Technical Support Using SMS

TeamLogic IT Milwaukee now offers SMS communication with your technicians for quicker responses, streamlined communication, and additional forms of ticket creation.

Ticket creation and response can now be completed at your dedicated SMS number!

Step 1: Contact Creation



Add TeamLogic IT Milwaukee as a contact on your phone.
E.g. “TeamLogic IT Milwaukee - SMS ticket creation” or “My MSP”.

TeamLogicIT
Your Technology Advisor

Step 2: Texting Request

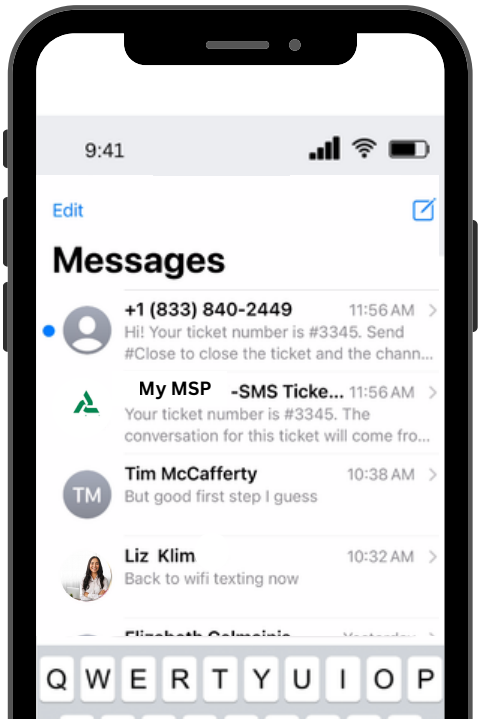
Text any support requests to this number in order to open a ticket and begin the correspondence with your technician.



You'll receive an automatic reply opening up a ticket channel which will include the ticket number.

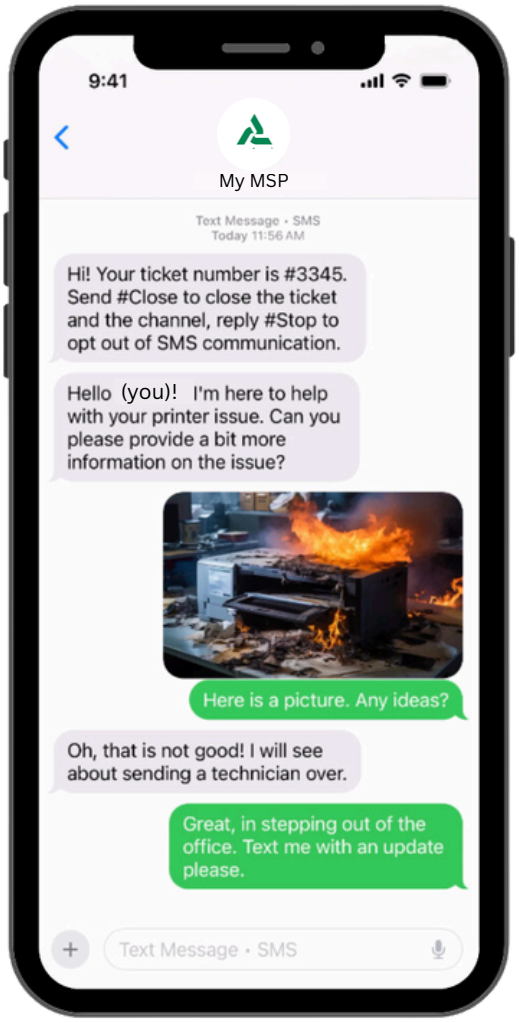
Note: The Ticket channel will come from a temporary number designated to that ticket/conversation.

Note: This will not come from the saved number on your phone as it is unique to that ticket/conversation.



Step 3: Technician Communication

Your technician will now be able to assist you through the newly created SMS channel.



Note: Once the ticket is resolved, the temporary number will no longer be active and the conversation will be closed.

To open a new ticket in the future, simply text the designated number (saved contact) and you will receive a new conversation channel for that issue (repeat Step 1).

TeamLogicIT
Your Technology Advisor

Thank you for choosing TeamLogic IT Milwaukee

We're here to assist you! Our SMS communication will enable us to meet your needs more effectively, ensuring you receive exceptional technical support.

Your designated SMS number is: (262) 800-6287

We’re here to assist you with your technical needs!