Business Messaging
User Guide for Teams

Table of Contents

1. Introduction

Telesystem's **Business Messaging** is powered by Clerk Chat and enables seamless business text messaging. Clerk Chat SMS is a modern communication platform designed to help businesses seamlessly engage with their customers via SMS. This user-friendly service enables businesses to send and receive text messages through a web-based interface, making communication streamlined and efficient.

2. Getting Started

Before using Business Messaging, ensure you have:

- A Microsoft Teams account

- Access rights to install apps in MS Teams - Contact IT administrator or office 365 admin if you do not have these rights enabled

3. Installing Business Messaging in Teams

Step 1: Open Microsoft Teams

Step 2: Click on "Apps" in the left-hand panel
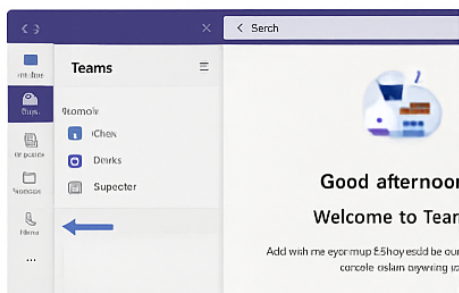
Step 3: Search for "Clerk Chat"
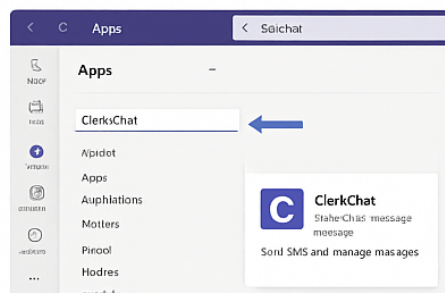
Step 4: Click "Add" to install

---

4. Accessing Clerk Chat

Once installed, click on the **Clerk Chat icon** in the left navigation bar or within a team channel tab if it was added there.
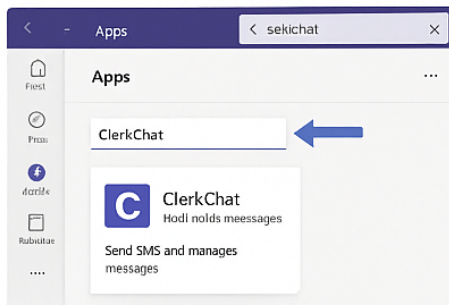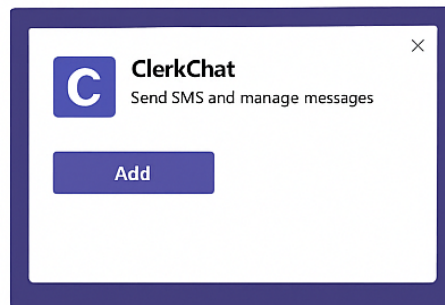
Step **1**: Open Microsoft Teams

Step **2**: Click on "Apps" in letthand panel
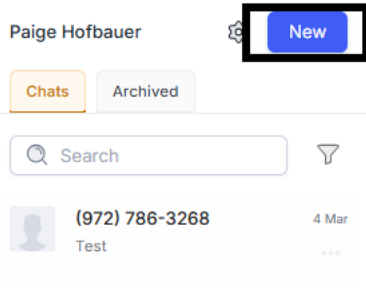

Step **3**: Search for "ClerkChat"

Step **4**: Click "Add" to install
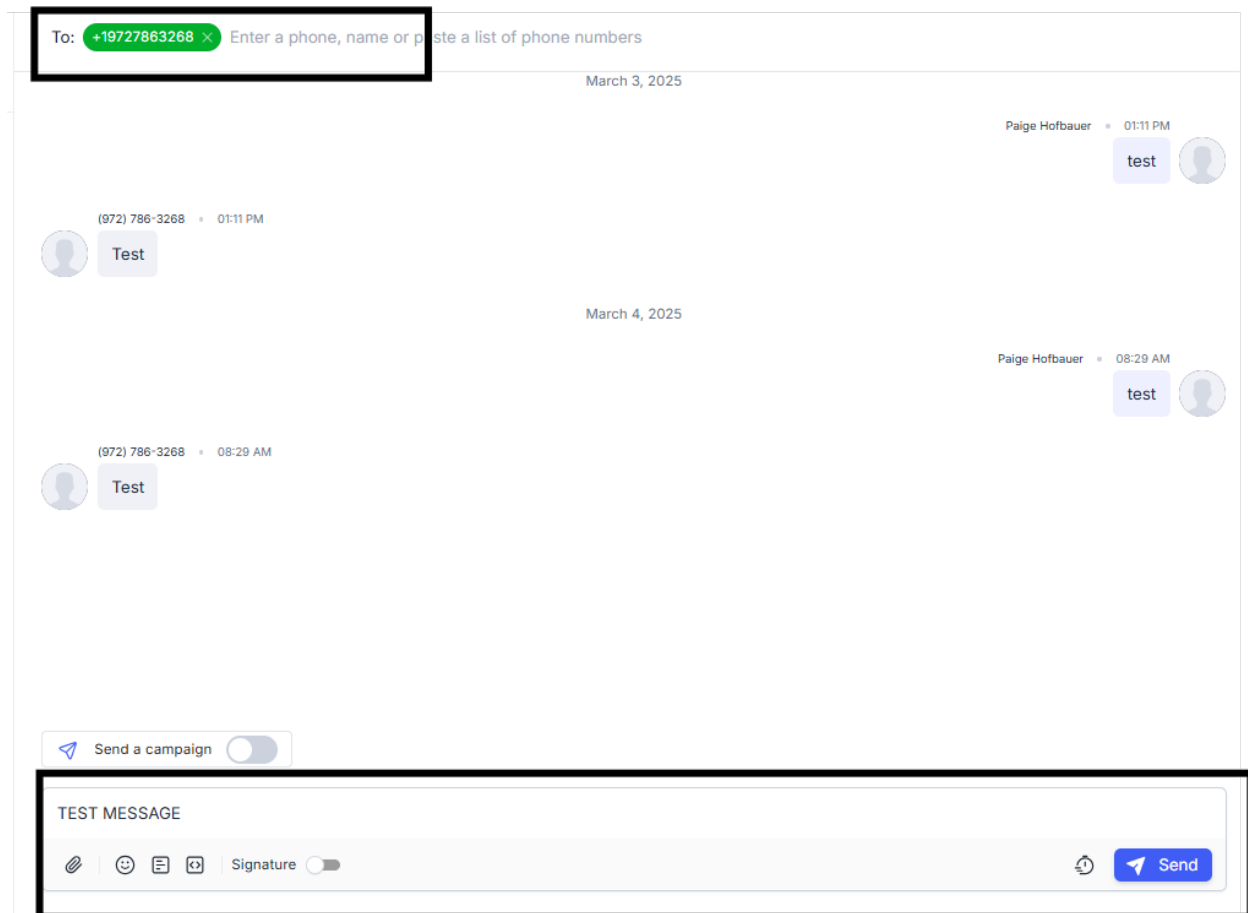

5. Sending and Receiving Messages

Start a Conversation

1. Click **New Message**

2. Type the recipient's phone number

3. Compose and send your message
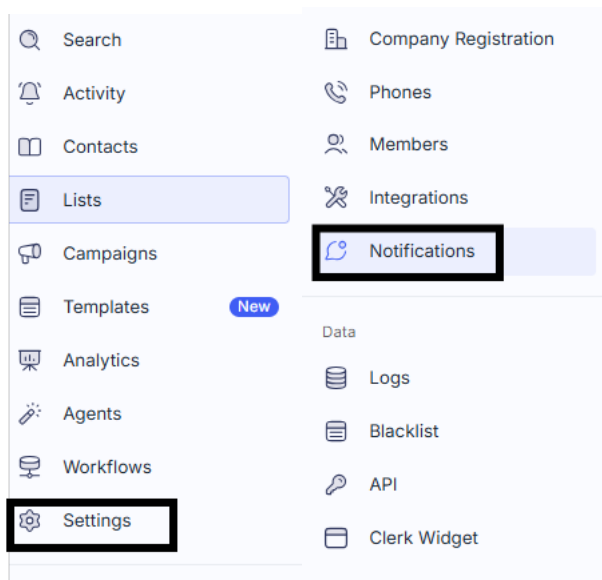

---

6. Managing Contacts

Use the **Contacts** tab to:

- Add new external contacts

- Group contacts by category

- View message history

---

7. Notifications and Alerts

- The Clerk Chat app will notify you via Teams when new SMS messages arrive

- You can customize alert tones and pop-ups in **Settings**

---

8. Business Messaging Free Account

For organizations using the **Free** package, the 1,000-message monthly limit is shared across all users within the organization under a single pool. If you hit the limit of 1,000 messages, you will receive a notification. If you need to upgrade, please contact support.

Contact Telesystem

You've reached your message limit for our Business Messaging product. To continue uninterrupted service and unlock additional messaging capacity, you can upgrade your account, add users, or expand your team's inboxes.

Our team is here to help! Contact us today:
Phone: 888.808.6111
Email: Support@trusttelesystem.com

We appreciate your business and look forward to assisting you!

9. Troubleshooting

Issue	Solution
Clerk Chat App not loading	Restart Teams and ensure its installed properly
Can't send messages	Check phone number format

Support

For further help, contact:
Support@trusttelesystem.com