

SMS Receive Connectors

In order that the system can receive SMS and route these to an ACD group, an SMS receive connector must be configured. The creation of SMS connectors is performed by the system and reseller administrators.

The API for receiving SMS via HTTP is described here: [SMS Receiver API](#).

Received SMS are sent to an ACD group as a media event, or passed to a routing application for further processing, from where they may also be routed to an ACD group.

Which agents receive the SMS is dependent on the ACD Agent Status of the agents. Settings in the user account determine whether they receive SMS as emails or whether the web interface is used to process SMS as a media event.

Choose **Number Management - SMS Receive Connectors** in the main menu, to view the table of existing connectors.

The table shows the following columns:

Master Data	
Name	The name of the connector
Recipient	The number, to which SMS must be sent, to access the connector
Authentication	FROM 3.15
Token	A token used to access the SMS receiver service. This must be provided as part of the request to the connector if the require token option is specified.
Require Token	Whether a token is required to access the service.
Generate New Token	When selected, a new token is generated when the connector is saved.
Routing	FROM 3.15
Routing Type	<div>The type of routing associated with the connector.</div> <div>Choose from Direct ACD Group, which routes all SMS received on this connector as a media event directly to an ACD group, or Routing Application, which routes the SMS to a routing application for further processing.</div>
Direct ACD Group	
ACD Group	Specify the ACD group to which messages should be routed.
Incoming SMS Subject	Specify a subject associated with the media event which is generated.
Routing Application	FROM 3.15
Routing Application	Specify the routing application which should be used to process incoming SMS.