Address Book

User/Email combos input into the address book will appear for all users to select from when sending a message via Counter Message.

Typically, it is a good idea to enter your own support/counter emails into the address book, as an easy way for your salesreps to be able to contact whoever is monitoring them.

If there are no email addresses entered here, the address book will appear empty when a salesrep tries to use it to add an address.