

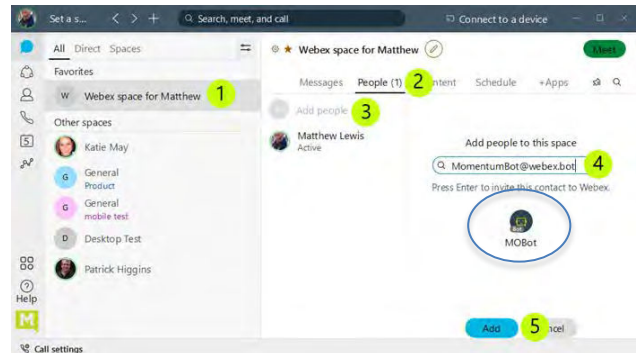
Service Provider Notice: Per regulations, all underlying telecommunications Carriers and [The Campaign Registry](#) now require every organization using SMS to register their brand(s) and all SMS campaigns for continuous 10DLC Brand compliance approval. This Approval process must be completed by your organization *prior* to setup and use of Webex SMS to ensure full functionality. See also: [Webex SMS: Brand Compliance FAQ & Website Prep 101](#)

Licensed SMS add-on users can utilize a BOT tool to send and receive compliant SMS text messages via Webex.

To Add and Enable the MOBot SMS Texting Tool in Your Webex

Once licensed for SMS, click to open the **Messaging** section in Webex and then:

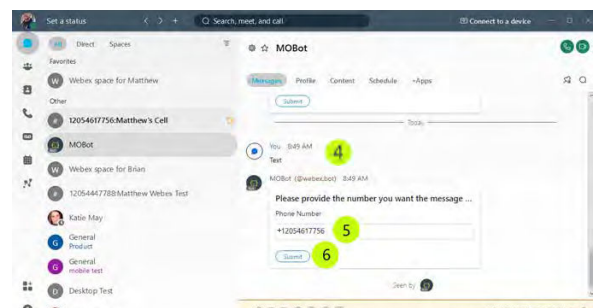
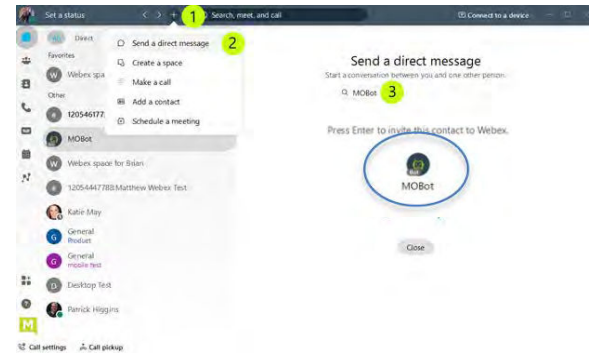
1. Click on the **Webex space for <Your Name>** in the list.
2. Click on the **People** tab.
3. Click on the **+ Add People** button.
4. Type **MomentumBot@webex.bot** in the data entry field.
The MOBot avatar displays directly below the data entry field as a new contact when it is found.
5. Click on the **Add** button at the bottom of the view.
Webex will create a new Contact for your MOBot and add it to the Messaging contact list.



Now that the MOBot is enabled you may use it.

To Send an Initial SMS Text Using Your MOBot

1. Click on the **+** symbol in the toolbar.
2. Click on **Send a Direct Message**.
3. Type **MOBot** in the search field and then click on the MOBot Avatar that displays right below the field to select it.
This opens a direct message chat dialog with MOBot.
4. In the chat to MOBot, type the word **Text** and click the **Send** icon (far right).
This displays a phone number entry field.
5. Type the **Telephone Number** you wish to send a text and use the **+1** format. **Example: +13215551212**
The +1 in front of the telephone number is required.
6. Click the **Submit** button.
A new messaging space (chat) is created in your Contact list for SMS text via MOBot to the phone number you just defined.
7. Click on the chat created for the recipient's number to open it and type the actual message you would like to send via SMS in the 'write a message to' field. For example: **Hi Claire, it's Mike. Can I call you later today?**
8. Click on the **Send** icon (far right) when your message is ready to be sent and your text will be delivered via SMS.



Repeat these steps when you want to add a new SMS chat contact.

To Read Your SMS Text Responses

Incoming SMS text message responses will appear in the Messaging space (Chat) within Webex that was created for that telephone number, just like your other chat conversations. You may edit the name of the chat as needed to make it easy to find in your list.

To Respond to SMS Messages

Click on the new incoming Message from an SMS contact in your list to view text responses and to continue to correspond with that Contact's SMS-enabled number. Simply respond as you would in any other chat / text space.

