

The SDM SMS Text Messaging Module allows users to send text messages from SDM Housing Software.

An SMS gateway is configured on the SDM system and allows users to send text messages directly from the Rents & Housing Management, Repairs & Maintenance and Waiting List & Allocations Modules.

Key Information

Rents & Housing Management

- Ability to log a tenant mobile telephone number
- Set flag to mobile so that text messages can be sent to tenant
- Text Messaging Template Set Up picking up fields from Tenant / Property File
- Adhoc Text Messages
- User Defined Text Messages
- One-way Text Messages
- Two-way Text Messages incorporating workflow
- Arrears Reminder Texts
- General Contact Requests
- Reminders regards Office closures
- Email responses when tenant replies to text message
- Text Messages link to Tenant Diary
- Text Conversations date and time stamped and update diary details screen

Repairs and Maintenance Module

- Text Messaging Template Set Up picking up fields from Repairs Job Order File
- Adhoc Text Messages
- User Defined Text Messages
- One-way Text Messages
- Two-way Text Messages incorporating workflow
- Job Confirmation Texts
- Appointment Reminder Texts
- Job Satisfaction Survey Texts
- Email responses when tenant replies to text message
- Text Messages link to Job Diary
- Text Conversations date and time stamped and update diary details

Waiting List & Allocations Module

- Ability to log an applicant mobile telephone number
- Set flag to mobile so that text messages can be sent to applicant
- Text Messaging Template Set Up picking up fields from applicant file
- Adhoc Text Messages
- User Defined Text Messages
- One-way Text Messages
- Two-way Text Messages incorporating workflow
- Email responses when tenant replies to text message
- Text Messages link to Tenant Diary
- Text Conversations date and time stamped and update diary details screen

Main Features

- Adhoc individual text message capability
- Two-way text message conversation with workflow
- Responses to texts emailed to organisation
- Text Conversations date and time stamped and update diary systems automatically
- SQL Dashboard Text Messages Sent \ Responses Received Report
- Monitor Failed / Non-Response Texts

Integration

The SDM SMS Text Messaging Module integrates with:

- SDM Rents & Housing Management Module
- SDM Repairs & Maintenance Module
- SDM Waiting List & Allocations