A text didn’t arrive

HQ never says a text was delivered until the carrier confirms it. Here is how to check.

Steps

1. Open the conversation and look at the message. It shows whether it was sent, delivered or failed.
2. Check Ready to go live. Until texting is approved, texts do not reach real phones.
3. Check whether the customer replied STOP, or whether your quiet hours are holding it.

Good to know

If a customer cannot get texts, call them from HQ instead.

https://orshihq.com/help/text-didnt-arrive