



Client Communication – Viewing SMS & Email Content

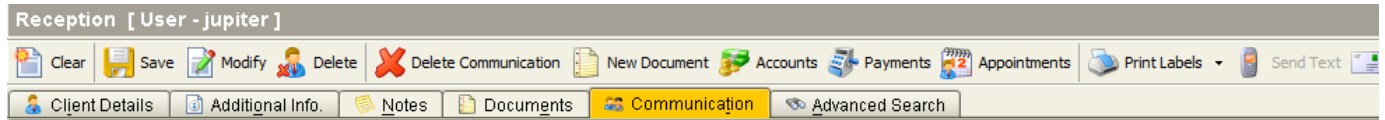
2.7 New Feature Documentation

What is it?

Based on customer feedback we have introduced the ability to view the content of Email and Text messages sent to clients.

How do I use it?

Client Communication can be viewed via Reception > Communication



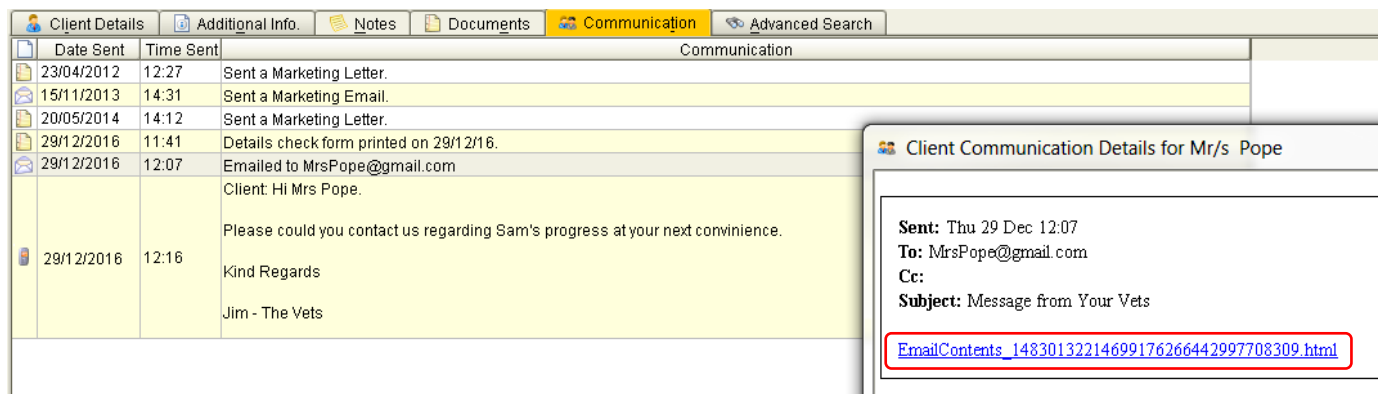
Viewing SMS Content

From the Client Communication Screen, you are now able to see the content of the SMS message sent to the Client.

Date Sent	Time Sent	Communication
23/04/2012	12:27	Sent a Marketing Letter.
15/11/2013	14:31	Sent a Marketing Email.
20/05/2014	14:12	Sent a Marketing Letter.
29/12/2016	11:41	Details check form printed on 29/12/16.
29/12/2016	12:07	Emailed to MrsPope@gmail.com
29/12/2016	12:16	Client: Hi Mrs Pope. Please could you contact us regarding Sam's progress at your next convinience. Kind Regards Jim - The Vets

Viewing Email Content

Double click on an email sent to the Client form the Communication screen.



Date Sent	Time Sent	Communication
23/04/2012	12:27	Sent a Marketing Letter.
15/11/2013	14:31	Sent a Marketing Email.
20/05/2014	14:12	Sent a Marketing Letter.
29/12/2016	11:41	Details check form printed on 29/12/16.
29/12/2016	12:07	Emailed to MrsPope@gmail.com
29/12/2016	12:16	Client: Hi Mrs Pope. Please could you contact us regarding Sam's progress at your next convinience. Kind Regards Jim - The Vets

Client Communication Details for Mr/s Pope

Sent: Thu 29 Dec 12:07
To: MrsPope@gmail.com
Cc:
Subject: Message from Your Vets

[EmailContents_14830132214699176266442997708309.html](#)

Double click the hyperlink provided (circled above) to reveal the message content.

I Don't want to use this feature

To remove Emails and SMS Messages from communications tab, un-tick the default from Utilities > System > Defaults > Miscellaneous 1.

Show Emails & Texts in Communication Tab