In a helpdesk system, sending and receiving SMS is crucial for providing efficient and effective customer support. It helps organizations to communicate with customers in real time and improve response times, customer satisfaction, and overall productivity by enhancing communication, providing a convenient support channel, and integrating with other support channels. In this video, we will show you how to send and receive SMS in Gridlex Zip.

If you need any help with any feature, data migration of your old data, or anything at all, just email apps@gridlex.com and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.