



# BBCRM Do Not Text

## Product Overview

The BBCRM Do Not Text Customization brings Blackbaud CRM one step closer to your modern donors by adding a long-awaited feature to the system: a do-not-text flag.

**Add a phone number**

**Phone information**

Type: 

Home

Number: 

843-513-7824

Country: 

United States

Call after:  Call before:

Start date:

☐ Set as primary phone number

☐ Do not call this phone number

Reason:

☒ Do not text this phone number

Reason: 

Constituent Requested

☒ Copy phone number to household and members

☐ This phone number is confidential

## Solid, out-of-the box feel

This customization is specifically engineered to look and feel “out of the box” from the beginning. When you are adding a phone number, editing a phone number, or viewing an existing record, the do not text field seamlessly integrates with the standard ‘do not call’ number. It even has a reason code that you can fill with any values that suit your organization.

Phone numbers (5)

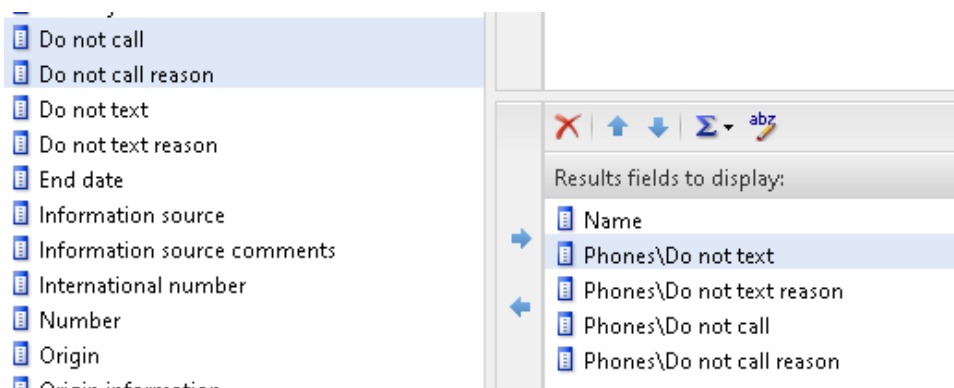
Add

Filters

Contact information	Type
<div><div><div></div><div>303-997-3301</div></div></div>	Home (Current)
<div><div>Edit</div><div>Delete</div></div>	
<div><div>303-997-3301</div><div><div><div></div></div><div>5/20/1999 - Present</div><div><div></div><div>Do not call (Do Not Call Registry)</div></div><div><div></div><div>Do not text (Constituent Requested)</div></div></div></div>	

## Query Support

As you'd expect, the new fields appear in query, too. This enables you to include the field in exports to external systems that you're using for SMS campaigns today.

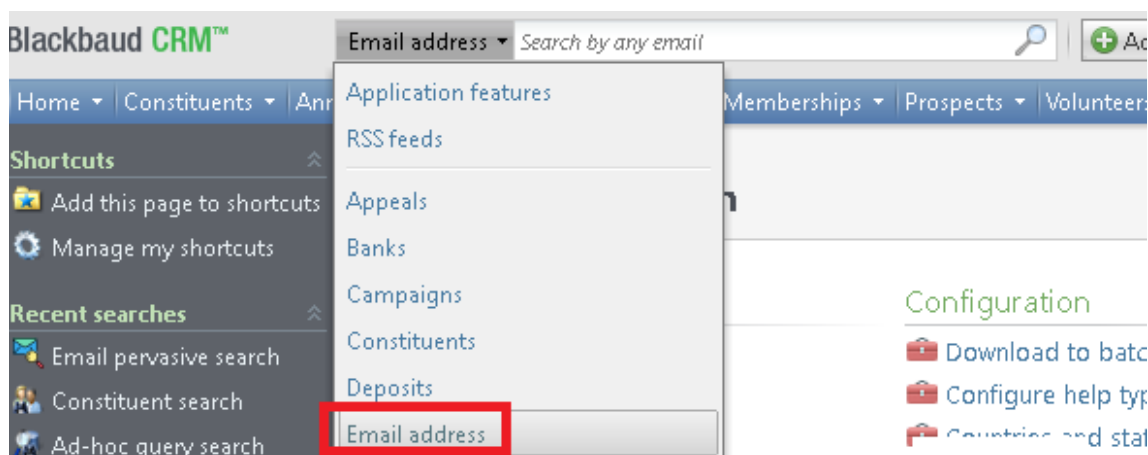


## Fine tune your SMS campaigns

Many organizations use Solicit Codes to indicate a do-not-text status. But that applies to the entire constituent. With this customization, you can manage the do-not-text status for each phone number independently.

## System-wide email search

As an added bonus, you can now search by email address from the "Pervasive search" bar at the top of BBCRM.



## Read more

[Check out the documentation](#), and, when you're ready, [purchase the Do Not Text flag](#) for your organization.