Give Your Customers a
Better Experience
and **Save Money** with **SMS**

ABC Financial — Now

Thank you for using our SMS call-back service. You will be notified when a Customer Service Representative becomes available.

You can choose to take the call later by replying 'LATER' or nominate a time to be contacted.
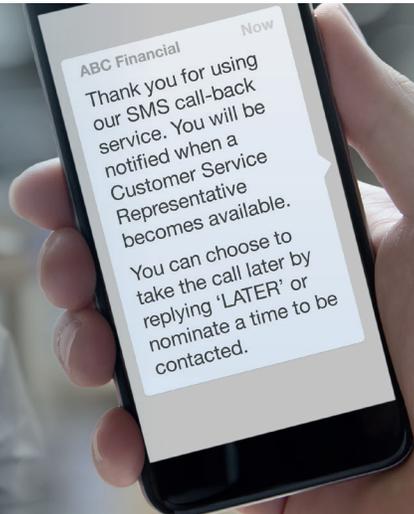
Why SMS?

Decrease hold times and give your customers a better experience by integrating SMS text messaging into your multi-channel UC solution. You can also save your client's money with shorter call times and fewer support calls by executing money saving tools like SMS outbound queuing and maintain strong customer relationships.

✅ **Decrease hold times** ✅ **Save money with fewer support calls** ✅ **Improve & maintain the customer experience**
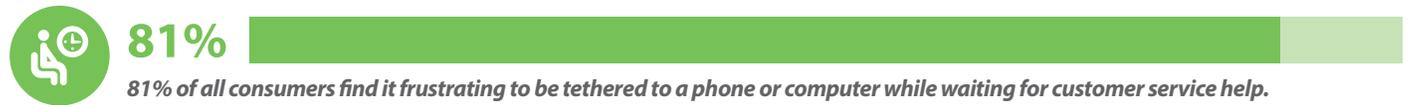
SMS saves you money on every call

$5.84

$0.95

You could save almost **$25,000 per month** or **$300,000 annually***

*Based on 5000 calls per month if converted to automated proactive notifications.

Average cost of a live telephone call

Average cost of a self-service session

Don't leave them hanging... keep customers happy

81%
81% of all consumers find it frustrating to be tethered to a phone or computer while waiting for customer service help.

89%
of customers admit they would leave a company after a bad customer experience.

Deploying money-saving tools like SMS outbound queuing allows you to maintain strong customer relationships. Notify customers via text message when a customer support rep is available and decrease average hold time.

To learn more go to **www.messagemedia.com/use-cases/call-centers** or contact us on **1-888-799-9767**

Deliver a Superior Experience

and gain a **competitive advantage**

SMS... your customer's preferred option

64%

64% of consumers would give a big thumbs up to a business that offered text messaging as a customer support method.

SMS communications provide a stress-free customer experience options. Customers want lower wait times as well was the option to take care of easy, automated support options via text—simply and without frustration—tasks like checking on the status of an order, scheduling or modifying an appointment, making a reservation, changing a password and even asking basic questions. That means stronger customer relationships and more efficient communication strategies for your clients.

A technology partner with a proven record

Here at MessageMedia, we collaborate with organizations like yours that provide top-of-the-line Unified Communication solutions. We drive the industry forward so you can always offer the high quality SMS services your customers expect.

40m
MESSAGES PER MONTH

With over 40 million messages sent every month across the planet, it's no wonder MessageMedia is the go-to SMS partner for enterprise Unified Communications solution providers.

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