CONNECTsms Platform Overview

Managed Two-Way Texting for Teams and Organizations

CONNECTsms is desktop-based two-way texting platform designed for organizations that need reliable client communication, message accountability, and operational control — without relying on shared mobile devices or personal phones.

By centralizing text conversations in a single system, CONNECTsms helps teams respond faster, reduce missed communications, and maintain a complete, auditable record of every interaction.

CONNECTsms
by LOCAL TEXT MARKETERS

Why Organizations Choose CONNECTsms

A controlled approach to two-way texting that prioritizes continuity, accountability, and client experience.

Built for Operational Use

- Desktop-based texting from any laptop or workstation
- No dedicated mobile devices required for staff
- Eliminates the cost, provisioning, and lifecycle management of staff phones
- Intuitive interface designed for minimal training and fast adoption
- Centralized message access — no conversations scattered across personal devices

Built for Governance & Continuity

- Lifetime conversation history retained while subscribed
- Agent attribution, timestamps, and delivery status on every message
- Tools to prevent accidental or unauthorized deletion

Built for Client Responsiveness

- Faster responses than voicemail or email
- Automated acknowledgements and reminders to reassure clients

> **Why this matters**
> CONNECTsms enables quick staff onboarding and managed two-way texting with governance and accountability, without sacrificing client service quality or requiring organizations to purchase and manage staff phones.

Messaging & Daily Use

Enable fast, consistent communication without adding complexity.

- Send or schedule one-to-one text messages directly from the messaging window
- Use message templates to ensure consistent, professional responses
- Create reminder templates aligned with your organization's use cases
- Apply staff signatures when using CONNECTsms as a "shared inbox"
- Send and receive images as part of normal client conversations
- Built-in link shortening for cleaner, more readable messages
- Deliver secure, encrypted PDF links protected by a PIN

> **Why this matters**
> Tools and templates help teams communicate efficiently while maintaining a professional, organization-wide standard.

Automation & Client Reassurance

Reduce uncertainty for clients while managing expectations.

- Automated appointment reminders to reduce missed or forgotten appointments
- Three types of out-of-office autoresponders to acknowledge inbound messages
- Automated confirmations reassure clients their message was received.

Why this matters

Automated acknowledgements and reminders reduce uncertainty for clients while helping teams manage expectations without increasing workload.

Message Routing & Team Collaboration

Ensure messages reach the right people without manual intervention.

- External Inbox for managing messages from new or unknown contacts
- Route such conversations to a specific team member (or members)
- Transfer contacts between agents during absences or role changes
- Messaging window filters to reduce noise and improve focus

Why this matters

Structured routing and transfer tools ensure conversations remain active and owned, even when staffing changes or responsibilities shift.

Notifications & Awareness

Stay informed without being tethered to the platform.

- Email and SMS alerts for new inbound messages
- Desktop notifications and audible alerts for active users
- Mobile-friendly version for on-the-go messaging

Why this matters

Teams can stay responsive without constantly monitoring the application.

Security, Privacy & Access Control

Designed to meet organizational and regulatory expectations.

- 256-bit encryption protects stored client data
- Two-factor authentication (2FA) via email or SMS
- Custom permission levels to restrict users' access to contacts and features
- IP-based access restrictions to limit where the platform can be used
- Quarterly PCI DSS scanning for vulnerabilities
- Hosted in Canadian SOC 2–certified data centres

Why this matters

These measures protect sensitive client data, reduce unauthorized access risk, and support organizational and regulatory expectations through layered security, controlled access, and Canadian-hosted infrastructure.

Integrations & Extensibility

Fit seamlessly into your existing systems.

- Use your existing business landline or VoIP number for texting
- API access for CRM and system integrations
- Google Calendar integration for automated appointment reminders
- LEADsms WordPress plugin and Drupal module for website-based texting
- Salesforce integration (coming soon)

Why this matters

CONNECTsms extends existing systems instead of forcing workflow changes.

Data Portability & Management

Your data remains accessible and under your control.

- Import contacts via CSV
- Export contacts via CSV at any time

Why this matters

Data portability and sharing tools reduce platform dependency and support reporting, transition, and oversight needs.

What's Not Limited

- Number of contacts
- Conversation history retention (while subscribed)
- Message templates
- Imports and exports
- Internal routing and transfers

Why this matters

No shared devices. No text messages scattered across multiple devices. No hidden operational constraints.

Pricing & Trial

- Standard subscription plans available (Bronze, Silver, Gold)
- Custom subscription plans available
- Non-profit discount available
- Unused messaging credits roll over month to month
- Free trial available
- 30-day, no-questions-asked money-back guarantee on standard subscriptions
- Month to month only, no long-term contracts.

Why this matters

Flexible pricing and trial options allow organizations to confirm fit before making a longer-term commitment.

Built for Client-Facing Teams

CONNECTsms is used by:

- Healthcare and social service providers
- Employment agencies
- Municipal and public-sector organizations
- Education and training institutions
- Support desks and service teams
- Regulated and privacy-sensitive environments

Why this matters

CONNECTsms is used across multiple sectors and will work for your business or organization if peer-to-peer texting is a natural fit.

Next Steps

Book a demo:

LocalTextMarketers.com/book

Learn more:

LocalTextMarketers.com/CONNECTsms

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