CITK

DoNotDisturb (DND Split)

DND can now be set to individual channels (FB, SMS, Calls, Emails, GMB, WhatsApp) once they are integrated with the system.

What's changed?

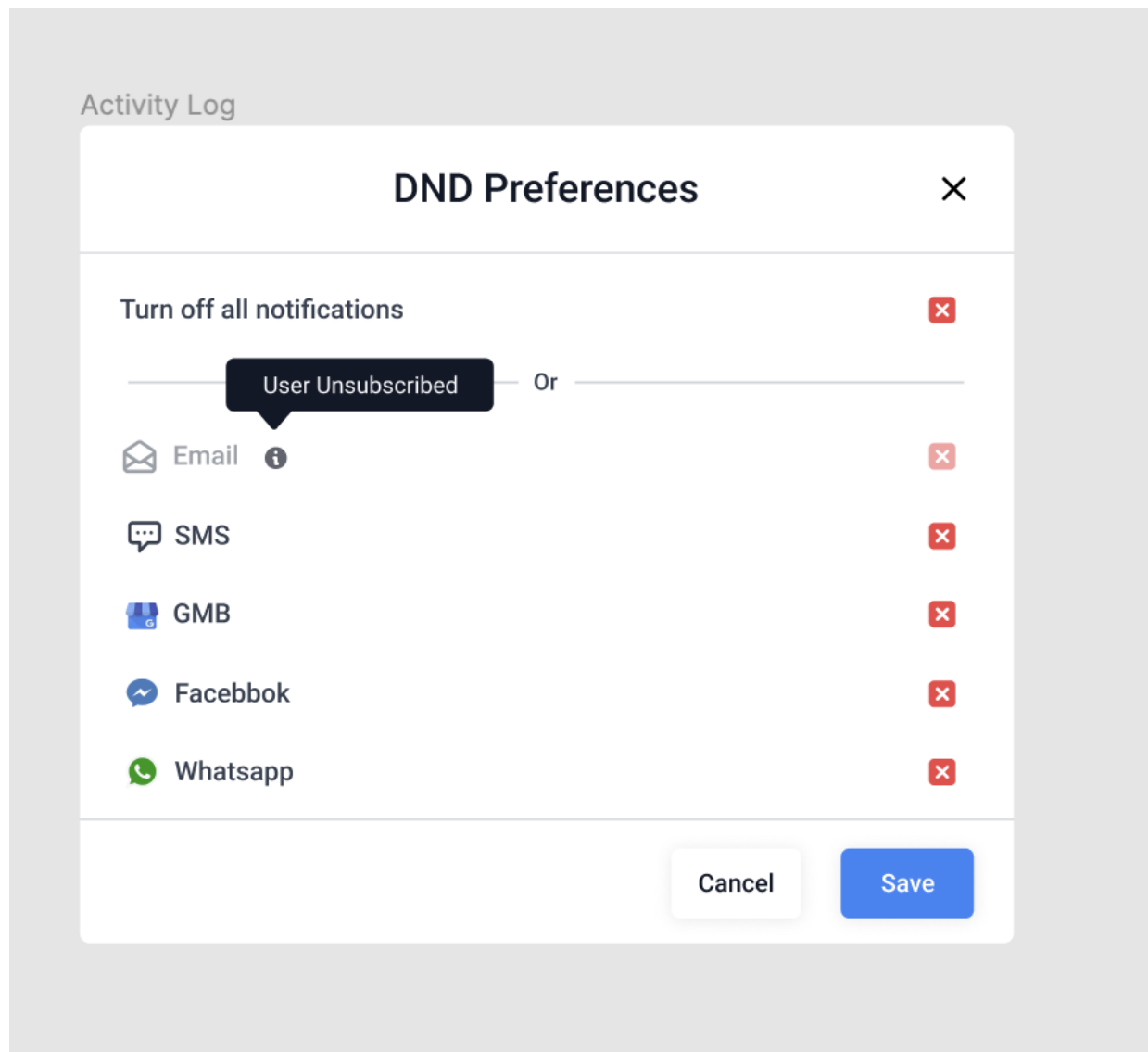**What integrations channels will this affect?**

EmailsHow does it work in the case of emails?

How to remove email DND for a Contact?

SMSHow does it work in the case of SMS?

How to remove SMS DND for a Contact?

Temporary -> Can be updated from within the contact record

What's changed?

- Contacts that had **DND switched ON** previously – The system will continue to respect their wishes
- Contacts that did **Not** have DND switched on previously, the system will continue as before

DND Statuses

- **DND 'On'** – now means NO automated/ manual outbound messages are permitted to go out (previously, we let people send outbound messages manually and only restricted 'Automated' messages)
- **DND 'Off'** – all automated/manual messages continue to work as usual
- **DND 'Partial'** – Some Channels are unavailable for Outbound messaging (THIS IS NEW!)

What integrations channels will this affect?

If the integrations *(FB, SMS, Calls, Emails, GMB, WhatsApp)* exist and are functional, they'll get enlisted as channels that HL Users can either enable or disable independently or all together at once.

← Rishabh Test

Contact　　　　　General Info　　　　　Additional Info

Date of birth

Contact Source

Tags

Add Tags

Contact Type

Lead ⌄

DND

DND all channels ☐

──────────── Or ────────────

✉ Email ☐

💬 SMS ☐

◍ Facebook Messenger ☐

Offers

Select Offer ⌄

If the Integrations drop or are disconnected please continue to re-connect. Once reconnected the previous state in which the contact DND was set to, would be respected - meaning if you DND'd a contact for FB Messenger, it'll continue to DND that contact in FB Messenger.

How does it work in the case of emails?

The system will **Auto-Enable DND** for contact if the criteria below is met:

- **ISP email permanent failures such as** bounce, generic, suppress-complaint, suppress-unsubscribe, and suppress-bounce. (Understanding Mailgun Suppressions)
- **When a recipient unsubscribes** or marks the email as **SPAM** (Mailgun complaint event).

Please Note:

> Location/agency users will then have the option to **disable** the DND from within the contacts record for all the above reasons, **except** when ma

When a user is marked as DND for any **bounce and or suppressions events,** please head into Mailgun or your ISP provider and remove the contacts email from the suppression list, then continue to validate the email before enabling the DND in the system.

How does it work in the case of SMS?

There are 2 ways in which the DND will be enabled:

1. If the customer replied with **Opt-Out keywords** like **STOP, UNSTOP, UNSUBSCRIBE, or CANCEL**
2. If we get 30003, 30004, 30005, 30006 any of these error codes from Twilio

Response Code	Code Description	Remediation
30005	User Inactive/Number does not exist	Enable Temporary DND
30003	Out of Service/Carrier Filtering	Enable Temporary DND
30004	Do not want SMS/DND enabled	Enable Permanent DND
30006	Landline/Incapable to receive SMS	Enable Temporary DND

Two types of DND will be applied to a contact

1. **Temporary ->** If we get **30003, 30005** and **30006**
2. **Permanent ->** If we get **30004** or receive Opt-Out keywords mentioned above

- **Temporary ->** Can be updated from within the contact record
- **Permanent ->** <u>Cannot</u> be updated from within the contact record, it can only be removed if the contact replies with **START** or the agency shares the contact's **Opt-in info** with support. Once approved, support will remove the contacts DND.

Please Note:

> When sharing your opt-in info please include the relationship number(s), contact, and a loom showing the contacts opt-in permission