

# Texting Autoresponder

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## Overview

The Two-way Texting add-on has a built-in auto-responder for common inquiries. By far the most question from customers is a request for information about their next appointment.

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## Video Tutorial

For in depth knowledge about Two Way Texting [Watch it now...](#)

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## Using Auto Responder

Below are all of the currently-supported words that the auto-responder supports.

Word	Description
help	Shows the message and data rates disclaimer as well as the ability to send STOP for stopping <i>all</i> text messaging.
info	Returns a list of currently supported words.
next, next appt	Returns the date and time of the next appointment along with the Live Tracking link.
whoami	Returns the client's name and address associated with the number.

## Opting Out

By law, we support recipients option to "opt in" or "opt out" of text communication with your texting number. The following words, when sent to your two-way texting number, will add the sender to a virtual black list and block any future texting to that number:

- STOP
- STOPALL
- UNSUBSCRIBE
- CANCEL
- END
- QUIT

A number that is on the virtual black list will not be able to be sent to from [serviceminder.io](#). You will see an error if you try to send to one of these numbers inside the texting hub or from the contact details page's texting tab. The black list function is implemented by our texting delivery provider -- we have no real-time visibility into blocked numbers.

Once a client has opted out of future texts, the only way to be able to send to them again is if they send one of the following words to your texting number:

- START
  - YES
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