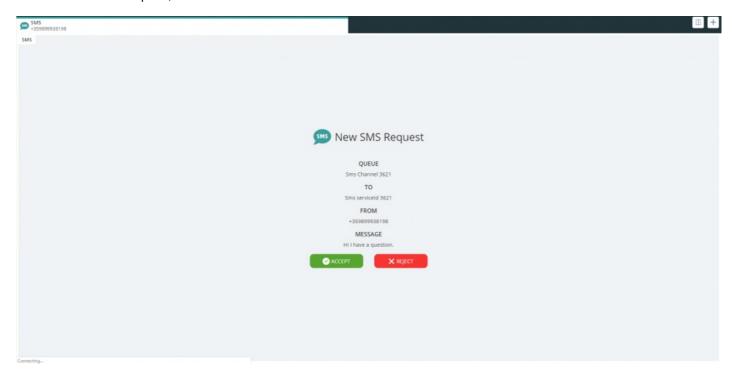
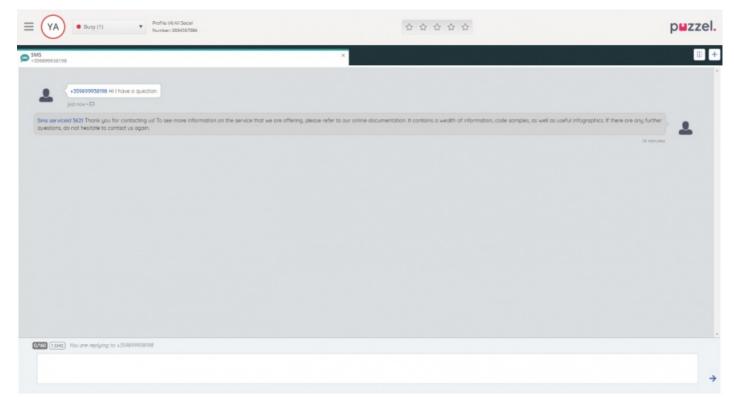


SMS as a Channel

The SMS Channel is not much different from all other sources. Whenever an agent is logged into the Agent Application, they receive a standard request, which looks like this:



Once they accept the request, they are presented with the standard layout for this request. This looks like this:



The layout can be subdivided into the following sections:

1. Header – this is the topmost section of the application. It contains the type of Media Source – in this case – SMS. It also contains a close button, which can be used to close the request, once this is handled.



- 2. Message Section this is the middle section, which contains all available communication for this request.
- 3. Reply Section this are is the place where an agent can post their reply and send it out. It contains the reply text area, along with the send icon.

Additionally, it contains a few elements, which are newly introduced and specific to SMS. These are:

- 1. Character count 0/160 this symbol keeps track of the characters remaining. Since SMS has a char limit of 160 characters, this comes in handy.
- 2. SMS Count another counter, which is displayed next to the character count, is the SMS count. Once the agent goes over a single SMS, this counter is updated. It looks like this:

 The total limit on SMS is 8 messages.