



Two Way SMS

How does it work?

SalonIQ can receive SMS's from your clients, allowing your clients to reply to any SMS you send them.

Clients can respond YES to an appointment reminder or request to re-schedule limiting no shows.

Your message centre

View your SMS message centre from the appointment dashboard.

You are able to see your clients reply's and respond to them directly from this screen.

To activate 2 Way SMS please ask a member of the team at [SalonIQ help@saloniq.com](mailto:SalonIQhelp@saloniq.com)

How will I know if a client confirms via SMS?

Appointments will show as a darker shade of grey if your client confirms via SMS.

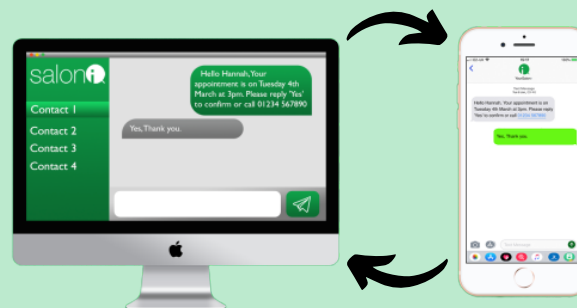
When your clients reply with anything other than 'YES' the whole appointment will show in red so you can easily spot and review. You can also manually put an appointment into review from the memo.

Colour Guide

SMS Sent - Green

SMS Confirmed - Orange

Manually Confirmed - Black



Top Tips

- Check your message centre daily
- Check your outgoing messages to check if any have failed so you can call any that have
- Delegate 1-2 team members to oversee & manage messages
- Set response setting's in > Global Settings > Text back
- Tell clients what to respond with to confirm e.g Reply 'YES' to confirm

