Chat and SMS allows users to have text conversations, send attachments and use emojis through the Simplicity platform and applications. Chat and SMS can be with a single individual or a group using extensions, 10-digit numbers, or a combination of both. Attachments can be documents, photos, videos, and audio clips up to 5mb.

Chat and SMS is an alternative to emails and calls, connecting users in the same domain (chat), as well as contacts external to an organization (SMS/texting). Benefits include:

- Send multi-media files
- Repeatedly use threads
- Launch collaboration sessions with specific groups
- Use as an alternative to emails for quick messages and resolution
- Connect remote or multi-site users
- Supports and compliments other forms of communication (eg: answering a question for a customer while on the phone)

Cost: No additional cost