, & a commitment to ongoing upgrades.

- Richard H.,
  CoreDial Partner

FAQ: CORENEXA™ SMS

In an increasingly mobile workplace, having ways to quickly communicate and collaborate with customers and coworkers from anywhere is more important than ever.

CoreNexa SMS opens up an essential communications channel that allows you to send text messages, photos, videos, and documents quickly and easily — all from your business number, protecting your personal information and projecting a more professional appearance.

800+ Channel Partners Nationwide | 30K+ Businesses | 350K+ End Users | 99.999%+ Network Availability

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CoreNexa™ UC | Contact Center | Account Manager

How do I send a text message?

Click on Messages in the left navigation pane within CoreNexa UC. Then, from the Create New icon, select New Text.

How do I know if my message was delivered?

Upon sending a message, a Delivered or Failed notification will display underneath the message.

Does CoreNexa SMS support emojis?

Yes. While typing a message, click the smiley face emoji, and a menu will pop up so you can select an emoji to insert.

Does CoreNexa SMS support MMS?

Yes, you can send images, videos or documents within a message.

What are the files supported for sending and receiving MMS?

The following file types are supported for sending and receiving MMS.

- Images: jpg/jpeg, png, gif, bmp, tif /tiff, svg
- Videos: 3gp, mp4, mpeg, flv, wmv, mov, avi
- Documents: vcf/vcard, zip, rtf, html, txt, pdf

How do I receive a text?

There is nothing that you need to do to start receiving SMS texts. Simply hand out your SMS number and you can start receiving texts within CoreNexa UC.

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Is there a limit to the number of recipients I add to a message?

You can add up to 9 additional participants.

Is there a maximum number of characters that I can send per message?

Yes, there is a limit of 1,000 characters per message.

Can I block numbers from sending me a message?

The option to exclusively block SMS or MMS is currently NOT available.

What devices can I use for sending and receiving SMS / MMS?

To send/receive texts, you will need to use CoreNexa UC, a browser, and an internet connection.

Is there a way to view date & time sent/received for a particular message?

Simply hover over any message and you will be able to see the date and time sent/received.

In an increasingly mobile workplace, having ways to quickly communicate and collaborate with customers and coworkers without the need for a voice call is more important than ever.

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Will I receive notifications for a new incoming text?

While in CoreNexa UC, you will receive in-app notifications. If you are logged into CoreNexa UC but on another tab, you will receive browser notifications and unread message counts.

Can I rename a text conversation?

Yes, once a conversation has started you can click on the message title to rename the conversation.

How do I leave/mute/unmute a conversation?

When you hover over a conversation, you will notice three dots for More Actions. Simply click on the three dots and an action sheet will appear. Select "Leave" to leave a conversation, or "Mute/Unmute" to mute a conversation.

How can I view previous message history within a conversation?

When viewing a conversation, simply scroll up to load previous messages.

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What is Hosted SMS?

The Hosted SMS service allows Partners to enable any telephone number for CoreNexa SMS, regardless of that number's voice/data carrier.

For example: If you have a telephone number with Level 3 for voice and your customer requests SMS, then their voice service would stay on Level 3 and you would simply SMS-enable the number for use with Bandwidth.

How much does CoreNexa SMS cost?

CoreNexa Partners can charge a monthly subscription fee for each seat on which SMS is active, in accordance with our Acceptable Use Policy.

For numbers serviced through Bandwidth: The suggested retail price is $4.95 per seat. CoreNexa will charge Partners $3 for each seat on which SMS is active.

For numbers serviced through other Carriers (Hosted SMS): The suggested retail price is $5.45 ($4.95 + $0.50) per seat. The charges include $4.95 for each seat on which SMS is active plus an additional $0.50 for the Hosted SMS service. CoreNexa will charge Partners a total of $3.35 ($3.00 + $.035) per seat, which includes $3 for each seat on which SMS is active and an additional $0.35 for the Hosted SMS service.

Where can I track my customers' SMS usage?

You can monitor the number of inbound and outbound SMS messages sent/received by your customers by accessing the SMS Usage report in Account Manager, under Reports > Activity > SMS.

How do I assign a number to a user?

Within Account Manager, there is a new SMS menu item under Services which will allow the ability to assign/unassign a number to a user.

Is there a way for multiple users to share a number?

Currently, only one user can be assigned to a number. In a future release, we will introduce shared numbers. With shared numbers, multiple users will have the ability to send/receive from the same number. We anticipate metered SMS/MMS pricing will apply to this feature.

Is there a way to send/receive from the CoreNexa Mobile app?

Currently, CoreNexa SMS is only available for use with CoreNexa UC. We are actively in development to offer the same functionality within the CoreNexa mobile app.

Does CoreNexa SMS work with any number?

Yes, with Hosted SMS, any domestic telephone number (TN) provisioned on the CoreNexa Platform can be SMS-enabled.

Why do I have to acknowledge the receipt of a signed LOA from Customer when provisioning a Hosted SMS service?

The CoreNexa platform uses Bandwidth as a provider of SMS Service for all domestic telephone numbers. Bandwidth requires a signed 'Letter of Authorization' (LOA) by the Customer to make changes to the service of a domestic telephone number which is currently served by a different carrier (non-Bandwidth Telephone Number).

Please make sure you have the LOA signed by your Customer on file prior to the provisioning of Hosted SMS. You will be requested to produce the LOA in case of a dispute.

I'm having issues sending/receiving messages.

Please reach out to CoreDial Technical Support with any questions or issues.

I'm having issues provisioning SMS for a non-Bandwidth telephone number.

Please reach out to the CoreDial LNP Team with any questions or issues related to Hosted SMS. A Hosted SMS case will be created in your CoreNexa Account Manager portal by default for all new Hosted SMS requests. You can view the case history in the LNP Cases tab. Please provide the case number to the LNP Team associate.

CoreNexa SMS protects your employee's personal contact information, gives your business a highly professional appearance, and creates a new channel for smooth, efficient communications with customers.

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