

SMS saved to History or Archives

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Are the SMS two-way texting conversations saved in the Archives or History?

In [History](#), the [History](#) tab displays text messages sent from Patient Communicator, such as from replies in Inbox, replies from Appointment Confirmations quadrant and from the calendar, etc....

In History, the SMS Inbox [Archive](#) tab only stores the SMS messages received from the patient. It does not store messages sent from the office.

We recommend using [Patient Details](#) for best results when looking to view message strings between patient and practice.
