

## **Tech Tip Tuesday—November 27th, 2018**

### **SMS (Texting) Options from Livery Coach**

As most of you are no doubt aware, Livery Coach has the ability to use an SMS (texting) provider to send (text) to a mobile phone with information such as chauffeur info, status, etc.

For most of you, our recommended solution is to set up service with ZipWhip, since the messages then come from your main telephone number or other number that you choose, and ZipWhip provides a web interface to reply if your customer wants to text back and forth.

(If you are not a current customer of ZipWhip but want more information, we suggest calling Dan Westra at 206-216-4962 or via email [dwestra@zipwhip.com](mailto:dwestra@zipwhip.com).)

The only weakness, if you can call it that, with ZipWhip, is that in the past, their international coverage in some countries has not been strong. So if you had lots of passengers with phone numbers that aren't based in North America, and especially if they also were traveling in some countries outside North America, the text message might not always have been delivered. (We have been informed by ZipWhip that their international coverage has dramatically improved in the past couple of years, though. If you have specific questions about specific countries, we will defer to Dan Westra, as he would have the latest information.)

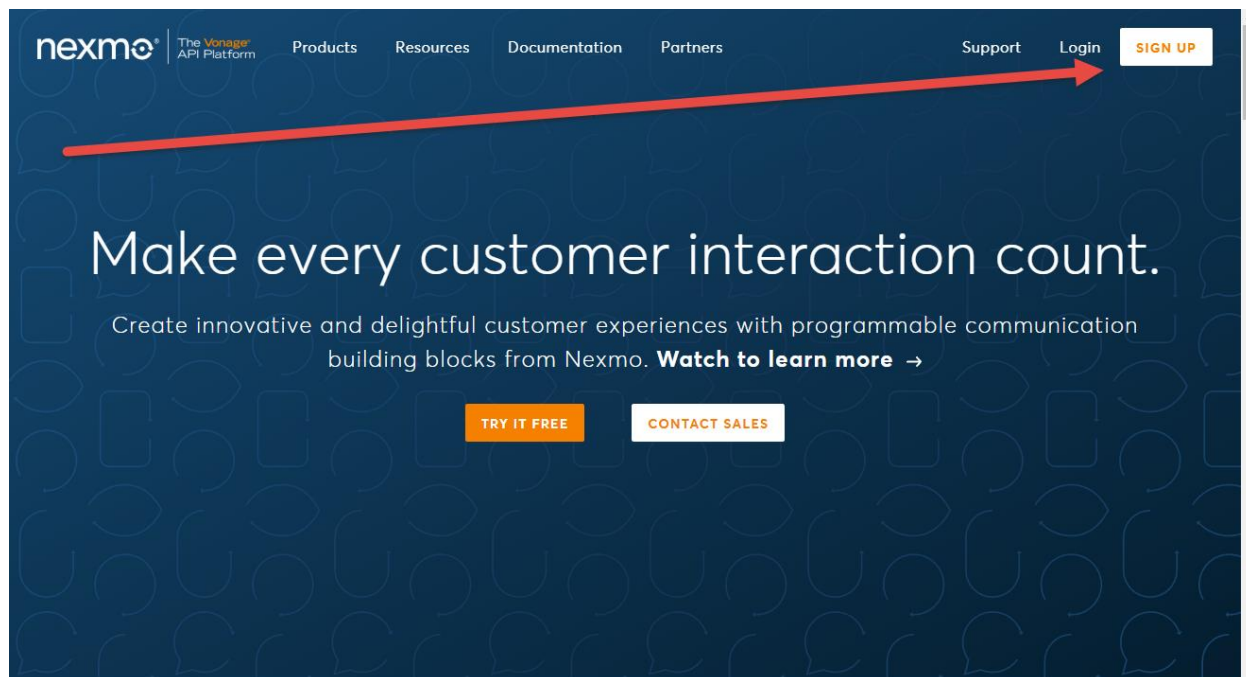
To provide better international SMS coverage, we enhanced the system a few years ago so that it could "split dial", which means that it could use ZipWhip for all your North American phone numbers, and the alternate provider just for International SMS. We had a master account with the alternate provider (Tropo), and resold the messages.

Recently, Tropo (which has been bought out by Cisco) has informed us that they will no longer offer this SMS service. Therefore, we have added a new provider, Nexmo, to handle SMS for international messages or if you choose not to sign on with ZipWhip. Nexmo claims to have better international delivery than Tropo.

Based on our records, most of you are not currently using the International SMS feature with the 2<sup>nd</sup> provider (if you are, we have contacted you separately).

If you would like to enable split dial for International SMS, or if you don't use ZipWhip and for some reason their solution is not appropriate for you but you still want to have SMS, you will need to set up an account with Nexmo (we are getting out of the business of buying and reselling SMS messages).

To do so, navigate to [www.nexmo.com](http://www.nexmo.com) and click on "Sign Up" in the upper right corner of their home page.



Once you go through the signup process, you will be provided with a “Key” and a “Secret” value. Please provide them to our support team, and we can configure your LCComm accordingly.

Again, if you are only using our recommended provider, ZipWhip, then there is nothing you need to do.

Please let us know if you have any questions.