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A BCM One Company

Clerk Chat Messaging

Staying connected goes beyond voice - businesses need a reliable way to reach customers and teams through messages like SMS and MMS. Clerk Chat Messaging, powered by Clerk Chat brings text messaging into your UC platform, making communication seamless and compliant. Available for Pure IP customers in the USA and Canada.

What is it?

Clerk Chat Messaging enables businesses to send and receive text messages directly within Microsoft Teams, Webex, and Zoom, using their existing business numbers. This fully integrated solution bridges the messaging gap in UC platforms, delivering a compliant, enterprise-grade SMS experience for customer engagement, internal communication, and service-based messaging.

By operating at the carrier level, messaging traffic stays independent of voice services, ensuring smooth functionality without disrupting call routing. No additional number porting is required - just seamless, secure, and efficient enterprise messaging within your existing numbers and collaboration tools.

How it works

Clerk Chat Messaging connects directly to Teams, Webex, or Zoom, enabling instant messaging without disrupting existing workflows. It integrates seamlessly, allowing users to send and receive messages within their preferred platform, ensuring a smooth and familiar experience.

Clerk Chat's carrier-grade infrastructure ensures high delivery rates, full compliance, and centralized control over enterprise messaging. It supports number-based messaging, meaning users can send messages from business phone numbers, enhancing professionalism and security.

Administrators can manage permissions, monitor usage, and ensure compliance from a single dashboard, simplifying governance. This approach enables enterprises to maintain secure, efficient, and scalable communication while meeting regulatory requirements.

Powered by

Clerk Chat

Key features

- → **Native SMS integration:** Send and receive texts within Teams, Webex, and Zoom or the standalone app using your business number.
- → **Carrier-level routing:** SMS runs separately from voice services, preserving all existing call features.
- → **Regulatory compliance:** Supports 10DLC registration, opt-in/out mechanisms, and blacklist keyword protections to meet compliance standards.
- → **Enterprise security:** Built to strict data security requirements for safe and compliant messaging.
- → **AI-powered automation:** Automate responses, trigger workflows, and deploy AI-driven customer interactions.
- → **Supports multiple message types:** P2P (person-to-person), Group chat, Business A2P (application-to-person)

What you need to get started

UC platform:
Use Teams, Webex, or Zoom for voice services, or opt for the standalone web app.

Business phone number:
Messaging activates on existing numbers. No new SMS lines. USA and Canada.

Compliance registration:
10DLC registration supports high deliverability and full compliance for

Admin access:
IT admins configure settings and manage policies for secure message control.

Why choose Clerk Chat Messaging for SMS?

- → **Seamless integration:** Keep SMS inside your UC platform without disrupting workflows.
- → **Enterprise-grade compliance & security:** Avoid regulatory fines and ensure data protection.
- → **Higher engagement:** With a 98% open rate, SMS drives faster, more effective interactions.
- → **Rapid deployment:** No number porting. Quickly enable messaging with carrier-level integration on your existing Pure IP numbers.

How businesses use it

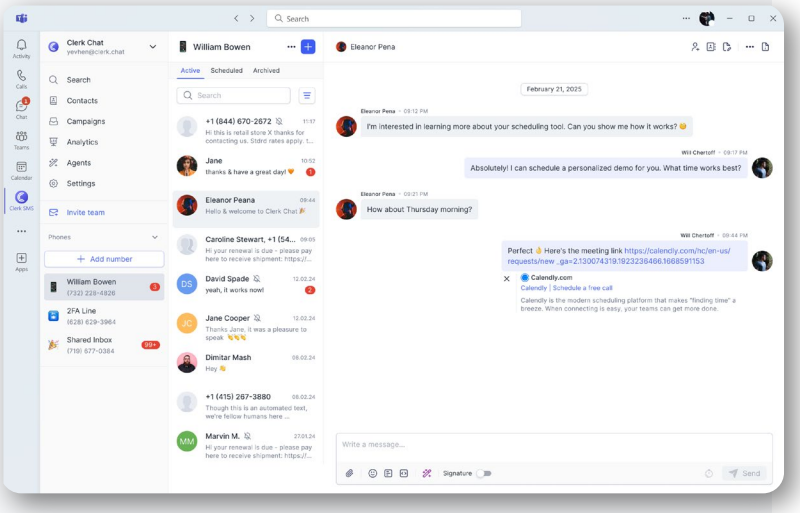
Customer support
Respond to customer inquiries quickly and efficiently, reducing wait times and enhancing satisfaction.

Appointment reminders
Automate SMS reminders for meetings, appointments, or service updates to reduce no-shows.

Internal communication
Keep remote or on-the-go teams connected with instant, reliable text messaging.

Service notifications
Send timely updates on service changes, outages, or delivery statuses to keep customers informed.

Marketing promotions
Reach customers directly with exclusive offers, updates, or event invitations, ensuring higher engagement rates.



The Clerk Chat interface within Microsoft Teams