

ELEVATE YOUR CUSTOMER'S EXPERIENCE WITH SMS

Why add SMS to business communication?

Business Text Messaging or SMS provides a faster, less intrusive way to communicate for quick 1:1 communication.

- Unify your communications by adding SMS into your existing business numbers
- Improve response rates
- Give customers flexibility to respond without hold times
- Improve appointment reminders, confirmations, support answers and more



Universal Format

97% of Americans have a phone that can receive text messages. ¹



Preferred by Customers

70% of consumers opted to receive texts from businesses, in 2022. ²



Used By The Majority Of Businesses

Over 50% of businesses use text messaging to communicate with their customers. In 2022 text messaging for business grew 27%. ³



Improved Responses

SMS has a 98% open rate when used for business communication. ⁴

Communication for Today's
Modern Workforce



(800) 974-4800



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A Unified Solution Built for Mobility



Integration

SMS / Webex integration and login authentication. Call, chat, meet, collaborate, and text from a single application.



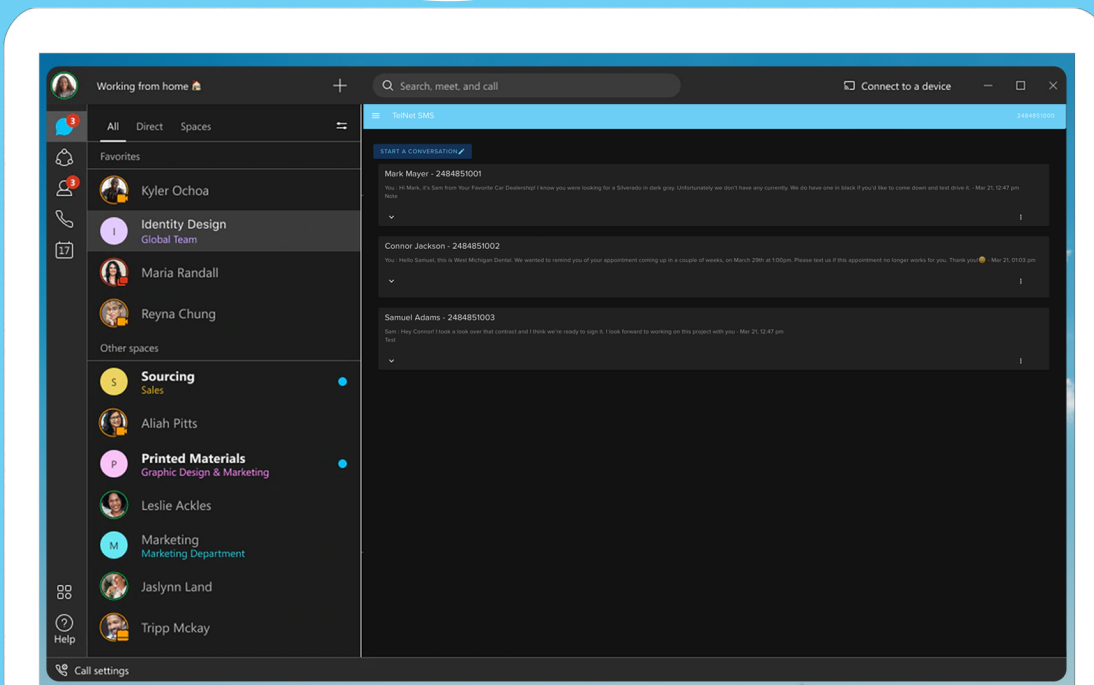
Person to Person

Conversational 2-way SMS from any of your business users.



Group Text

Reduce back and forth by using group texts where everyone can respond and see replies in the same thread.



References

- [1. https://www.pewresearch.org/internet/fact-sheet/mobile/](https://www.pewresearch.org/internet/fact-sheet/mobile/)
- [2. https://simpletexting.com/2022-texting-and-sms-marketing-statistics/#:~:text=Key%20Texting%20%26%20SMS%20Marketing%20Statistics&text=On%20an%20average%20day%2C%20consumers,of%20businesses%20text%20their%20customers3.](https://simpletexting.com/2022-texting-and-sms-marketing-statistics/#:~:text=Key%20Texting%20%26%20SMS%20Marketing%20Statistics&text=On%20an%20average%20day%2C%20consumers,of%20businesses%20text%20their%20customers3.)
- [3. https://simpletexting.com/2022-texting-and-sms-marketing-statistics/#:~:text=In%202022%2C%2055%25%20of%20businesses%20use%20text%20message%20marketing%20with,over%2Dgrowth%20in%20SMS%20adoption.](https://simpletexting.com/2022-texting-and-sms-marketing-statistics/#:~:text=In%202022%2C%2055%25%20of%20businesses%20use%20text%20message%20marketing%20with,over%2Dgrowth%20in%20SMS%20adoption.)
- [4. https://textsanity.com/text-message-marketing/sms-open-rates/](https://textsanity.com/text-message-marketing/sms-open-rates/)

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