MOVIUS

SMS Opt-In Disclaimer Only

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Read on to learn about SMS Opt-In Disclaimer Only.

Overview

Opt-In Disclaimer Only is a texting disclaimer that does not require a mandatory response. In this flow, businesses provide consumers with a texting disclaimer, but the consumer is not required to respond with a "YES" to continue receiving messages. While consumers are not required to respond positively to the disclaimer, it should include clear instructions on how to opt-out. Typically, consumers can reply with keywords like "STOP" or "UNSUBSCRIBE" to discontinue receiving messages.

Before you start

- Your organization administrator determines whether you have SMS Opt-In Disclaimer Only turned on.

SMS Opt-In Disclaimer Only flow

MultiLine User initiates the Opt-In Flow

When you message a client at a number that you haven't messaged with previously, the customer will see a texting disclaimer that gives the required information and how they can opt-out from receiving further messages, if desired.

- **Default:** [Auto Message] You are receiving messages from <Employee Name> on behalf of <Company Name>. To opt out, reply STOP.
- **Note:** <Employee Name> will show the MultiLine user's name as it was submitted by the MultiLine Admin in the MultiLine Management Portal.

Opt-Out Flow

The client can choose to reject messaging at any time by replying to the message conversation with STOP.

If the client opts out, you'll see a notification letting you know you can no longer message with the client.

- **Default:** [Auto Message]: Your contact has opted out. No further messages can be sent to this contact until they have provided their consent again.

The client will also see a message letting them know they have successfully opted out and how to undo their decision, if desired.

- **Default:** [Auto Message]: Opt out confirmed. If you change your mind, please reply with a new message.

Client initiates the Opt-In Flow

When a client tries to message you first, and you haven't messaged together previously at that number to establish opt-in, the client will automatically see a notification message.

- **Default:** [Auto Message] You are messaging with <Employee Name>. To opt out, reply STOP.
- **Note:** <Employee Name> will show the MultiLine user's name as it was submitted by the MultiLine Admin in the MultiLine Management Portal.