



Business Messaging | SMS and MMS Setup

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Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) in Zoho Voice

Zoho Voice has SMS and MMS functionality for you to better engage with customers even when they're offline. Zoho Voice supports local 2-way SMS and MMS services in the US and Canada, and international 1-way SMS to over 100 countries.

Numbers

Two-way local SMS and MMS are powered by local numbers from US and Canada. You can send and receive local SMS and MMS in the respective countries. Global one-way SMS is powered by the same local numbers. But, your recipients receive it from either a short code or a long code depending on what is supported in the destination country.

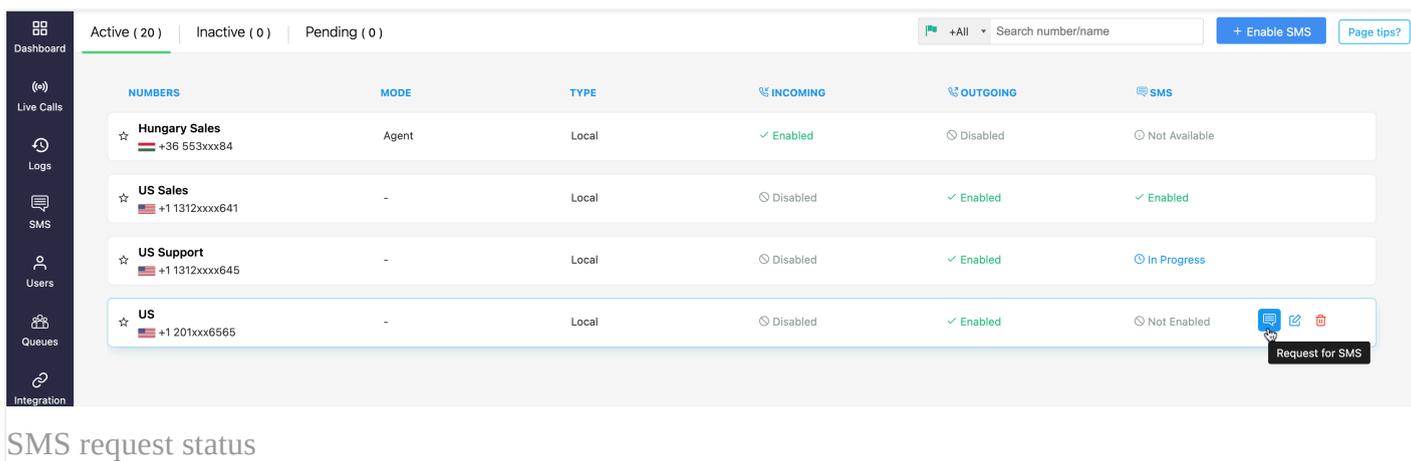
 **Enabling SMS and MMS services for Ported Numbers may take up to 7 business days.**

 One-way SMS is blocked in some regions including the EU and UK.

How to activate SMS and MMS for your Number?

SMS and MMS services are supported for Local numbers in the US and Canada. Usually, these numbers are set up for voice calls only. If you want to activate SMS and MMS for the numbers you buy, contact Zoho Voice support. Sometimes, you can enable SMS for Personal and Toll-Free lines as well. However, there is no guarantee that the SMS can be enabled for these numbers.

On the Call Config page, you can review information about all the phone numbers you've acquired. If SMS is not activated for a specific number, the SMS column will show "**Not Enabled**." If the SMS column indicates "**Not Available**," it means that SMS cannot be enabled for that particular number.



The screenshot shows the Zoho Voice Call Config page. At the top, there are filters for 'Active (20)', 'Inactive (0)', and 'Pending (0)'. A search bar and a '+ Enable SMS' button are also visible. The main table has columns for NUMBERS, MODE, TYPE, INCOMING, OUTGOING, and SMS. The SMS column shows various statuses: 'Not Available', 'Enabled', 'In Progress', and 'Not Enabled'. A 'Request for SMS' button is shown next to the 'Not Enabled' status.

NUMBERS	MODE	TYPE	INCOMING	OUTGOING	SMS
☆ Hungary Sales +36 553xxx84	Agent	Local	✓ Enabled	⊙ Disabled	⊙ Not Available
☆ US Sales +1 1312xxxx641	-	Local	⊙ Disabled	✓ Enabled	✓ Enabled
☆ US Support +1 1312xxxx645	-	Local	⊙ Disabled	✓ Enabled	⊙ In Progress
☆ US +1 201xxx6565	-	Local	⊙ Disabled	✓ Enabled	⊙ Not Enabled

To create a new request to enable SMS/MMS for a number,

1. Click the **Enable SMS/MMS** button at the top right corner or hover over a number and click the **Request SMS/MMS** icon.
2. Enter the number details, attach an ID proof, and click **Submit**.
3. Our team will receive the request and will initiate the process. The status in SMS/MMS column will be changed to "**In Progress**".
4. Once enabled, we'll notify you and change the status to "**Enabled**".

SMS Request

NUMBER: +1 312xxxx123

COUNTRY*: United States

ADDRESS PROOF*: Business Registration Doc

COMMENTS: Please enable SMS for this number. I have attached my business registration document.

Note: Enabling SMS functionality for a number takes 3-4 business days.

Cancel Submit

ⓘ **Approved ID proofs:**

Business registration document

Government issued ID such as Passport, Driving License, etc. with name and address.

How to send SMS/MMS?

You can send and receive SMS and MMS from the Messages module and carry out chat-like conversations with your customers and prospects using text and multimedia files in the US and Canada. If you send international SMS, your customers cannot respond to it.

To send a new SMS/MMS,

1. Go to the Message module, and click the **New Message** button at the top right corner.
2. Select the **Sender ID from** the list of SMS enabled number(s) you have.
3. Enter the contact's phone number or name, and select the recipient.
4. Now, type the message and attach files if necessary.
5. Click **Send**.

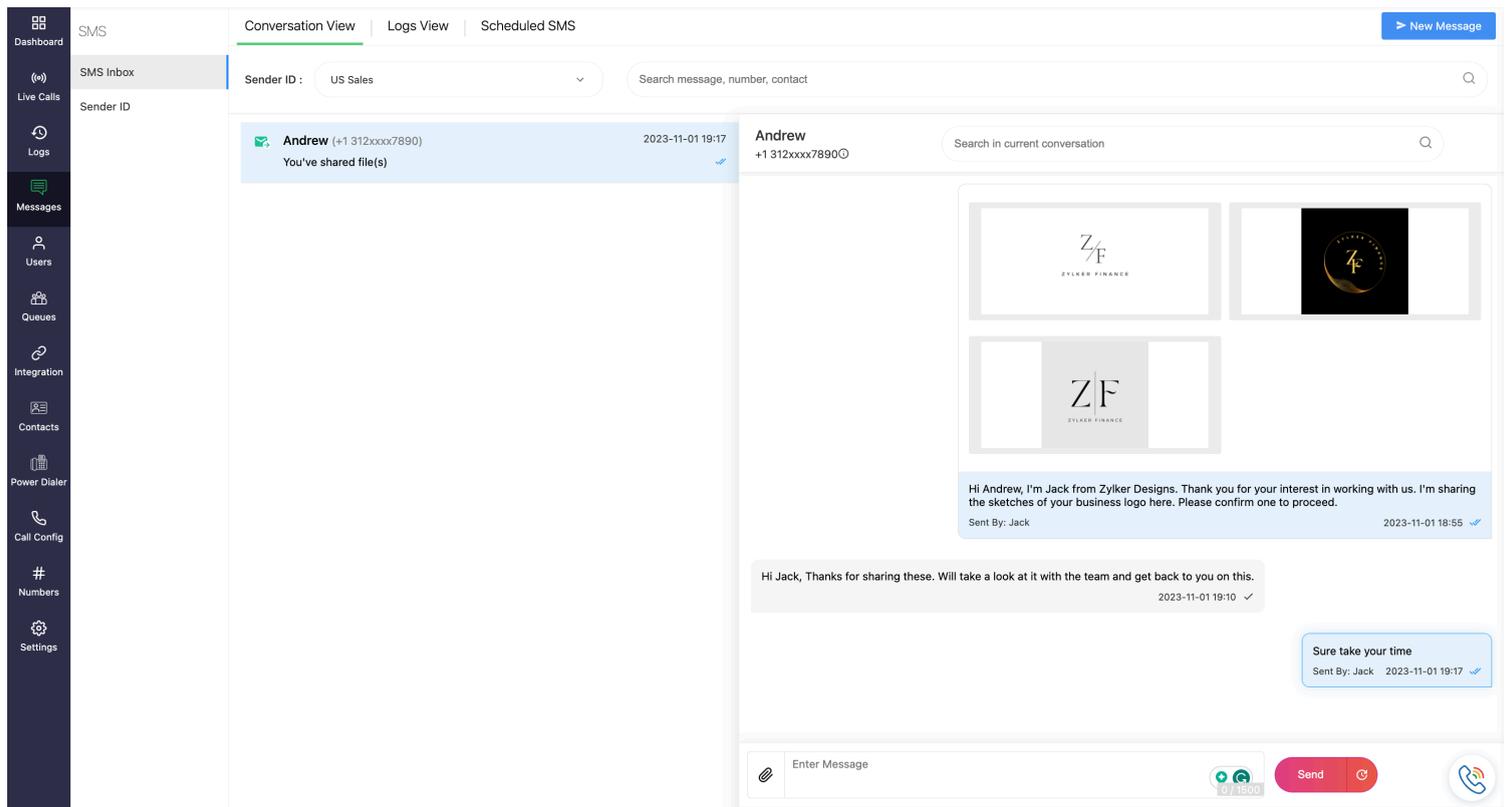
⚠ The maximum character limit for an SMS is 1500 characters and it will be automatically divided into segments, each containing 160 characters, and sent to the receiver. Each part or segment will be charged as one SMS. If your message exceeds 1500 characters, you need to type it as separate messages and send them individually. The message box includes a character counter to track the number of characters you've typed, to help you manage your content.

Inbox

Conversation view:

Once you send an SMS or MMS, it will be available in the inbox in a conversational view. You can click on a contact to open the conversation of that contact. The SMS or MMS you receive will be present inside this view in the inbox.

You can filter the messages based on Sender IDs and view the conversations separately or you can have an 'All Conversations' view which shows all the SMS and MMS sent and received from a particular contact. You can also search an SMS or MMS by filtering it based on date, contact number, and message content/file name.



The screenshot displays the Zoho CRM interface for SMS management. On the left is a dark sidebar with navigation options: Dashboard, SMS Inbox, Live Calls, Logs, Messages, Users, Queues, Integration, Contacts, Power Dialer, Call Config, Numbers, and Settings. The main area is titled 'SMS' and has tabs for 'Conversation View', 'Logs View', and 'Scheduled SMS'. The 'Conversation View' is active, showing a search bar for 'Sender ID' (set to 'US Sales') and a search field for 'Search message, number, contact'. Below this, a conversation with 'Andrew (+1 312xxxx7890)' is shown, dated '2023-11-01 19:17'. The message content includes a file attachment 'You've shared file(s)'. To the right, a detailed view of the conversation is shown, including a search bar for 'Search in current conversation' and a list of image attachments for 'Zyker Finance' logos. The text of the messages is visible: 'Hi Andrew, I'm Jack from Zyker Designs. Thank you for your interest in working with us. I'm sharing the sketches of your business logo here. Please confirm one to proceed.' (Sent By: Jack, 2023-11-01 18:55) and 'Hi Jack, Thanks for sharing these. Will take a look at it with the team and get back to you on this.' (2023-11-01 19:10). A 'Send' button is visible at the bottom right of the message area.

Logs view:

You can view the delivery status of the SMS/MMS in the logs view. You can view the SMS content by hovering over the log. You can also filter the SMS based on Date, contact number, and message content. The MMS is indicated as attachments in Logs view.

From	To	Agents	Attachments	Date/Time	Segment	Status
US Sales +1 201xxx3232	Andrew +1 312xxx7890	Jack	3	2023-11-01 18:55	2	Delivered
Andrew +1 312xxx7890	US Sales +1 201xxx3232	-	-	2023-11-01 19:10	1	Received
US Sales +1 201xxx3232	Andrew +1 312xxx7890	Jack	-	2023-11-01 19:17	1	Delivered

From where can I send SMS/MMS?

You can send an SMS/MMS from

1. *Message* module by clicking *New Message* button
2. *Inbox* in the *Conversation* view
3. Zoho Voice dial pad using *Message* button
4. ZDialer Browser extension using *Message* button
5. *Contacts* page by clicking the *Message* icon
6. *Logs* page by clicking the *Message* icon
7. *Logs View* in *Inbox* by clicking the *Message* button
8. *Notification center*: By clicking a missed call notification, and clicking the *Message* button.

ⓘ SMS and MMS feature is also available in the **ZDialer mobile app**. MMS files cannot be sent via ZDialer browser extension in Linux Browsers and Firefox browsers in Windows OS.

Who can send SMS and MMS?

SMS and MMS are supported in all plans, and every user who has access to the SMS-enabled number can send SMS and MMS. Only Users within US and Canada can send and receive MMS using local numbers.

In the Solo plan, SMS and MMS are supported only if there are additional users in the account. Zoho Telephony agents on the Standard plan can also send SMS and MMS through the ZDialer extension.

Supported files in MMS

You can send and receive MMS in Zoho Voice only using these file types:

- .txt
- .vcf
- .jpeg
- .png
- .gif
- .3gp
- .mp4
- .ogg
- .mpeg
- .vorbiz
- .amr

File size limit for MMS

You can send MMS with file size of maximum 1000KB at once. It can be a single file or multiple files up to 10 files within the size limit.

SMS and MMS rates

<u>Local number rental</u>	<u>SMS rates for USA</u>	<u>SMS rates for Canada</u>	<u>Global SMS rates</u>
USA 1 credit/month	Send: 0.009 credit/SMS* (inclusive of all carrier charges)	Send: 0.015 credit/SMS* (inclusive of all carrier charges)	Send: 0.05 credit/SMS*
Canada 1 credit/month	Receive: 0.007 credit/SMS*	Receive: 0.007 credit/SMS*	Receive: Service not available
	<u>MMS rates for USA</u>	<u>MMS rates for Canada</u>	
	Send: 0.03 credit/MMS (inclusive of all carrier charges)	Send: 0.03 credit/MMS (inclusive of all carrier charges)	
	Receive: 0.015 credit/MMS	Receive: 0.01 credit/MMS	

Note: 1 credit = 1 USD
* Mentioned rates are for one part of SMS with 160 characters.

Please reach out to support@zohovoice.com if you have any questions.