

CITK

Consent checkbox for compliance



You now have the capability to ensure compliance by obtaining consent from your contacts when collecting their phone numbers.

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Introduction to consent checkbox in calendars

We've introduced a new feature that allows you to include a consent checkbox in your calendar settings. This checkbox will be displayed on the booking form when your contacts provide their phone numbers during appointment bookings.

Why is this important? It's crucial for compliance, particularly in relation to A2P 10 DLC regulations. This feature helps you avoid compliance issues with telecom providers.

Here's how it works

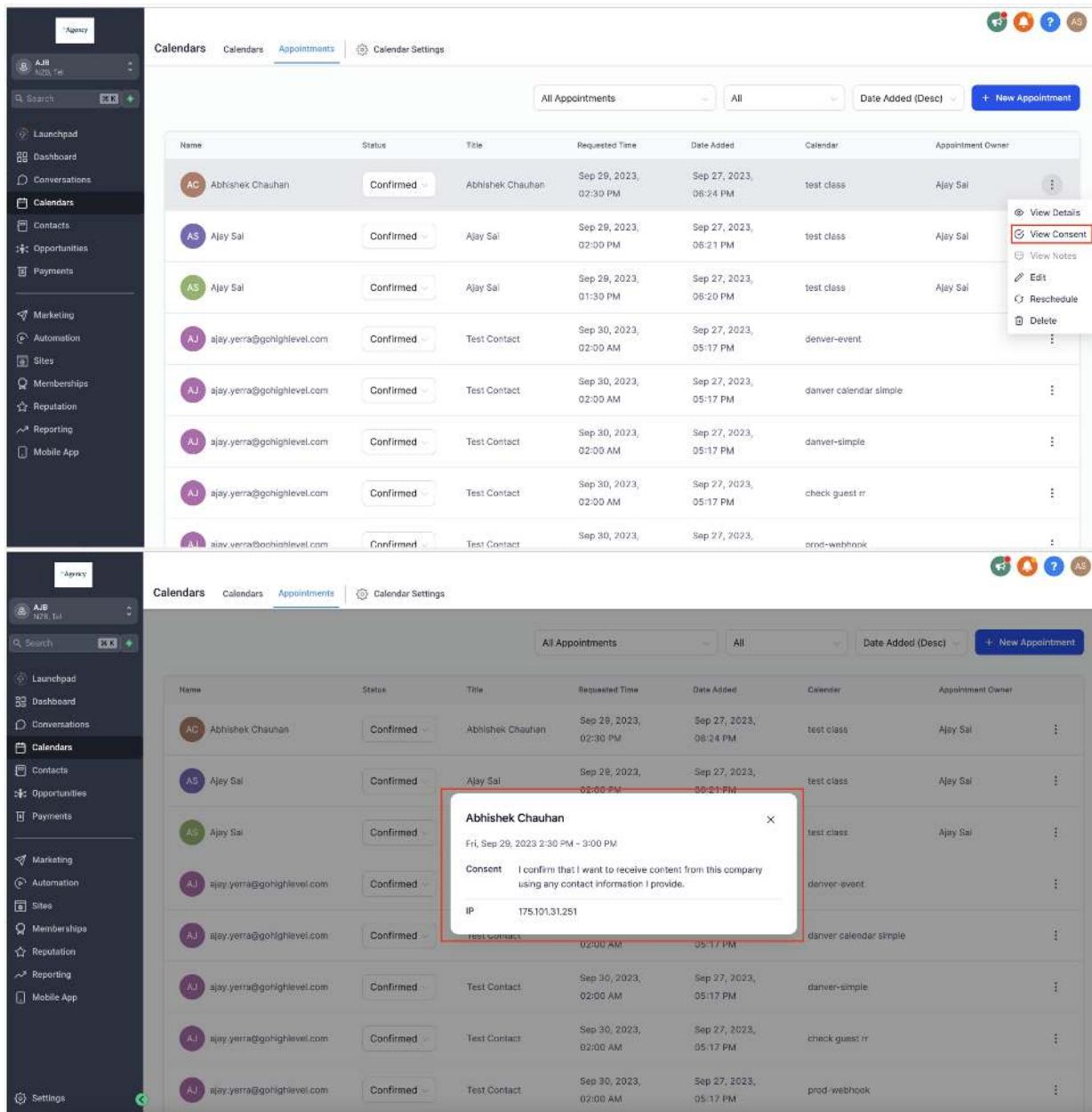
When you choose a default form in your Calendar settings, you'll notice an option called "show consent checkbox." By default, this option is enabled, but you can disable it if needed. However, we strongly recommend keeping it enabled to ensure that you capture essential information such as consent and the IP address of the contact who agrees by checking the checkbox during the appointment booking process.

You also have the flexibility to customize the text of the consent checkbox to align with your specific requirements.

View consent

Once an appointment with consent is booked, you can easily access the consent details in two convenient ways:

Appointment List View: Click on the three dots menu for the specific appointment, and select "View Consent." This will display the consent information associated with that appointment.



The screenshots illustrate the 'View Consent' feature in a CRM application's appointment list view. The top screenshot shows the appointment list with a context menu open for the first appointment, where the 'View Consent' option is highlighted. The bottom screenshot shows the 'View Consent' modal open for the same appointment, displaying the consent text and IP address.

Appointment List View (Top Screenshot):

Name	Status	Title	Requested Time	Date Added	Calendar	Appointment Owner
Abhishek Chauhan	Confirmed	Abhishek Chauhan	Sep 29, 2023, 02:30 PM	Sep 27, 2023, 08:24 PM	test class	Ajay Sai
Ajay Sal	Confirmed	Ajay Sal	Sep 29, 2023, 02:00 PM	Sep 27, 2023, 08:21 PM	test class	Ajay Sal
Ajay Sal	Confirmed	Ajay Sal	Sep 29, 2023, 01:30 PM	Sep 27, 2023, 08:20 PM	test class	Ajay Sal
ajay.yerra@gohighlevel.com	Confirmed	Test Contact	Sep 30, 2023, 02:00 AM	Sep 27, 2023, 05:17 PM	denver-event	
ajay.yerra@gohighlevel.com	Confirmed	Test Contact	Sep 30, 2023, 02:00 AM	Sep 27, 2023, 05:17 PM	denver calendar simple	
ajay.yerra@gohighlevel.com	Confirmed	Test Contact	Sep 30, 2023, 02:00 AM	Sep 27, 2023, 05:17 PM	denver-simple	
ajay.yerra@gohighlevel.com	Confirmed	Test Contact	Sep 30, 2023, 02:00 AM	Sep 27, 2023, 05:17 PM	check guest rr	
ajay.yerra@gohighlevel.com	Confirmed	Test Contact	Sep 30, 2023, 02:00 AM	Sep 27, 2023, 05:17 PM	prod-webhook	

Consent Modal (Bottom Screenshot):

Abhishek Chauhan

Fri, Sep 29, 2023 2:30 PM - 3:00 PM

Consent: I confirm that I want to receive content from this company using any contact information I provide.

IP: 175.101.31.251

Consent checkbox for compliance : CITK

Contact's Activity Tab: In the contact's activity tab, you'll notice an icon next to appointments for which consent was provided during booking. Clicking on this icon will reveal essential appointment details, including the consent text accepted by the contact, as well as the contact's IP address at the time of providing consent.

