Simplicity SMSPlus

Simplicity SMSPlus is a comprehensive cloud messaging solution that lets you send and receive SMS and MMS messages from your toll-free or local business numbers. By using existing business phone numbers to connect with customers, you can open up new communication avenues and reinforce your brand, as well as connect with customers in the way they want to be reached.

Text-Enable Current Numbers
Use your existing business phone numbers to contact customers via SMS and MMS messages

Engage Customers
Text promotions and track responses and ROI

Set Auto-Responses
Automatically respond to customers with customized text responses no matter when they reach out

Monitor Messages
Oversee all texts sent and received by your business from one account

Resolve Customer Issues
Search text archives with a 360 degree view of customer interactions

Support Global Messaging
Seamlessly text across multiple languages, including double byte

Manage Contacts
Save customer contact information in a searchable database

Ensure Compliance
Send text messages that adhere to CTIA guidelines

Business Texting Facts:

Texts are More Engaging
- 99% of texts are opened by users
- 95% of texts are read
- 45% of texts receive a response

Texts Resolve Issues Faster Than Phone Calls
- Texting is 10 times faster than calling
- Average text response time is 90 seconds or less
- Text messages are read in under 5 seconds, on average

Texting is Preferred in the United States
- 90% of consumers want to use texting to reach businesses
- Texting is the most prevalent form of communication for people under 50
- 50-65% of people engaging with Contact Centers prefer texts over calls

Sources: "Best Practices & Trends in Contact Centers," Forbes, Intelligent Contacts, Singlepoint, smscomparison.com, textrequest.com, Velocify

Cost:
Multiple plans offered. See SMSPlus pricing sheet for details.