Concierge

Connect Privy to Concierge

Overview

This document describes the steps for enabling your customers to opt-in for SMS notifications via your Privy forms.

Summary

1. Add a custom webhook
2. Add form fields
3. Add opt-in language

1. Add a custom webhook

Go to https://dashboard.privy.com/settings/webhooks to add a custom webhook.

Add new webhook

Select "Custom"

Configure Custom Webhook
      Method: POST
      URL: https://app.conciergeteam.co/privy
      Triggers: Signups
      Save

2. Add form fields

Two fields are required: A phone_number text field and a hidden field for connecting to your account.

Select a form from https://dashboard.privy.com/campaigns

Form > Form fields > Click to edit…

Add Field…

select Customer Attributes > "Phone"

Add Field... dropdown
     select "Hidden Field"

Name the field "73be6693aa2c6255f6253880a8"

Under "Value", enter the Concierge Privy Key provided by your Concierge Account Manager

This Hidden Field links form submissions to your account in Concierge.
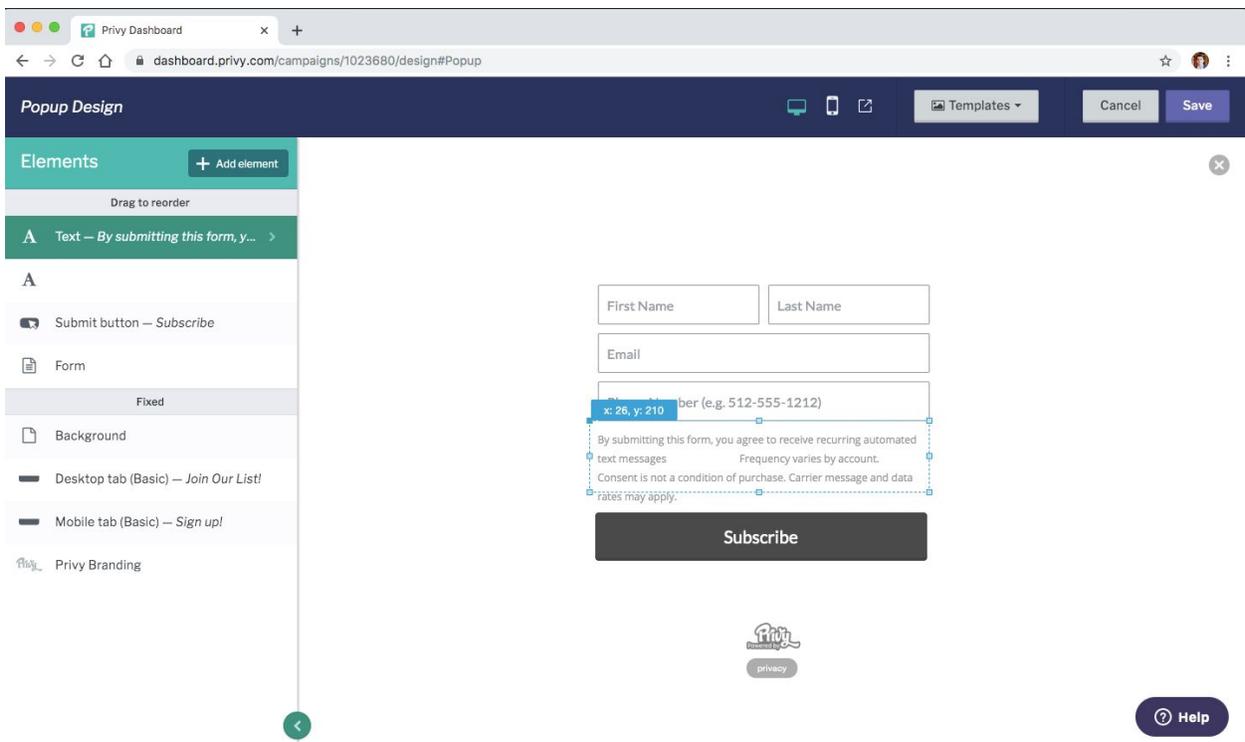
3. Add opt-in language

We recommend reviewing your opt-in processes and language (including your privacy policy and terms of service) with your attorney before initiating programmatic SMS marketing.

Example:

"By submitting this form, you agree to receive recurring automated text messages from (your company name). Frequency varies by account. Consent is not a condition of purchase. Carrier message and data rates may apply."
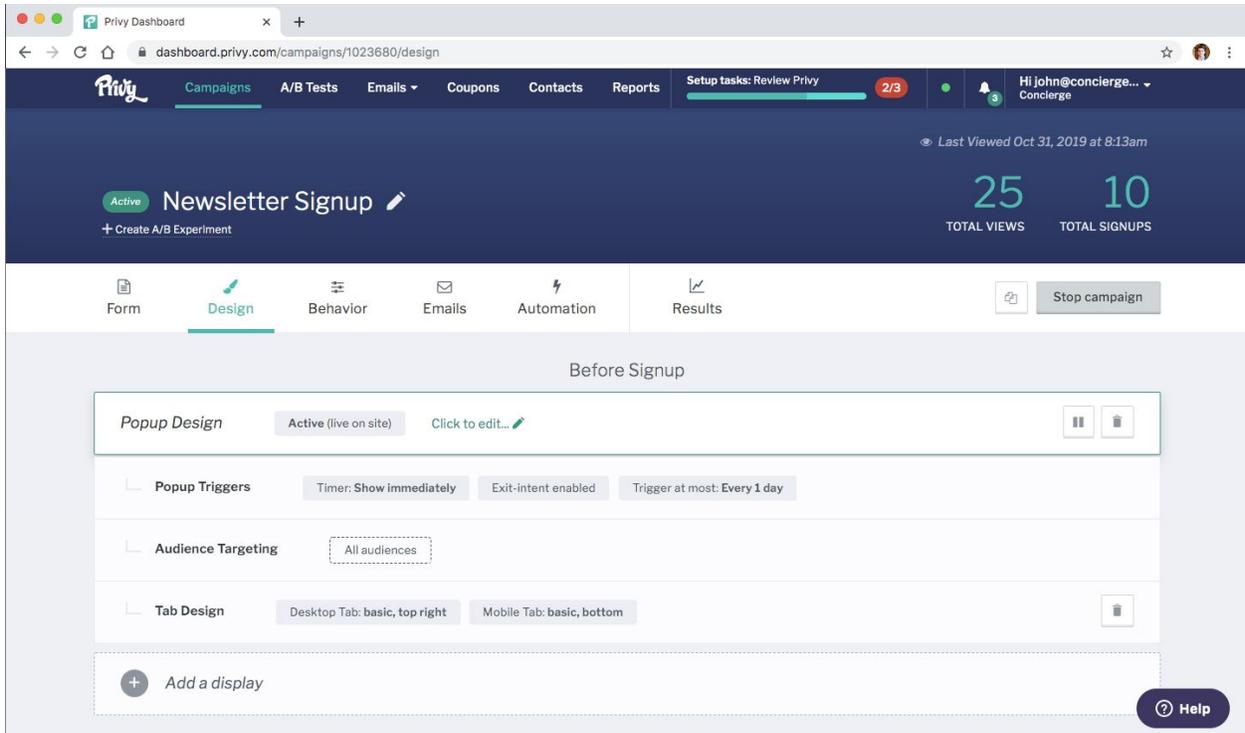
Select Popup Design to edit the layout of your form.

Editing the form popup design to add opt-in language fields

Form Example

You can see an example Privy sign-up form here:
https://assets.conciergeteam.co/forms/privy.html

Note: Privy uses cookies that can prevent the form from appearing multiple times; to retry, clear your cookies and refresh the page.

Text with the Concierge team

Get updated via SMS about new products, event invites, and more!

First Name	Last Name
Email	
Phone Number (e.g. 512-555-1212)	

By submitting this form, you agree to receive recurring automated text messages from Concierge. Frequency varies by account. Consent is not a condition of purchase. Carrier message and data rates may apply.

Sign Up

Example Privy form for collecting SMS opt-in

We recommend your final form include fields with values:
first_name (optional)
last_name (optional)
email (required by Privy)
phone_number (optional)

Submit your phone number at https://assets.conciergeteam.co/forms/privy.html to experience the SMS opt-in flow. Concierge logs opt-in and double-opt-in events for your auditing purposes. Templates and single- or double-opt-in are configurable for your account.
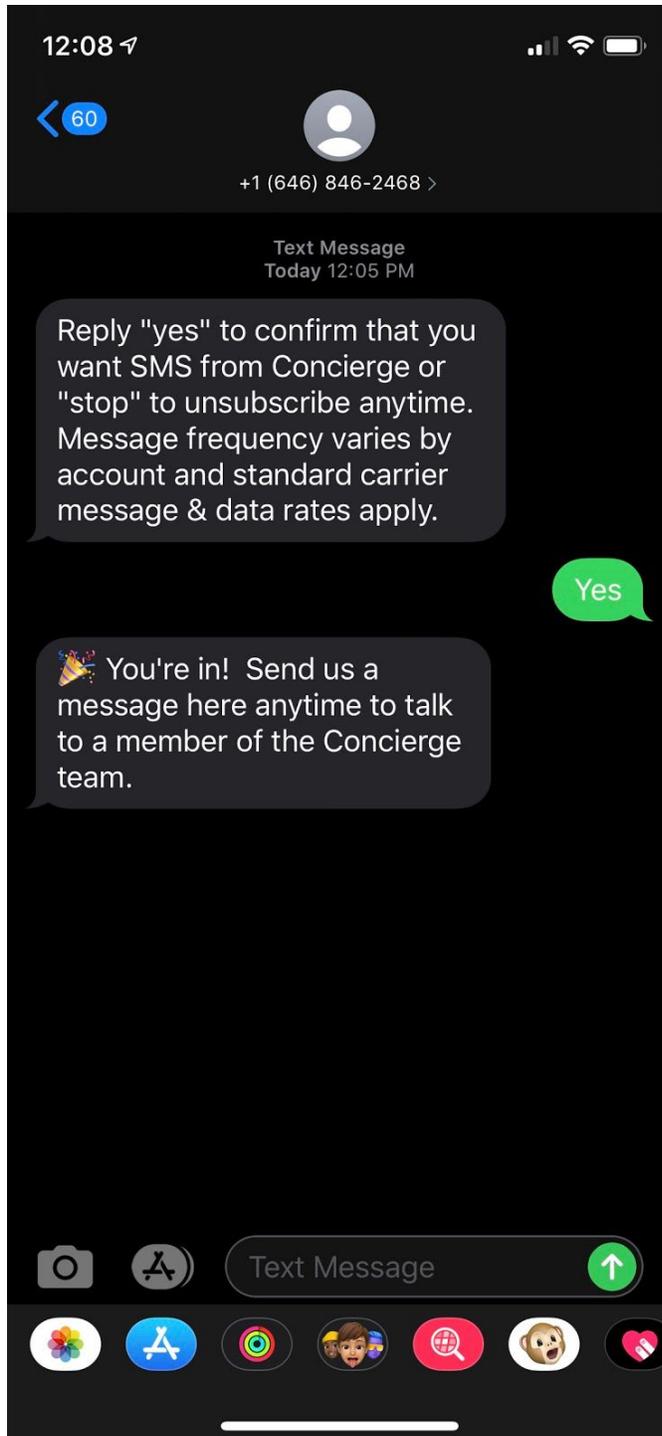
Example double opt-in SMS flow

Need Help?

Please email service@conciergeteam.co or your Concierge account manager if you'd like us to help you set up a Privy form.

For help getting started with more personal SMS marketing, please visit www.conciergeteam.co or text us at (646) 846-2468.