



CORENEXA™ SMS

Connect With Customers Instantly & Professionally



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

- Richard H.,
CoreDial Partner

CoreNexa SMS FAQ

In an increasingly mobile world, more and more customers are turning to text messaging for everything from placing orders to customer service, confirming appointments and getting technical support. Businesses looking for modern and effective ways to stay engaged with their customers know that SMS is a tool that gets the job done.

CoreNexa SMS allows you to send text messages, photos, videos and documents to customers at any time, from anywhere, and from any device via the CoreNexa browser client and mobile app (with support for the downloadable CoreNexa desktop app coming soon!). CoreNexa's Hosted SMS feature also enables you to activate SMS for any number regardless of that number's voice carrier! And because messages come from a business number (even when they're sent from an employee's personal device), communications are routed through the proper channels, and the employee's personal contact information is protected at all times.

Unleash the power of the modern workforce...

CORENEXA™

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.

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, their voice service would stay on Level 3 and you would simply SMS-enable the number.

How do I send a text message?

Browser Client: Click on **Messages** in the left navigation pane. Then, from the **Create New** icon, select **New Text**.

Mobile App: Click on **Messages** from the Dashboard. Then, click on the **+** icon in the top right-hand corner.

How do I know if my message was delivered?

Upon sending a message, a Delivered or Failed message indicator 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 you need to do to start receiving SMS texts. Simply hand out your SMS number and you can start receiving texts within your CoreNexa browser client and mobile app. Unread messages will display at the top of the list in bold.

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

You can add up to nine additional recipients.

Is there a maximum number of characters 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 block specific SMS or MMS messages is currently NOT available.

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

To send/receive texts you will need to use the CoreNexa browser client or mobile app. SMS support for the desktop app is currently unavailable, but is coming soon!

Is there a way to view a message's date & time sent/received?

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

Mobile App: Timestamps display for Android and require you to swipe left for iOS.

Will I receive notifications for a new incoming text?

While in the CoreNexa browser client, you will receive in-app notifications. If you are logged into CoreNexa but on another tab, you will receive browser notifications and unread message counts. Additionally, you will receive device notifications from the CoreNexa mobile app.

Can I rename a text conversation?

Yes, once a conversation has started you can click on the message title to rename the conversation. For the CoreNexa mobile app, simply click on the details of a text conversation to rename it.

How do I leave/mute/unmute a conversation?

Browser Client: 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.

Mobile App: Click on the details or on iOS swipe left to perform the same functions on the list view.

How can I view previous message history within a conversation?

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

If I send or receive a message, where can I view it?

The message remains available to access in both the CoreNexa browser client and mobile app.

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 per seat (\$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 per seat (\$3.00 for each seat on which SMS is active plus \$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 CoreNexa Automation Manager, under Reports > Activity > SMS.

How do I assign a number to a user?

Within CAM, navigate to Services and choose the SMS menu item to assign/unassign a user's number.

CoreNexa SMS allows you to send text messages, photos, videos and documents to customers at any time, from anywhere, and from any device via CoreNexa.

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.

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 asked 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 (e.g. issues with Hosted SMS).

Please reach out to the CoreDial Local Number Portability Team with any questions or issues related to Hosted SMS. By default, a Hosted SMS case will be created in your CAM portal for all new Hosted SMS requests and you can view the case history in the **LNP Cases** tab. Please provide the case number to the LNP Team associate.

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