RMS

2-Way SMS

Engage with your guests in real time with the 2-Way SMS Module.

Efficient Guest Engagement

The 2-Way SMS Module enables your staff to send time-sensitive SMS text communications, whether you need to notify your current visitors of something urgent, communicate reminders to incoming guests, or want to extend promotions to past visitors. Receive replies in real time, engaging with your individual guests from right inside your RMS database.

The best part? There's no need to cut your chats short because we don't charge any cost-per-message fees.

Convenient Ways to Initiate Conversations

You can start 2-Way SMS conversations from multiple places in your database - within a guest profile or reservation, inside the RMS Message Center, or by setting up an automated Triggered Correspondence. Your property will get a regional phone number for your guests to reply to.

Communication Management Simplified

Once an SMS conversation has been initiated, you can continue the conversation within the Message Center, your dedicated database hub for internal staff & external guest communications. You'll receive a notification when a guest has responded to your SMS so that you don't miss a beat.

Don't want to receive incoming messages? Set up an "SMS From Name" rather than a virtual number, preventing any SMS replies.

Make 2-Way SMS Work for You

2-Way SMS makes customer engagement seamless for your staff. Customize SMS templates for messages you send out regularly, with merge fields to tailor your messages automatically to each recipient by filling in their name or unique reservation details.