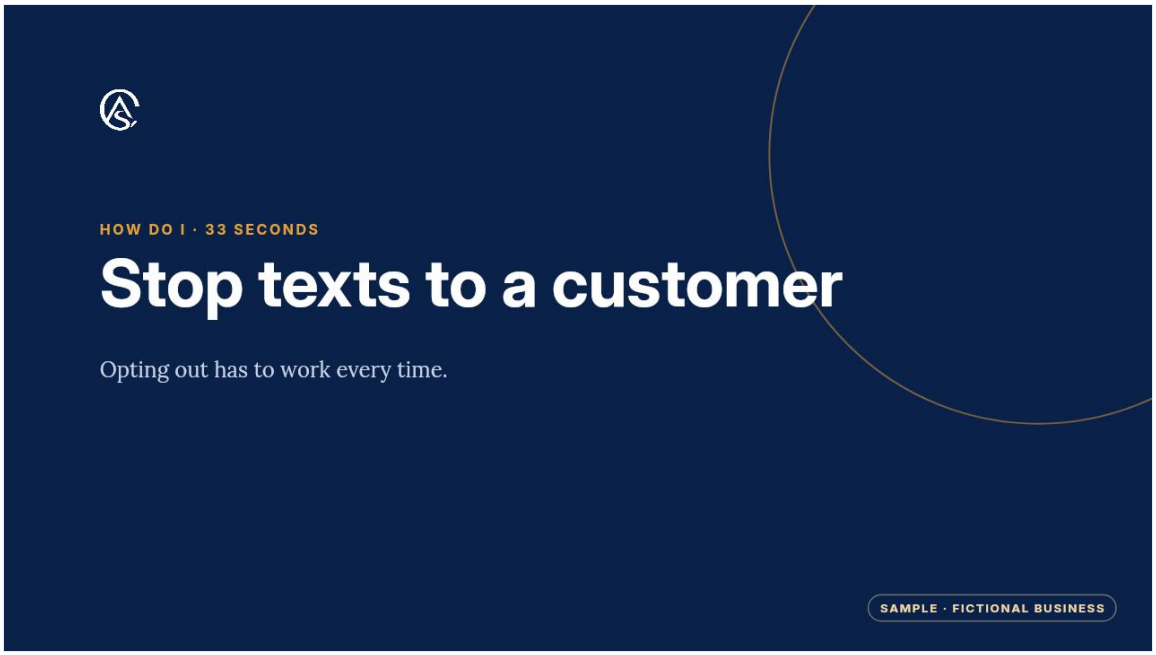
NEVER MISS A LEAD · HOW DO I

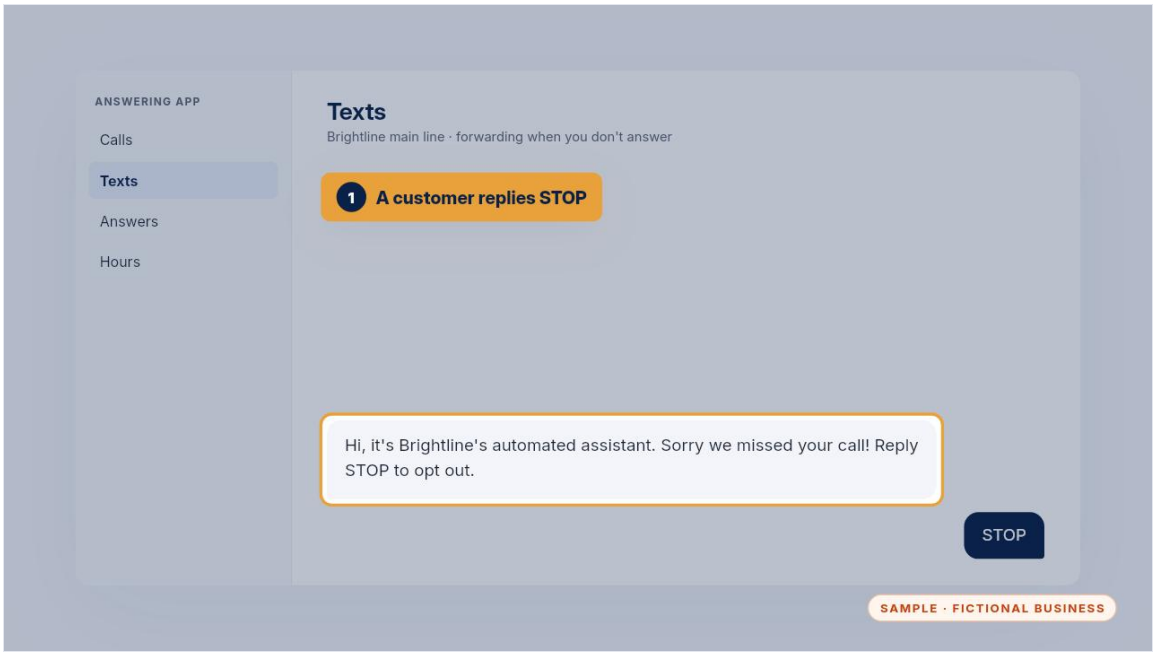
How do I stop texts to a customer who asked?

How opt-outs work, and how to check them.

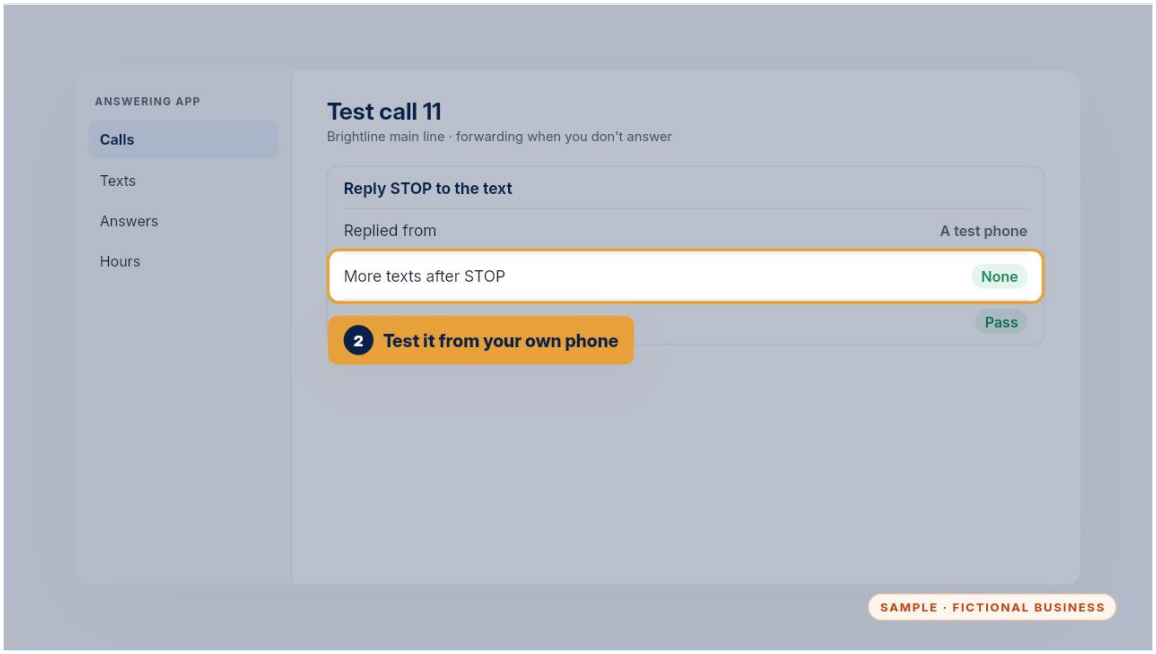
Watch the narrated video: https://openarmsolutions.com/guides/never-miss-a-lead/stop-texts-to-a-customer



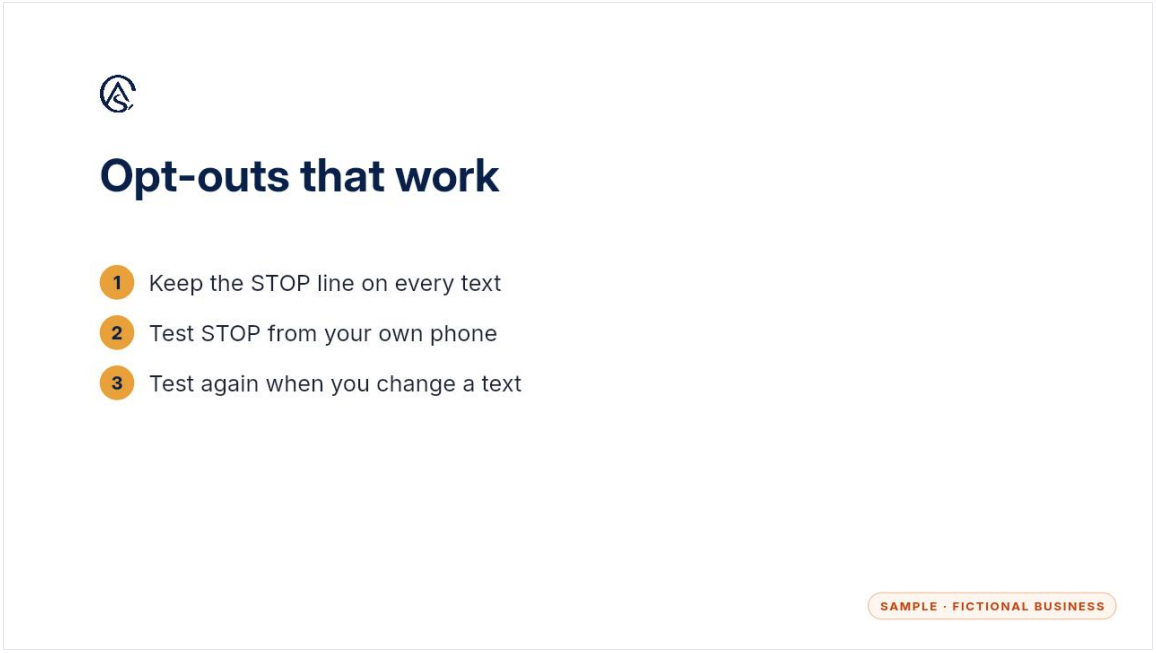
1. Every text the app sends ends with reply STOP to opt out. Opting out has to work every time, so here's how to check it.



2 When a customer replies STOP, the app should stop texting that number. The STOP line stays on every text you write.



3 Test it yourself: it's call eleven on the test-call log. Reply STOP from a test phone, then miss another call from it and check no text arrives.



4 Keep the STOP line on every text, and test it again whenever you change your texts.