**Boku**

**Name Mismatch**

Boku Scrub: Name Mismatch phone # <<phone#>>

Add UDW update (DU16522) with current Date (used to track billing per client for client profit)

**Name match**

Add new process

Add Note: Boku Scrub: Name Matches phone # <<phone #>>

Add UDW update (DU16522) with current Date

Add UDW update (DU16510) with MATCH

**SMS Service**

**Outbound Text**

Update SMSSent function to add note to Facs on Account as additional step

SMSSvc: Text sent to <<phone #>> at <<date sent>> <<time sent including time zone>>

**Inbound Text:**

WriteNote Function update not to (updated every 15 minutes so no date or time info needed)

SMSSvc: Stop text received from <<phone #>>

**Failed Text**

Failure on outbound update note to (updated every 15 minutes so no date or time info needed)

SMSSvc: \*ERROR\*:SMS Delivery Failure to <<phone #>>

\*\*\*Issues

Fix Special character issue inbound note

Fix issue with account showing 2 texts sent in UDW18501 but only 1 sent

How do we remove curse words from text and can’t substitute with special characters to use F\*\*\*

Define process for who is notified when getting text bombed from Text Bot or Text App

Auto Transfer certain inbound Texts to:

* 3500 Paid, Dispute
* 3FRD Fraud, Identity Theft
* 3ACA Attorney, Bankruptcy

What goes to manual review for Dialer Team

What is ignored – I am driving, auto response

What is a STOP, Add in TOP as variation as seeing several of those?

Future Items:

Click to text

How will legal, client services and compliance be able to pull date for client questions, state audit, client audits or complaints to review what message was sent

Update notes to define what text message template was used once we have potentially multiple text templates

**Current process in Facs is below no changes made here yet only for reference**

**FACS Functions**

The SMS application will update the FACS application with the following messages functions

* **Function**: SMSAuthorize- This function is called after name check is done to verify that the account is still valid to be Messaged
  + **Description**: This function checks logic block SMSAUT and returns 1 for true and -1 for false
  + **Parameter(s)**: *FACSAcct#*
  + **Example** **Call**: <http://wafacs:57772/csp/blu/User.FACSSMS/SMSAuthorize/12345>
* **Function**: SMSStop – This function is called when a inbound message is received from the SMS application
  + **Description**: This function updates the UDW field “SMS SEND Y/N” (DU16508) to “N” & UDW field “UNSUBSCRIBE DTE” (DU16504) with current date
  + **Parameter(s)**: *FACSAcct#*
  + **Example** **Call**: <http://wafacs:57772/csp/blu/User.FACSSMS/SMSStop/12345>
* **Function**: SMSSent- This function is called after a successful delivery confirmation of the message
  + **Description**: This function increments the UDW field “SMS COUNTER” (DU16501) by 1 and UDW field “SMS SEND DATE” (DU16502) with current date
  + **Parameter(s)**: *FACSAcct#*
  + **Example** **Call**: <http://wafacs:57772/csp/blu/User.FACSSMS/SMSSent/12345>
* **Function**: WriteNote- This function is called when a inbound message is received with the exact message and STOP message
  + **Description**: This function adds a note (*Message*) to the account with the prefix “SMSSvc: “
  + **Parameter(s)**: *FACSAcct#*, *Message*
  + **Example** **Call**: <http://wafacs:57772/csp/blu/User.FACSSMS/WriteNote/12345/Test%20Note>
* **Function**: SMSFailure- This message is called when SMS delivery failure notification is received
  + **Description**: This function updates the UDW field “SMS FAILURE” (DU16511) with current date and adds the following static note to the account: “SMSSvc: \*ERROR\*:SMSFailure”
  + **Parameter(s)**: *FACSAcct#*
  + **Example** **Call**: <http://wafacs:57772/csp/blu/User.FACSSMS/SMSFailure/12345>
* **Function**: NameMismatch – This message is called is after the name mismatch service has verified that there is no match for the accounts on FACS
  + **Description**: This function updates the UDW field “NAME MISMATCH” (DU16510) with current date and adds the following static note to the account: “SMSSvc: \*ERROR\*:NameMismatch”
  + **Parameter(s)**: *FACSAcct#*
  + **Example** **Call**: <http://wafacs:57772/csp/blu/User.FACSSMS/NameMismatch/12345>