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Inbox (Mobile App) C.J - 2025-06-21 - Comments (0) - App Pages

Wondering how you'll manage individual conversations when people reply to your text messages?

The Inbox tab in your mobile app allows you to view and manage all of your individual conversations with your contacts:





Receiving Push Notifications

You can tap the "bell" icon to receive push notifications on your phone whenever a new reply comes in.

3:47 all ? 🗈		
≡	Inbox	
Sea	rch messages	
All	▼ Group ▼ Mark al read	d
	an hour ago <u>Katie Lawrence</u> Can I get some help?	
	13 days ago <u>Sam Pelton</u> Do you have overnight shipping?	
		Ð

Filtering Conversations

You can use the search bar to filter the conversations by recipient contact info (name, phone number) as well as by message content.

Select "Mark all read" if you want all of the conversations to be designated as "read"

You can also use the drop-down options to filter the conversations according to whether or not they have been assigned to one of your account users, or if they have been archived.

Viewing, Assigning, Archiving, and Unsubscribing Conversations You can view and take actions on a conversation by tapping the thread.

You'll be able to see the history of your conversation and there will be several actions you can take.



Selecting the "crossed out chat bubble" icon will allow you to permanently unsubscribe the recipient from your contact list. You can do this if the subscriber indicated that they no longer want to receive messages, but didn't reply with the <u>STOP</u> response that removes them automatically.

3:24			.1	२ ■	
<	Sam	Pelton	R	a 🛱	
Apr	Apr 25, 2023 at 10:32 am - Joined (3rd Party Sync)				
	Unsubscribe User with Are you sure you want to unsubscribe the User?				
	No	Ye	S		
Do you	have overnight sh 10:4	ipping? Ю AM ✓✓			
	Expires tom spring clean unbeatable hadleys-bou	orrow! Don't ing sale! Ch deals here: I tique.com	: miss ou leck out a https:// 10:58	r all the AM ✓✓	
⊕ Тур	e a message			>	
	0/160 charad	ters in 1 SMS	\$		

Selecting the "person" icon will allow you to assign the conversation to a designated user on your account (or unassign a conversation that was previously assigned). This allows you to keep track of which users are responsible for different conversations.



Selecting the "box" icon will "archive" the conversation. Archived conversations will disappear from the Inbox view, unless you select the "Archived" option from the filter drop-down. (Tapping this box on an archived conversation will "unarchive" it so that it will again be viewable within the Inbox.)

3:31 ••• ♥ ■ Katie Lawrence 🛛 🛓 🖀
May 8, 2023 at 2:52 pm - Joined (3rd Party Sync)
Test 2:53 PM VV
Can I get some help? 2:58 PM XX
Type a message
U/16U characters in 1 SMS

Tapping on the chat bubble of a message you've sent will reveal your account's phone number that was used to send the message.

May 8, 2023 at 2:52 pm - Joined (3rd F Fror Can I get some help?	Party Sync) n: +1 402 674 8196 Test 2:53 PM ✓✓
+ Type a message	>
0/160 characters in 1 SMS	

You can type in a new message to send to the recipient using the text box toward the bottom. The "+" icon will allow you to add different elements to your message, including <u>an image</u>, your account's <u>Contact Card</u>, your recipient's name, a <u>trackable link</u>, and any custom fields you've set up on your

account.



3:36		ıı ≎ ∎	
<	Katie Lawrence	R 🔒 🗰	
What u	and you like to add to your m	20000002	
What w		lessage:	
	Image		
	Contact Card		
	Names		
	Link		
	Custom Field		
	Cancel		

When you're ready to send the new message, you can tap the "paper airplane" icon.

3:42		ul 🗢 🗊
<	Katie Lawrence	R 🛔 🛱
May 8, 20	23 at 2:52 pm - Joined (3rd F	Party Sync)
	Fror	m: +1 402 674 8196
		Test 2:53 PM ✓✓
Can I get son	ne neip? :58 PM 🗸	
You bet! common tracking	How can I help? Click I questions and answer id=1489621]]	here for :: [[link
	97/160 characters in 1 SMS	3