

SMS Hub —

Two-way SMS and MMS natively inside Salesforce

SMS & Fax Hub is a Salesforce-native app for two-way SMS and MMS. All you need to do is open a record, pick a template or type a message, and send in a single click. Texting runs on 10DLC-approved numbers with STOP and START keywords handled for TCPA compliance. All inbound messages are routed to the respective object using dynamic customized search, so the full communication history is available inside Salesforce.

43% Faster Responses

Reply from one Salesforce inbox

28% More Same-Day Resolutions

Resolve customer conversations the same day

AI Bot Enabled

Automate responses, capture data, and trigger actions

Keep Existing Numbers

Continue using your current business numbers

Why Businesses choose SMS Hub —

- **AI Bot-powered conversations.** Automatically respond to common questions, capture customer information, and initiate Salesforce actions directly.
- **Messages stay on records.** Our Salesforce SMS integration logs inbound and outbound messages to the right records, keeping conversation history in your CRM.
- **Your existing numbers keep working.** You can continue using your existing landline or mobile numbers with easy number porting.
- **Unified conversation hub.** All inbound and outbound SMS and MMS appear in one inbox. One-click filter to surface unanswered messages instantly.



What it does —

Text

- **Two-way** SMS and MMS on a single app
- **AI Bot-enabled conversations** to automatically respond, capture customer information, and trigger Salesforce actions
- **10DLC-approved** numbers, with STOP and START keywords handled automatically for TCPA compliance
- **Consolidated inbox** covers all inbound and outbound threads, with one-click filter for unanswered messages

Automation & Visibility

- **Trigger SMS** automatically based on record events or status changes using Salesforce Flow or Apex
- **Perform bulk** sends from any list view, campaign, or report with dynamic templates and scheduling
- **Phone Number Lookup** to validate phone numbers & verify available ownership information before outreach
- **AI-guided auto-replies** that answer by keyword, qualify leads, and write responses back to Salesforce

4.93/5 customer satisfaction • 1,500+ projects delivered • 400+ customers

Get your first text flowing in Salesforce today.

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