

Service Texts Email Template



This customizable email template will help you inform your customers about launching service text notifications. Simply copy and paste this template into the "[broadcast email](#)" page of your Skimmer account (**be sure to edit the body of the email to personalize it**). Remember to select "all active customers" before sending. This will ensure that your customers recognize the mobile number and messages as legitimate notifications from your business.

EMAIL SUBJECT LINE

Update: We are launching service text notifications

EMAIL BODY

Hello,

To improve our communication with you and provide you with even more timely updates, we will be launching service texts on {date}.

Here is everything you need to know about these new text notifications:

Types of service texts:

1. **On The Way** - our technician will send a message to notify you before they arrive at your location, in case you need to put away pets, notify anyone using the pool, or just to make sure our team has access to your pool area.
2. **Finish** - our technician will send a message to notify you when they have completed their service or work order.
3. **Skipped Stop** - our technician will send a message to notify you if your scheduled service was skipped, and we will connect with you directly to reschedule.

Additional information:

- Service texts will be sent to the mobile number identified as the key contact for your account. If you want to change the mobile number that receives the service texts, please respond to this email so we can update our records.
- Service texts are a one-way communication, so you will not be able to respond, and will need to use our regular channels of communication such as emails or phone calls to get in touch with us.
- Service texts will be sent from 1-844-544-0267, this is a trusted number associated with our business.
- You can unsubscribe at any time by replying STOP and resubscribe by simply typing START.
- We will not charge you for service texts, however, standard messaging rates may apply from your telecom provider.
- If you do not want to receive service texts, please respond to this message and we will note that in your account settings.

Our goal is to continue to deliver the best customer experience possible and we believe that adding service texts will help us achieve that.

As always, we appreciate your business.

Cheers,

{INSERT STANDARD SIGN OFF}