SMS (Web) Survey Unsubscribe

SMS Survey and SMS Web survey has functionality that allows end-users to unsubscribe. The end-customer has of course not subscribed to SMS Survey, so unsubscribe here means stop receiving SMS from this Survey. If an end-user unsubscribes, her mobile number is put into the services existing deny list.

SMS Survey uses the generic SMS Keyword NOSURVEY and score -1 to unsubscribe. If you want to inform about the SMS Survey unsubscribe option, you must write about it in the SMS Survey message itself, e.g. Please tell us how you experienced our customer service by answering with a number between 1 and 6, where 6 is the best. If you dont want to receive SMS Survey after calling us in the future, please send answer NOSURVEY or 1

After choosing to unsubscribe, the end-user receives a SMS receipt confirming that the unsubscribe was successful.

SMS Web Survey has a new red button where end-users can choose to unsubscribe. Instead of rating, the end-user simply presses the Stop Survey button. Clicking the button takes the End-user to a new page that confirms that the unsubscribe was successful.

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