Inbound SMS/MMS from customers wanting to open tickets
Collecting Feedback

- E Ed
- **Naam forum:** #Feature Request

With business text messaging growing, Deskpro should have the ability to natively handle inbound SMS/MMS messages similar to the web chat feature. While I think we can get this configured via API and/or Zapier, having this working with Twilio and ZipWhip would be smart.