



## SMS INTEGRATION CHECKLIST

ManyChat is focused on becoming a true omnichannel marketing platform. One of the most recent features added is SMS sending capabilities. SMS is simply text messaging.

If you collect mobile numbers from your subscribers, you can send them SMS messages any time – especially if your subscriber is beyond the 24 hour messaging window. (See Facebook Messenger Platform Policy)

- ☐ Sign up for SMS service through [ManyChat](https://support.manychat.com/support/solutions/articles/36000184513-sending-sms-through-manychat) (Detailed instructions here: <https://support.manychat.com/support/solutions/articles/36000184513-sending-sms-through-manychat>)
- ☐ When a user enters your bot through a growth tool, ask them for their mobile number (there's a sample flow in the instructions above that shows how to collect phone numbers)
- ☐ Be sure to tell them how you plan on using their mobile number and what kinds of messages you will send them – let them know you won't be messaging them more in Messenger unless they come back and interact here
- ☐ Instruct them to look for your number on their phone in their incoming messages

ManyChat charges you to send SMS messages via its platform. The setup link above gives current pricing. You can also learn more about the current pricing details, click the '?' icon next to Email in the Billing section.

**Now you're set to enhance your customer's journey through their mobile device**