



# Unite Company Messaging

## TAKE BUSINESS TEXTING TO THE NEXT LEVEL

Increase customer satisfaction by giving customers a convenient way to communicate with your business. 90% of customers prefer text messages over direct phone calls<sup>1</sup>.

Unite Company Messaging enhances customer interaction by enabling the ability to send and receive rich text (SMS) and picture messages (MMS) to and from your main company number or toll-free number.\*

## COMPANY MESSAGING IS INTEGRATED WITH UNITE

Company Messaging lets Unite admins easily create specific groups of one or more users to send/receive messages from a main business phone number – all within the Unite desktop and mobile applications. With Company Messaging, businesses can also categorize phone numbers to make it easier for employees to quickly understand the context of the messages (for example, you can title a Company Messaging group as “Sales” or “Support”) to communicate more effectively.

This Unite add-on feature improves communication efforts with customers by providing fast and customized responses. The interface is integrated into the Unite application making it easy for your employees to use and understand. With Company Messaging your customers now have a way to get instant responses via text directly from subject matter experts within your company.

Company Messaging gives your customers what they want...a convenient way to communicate with your business.

## EASILY MANAGE CUSTOMER TEXT MESSAGES WITH COMPANY MESSAGING.

Company messaging conversations are under a separate tab in the left panel of the Unite desktop app.

Ability to receive and send SMS

See SMS threads for all company messaging groups that are accessible.

View historical company conversations.

Mute/Unmute

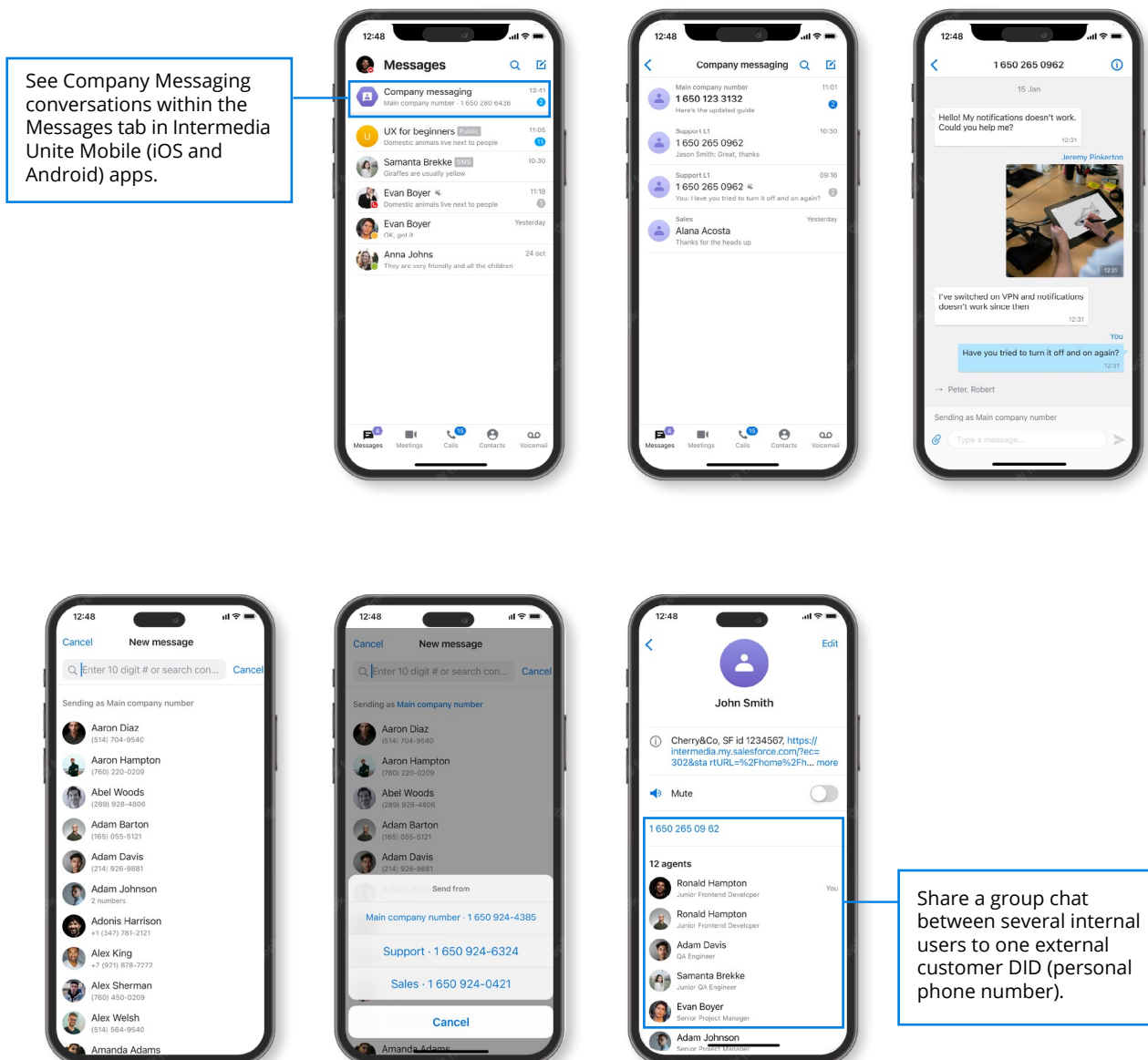
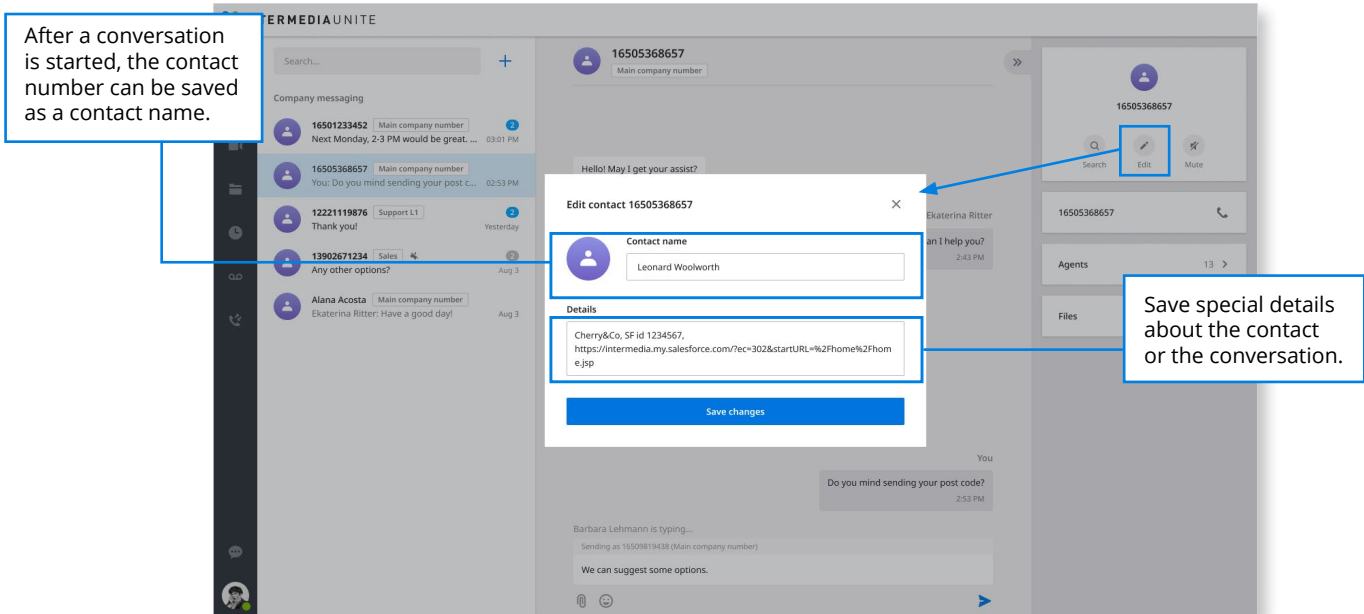
Ability to receive and send MMS attachments

The screenshot shows the INTERMEDIA UNITE desktop application. On the left, a sidebar contains a 'Company messaging' tab. Below this tab, a list of messaging threads is displayed, each with a contact icon, a name, and a status. One thread is selected, showing a conversation with '16505368657'. The main window displays the conversation history, including text messages and an MMS attachment of a headset. On the right, a panel titled 'Agents (13)' lists team members with their names and roles. Callouts with blue boxes and arrows point to specific features: the 'Company messaging' tab, the selected conversation thread, the MMS attachment, the 'Agents' list, and a 'Mute/Unmute' button in the sidebar.

Start a new SMS conversation with any US or Canadian number, or a saved contact.

Choose a company number from which to send a message. Each number can be named: Main Company Number, Sales, or Support.

This screenshot shows the 'New message' dialog box overlaid on the main application interface. The dialog has a title bar with a close button. It contains two input fields: 'From' and 'To'. The 'From' field has a dropdown menu with 'Main company number (1650554444)' selected. The 'To' field has a placeholder text 'Enter 10 digit phone # or search contacts'. At the bottom of the dialog is a blue button labeled 'Start conversation'. A callout box with a blue border and text points to the '+' icon in the top left of the main interface, indicating how to initiate a new message. Another callout box points to the 'From' dropdown menu, explaining that users can choose from named company numbers like 'Main Company Number', 'Sales', or 'Support'.



## **How is Company Messaging different from standard SMS (texting) within the Unite application?**

Unite is already set up to communicate via SMS (texting) and MMS (pictures) from within the Unite application from a user's personal business number. This is considered person-to-person texting. Company Messaging is SMS and MMS communication from a company's main business number or toll-free number. This allows customers to receive immediate and informed responses from an individual or a group of individuals tied to that Company Messaging number. Both standard SMS and Company Messaging are bound to an acceptable use policy.

### **SMS/Company Messaging - Acceptable Use Policy**

Intermedia's business texting feature, including Company Messaging, allows users to send and receive SMS (text) messages through the Desktop and Mobile application to and from U.S., Puerto Rican and Canadian numbers.

Intermedia's SMS service (including Company Messaging) has been designed and provisioned only for person-to-person messaging (that is, two-way messaging whereby nearly all messages you send out receive a reply). Intermedia's SMS and Company Messaging services are not intended to be used for broad-based outbound campaigns.

If you plan on using SMS for broad-based outbound campaigns (such as bulk sales/marketing communications, collections efforts, billing/delivery notifications or alerts, appointment notices and reminders, etc.), whereby you are sending out repeat messages that typically receive a small fraction of replies, then, to prevent your messages from being blocked by carriers, you must either (a) confirm with your Intermedia account administrator that your account has been registered, through Intermedia's Support team, for these types of uses or (b) use Intermedia's Contact Center solution to send bulk outbound SMS messages.

For further information regarding the permitted uses of, and restrictions on, Intermedia's SMS and Company Messaging Services, please refer to the Master Service Agreement, Product Schedule (Intermedia Unite), Acceptable Use Policy and other documents applicable to the Intermedia Unite service, all of which are available at <https://www.intermedia.com/legal> (click on your relevant geographic region, then review the documents posted under "Product Agreements" and "Policies").

\*Toll-free numbers are SMS/text

## **QUESTIONS? CONTACT US TODAY!**

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