tcn

SMS

TCN's SMS solution delivers efficient communication on customers' preferred channels. With SMS, connect with and convert customers through instant text messaging.

SMS messaging has become a robust tool for businesses to conveniently, personally and efficiently engage with customers. With significantly higher open rates than email messages, studies have demonstrated SMS messages have read rates as high as 98%, making them a valuable communication channel for businesses seeking to connect with their audience effectively and reliably.

Instant Messaging

TCN's SMS solution empowers you to send automated, intent-driven text messages that connect with customers proactively. Whether it's a simple "STOP" request to unsubscribe from a service or an automatic response to a frequently asked question, TCN's intelligent system ensures prompt and accurate delivery, reducing the need for manual intervention.

Facilitate seamless two-way interactions by establishing inbound campaigns that direct incoming messages to designated agents. This intelligent routing system ensures that customer queries are promptly addressed by the most appropriate agent, optimizing response times and fostering better customer experiences.

Lastly, SMS enables secure and effortless payment collection, empowering organizations to enhance customer satisfaction, drive efficiency and optimize business outcomes with SMS.

Benefits

- Register and obtain SMS numbers
- Reach more customers with the highest open rate of any text channel
- Streamline processes by not running or downloading any additional software
- Reduce call volume
- Increase agent productivity by interacting on multiple conversations
- Save time with real-time dashboard analytics
- Faster campaign creation with an asset library
- Assistance in obtaining, registering and managing SMS numbers with carriers

Features

- Facilitate customer connection with unlimited inbound & outbound SMS campaigns
- Route customers to their preferred agent with skill-based routing
- Access unique service level agreement rules per campaign
- Improve the benefit of custom disposition and reporting
- Ensure consistent branding with canned messages
- Manage compliance with opt-out management
- Collect more payments by sending payment portal links
- Create custom messages with merge tags

Use Cases

- Send a payment reminder message with a PCI-compliant link to automate collections.
- Send appointment reminders.
- Notify customers about service technicians' arrival.
- Distribute personalized marketing promotions to a broader audience.
- Keep customers informed about weather changes through timely updates and alerts.

Edit Campaign

General   **Outbound**

Manual Conversations ♡

Manage Tasks

Tasks Require Manual Approval ♡

Maximum Messages Sent Per Hour: ♡

100

SMS Message

LMS Exchange: ♡

Outbound Omni Exchange SMS

Merge tags: ♡

Cell Phone   Add Tag +

Please Note: All URL's will be shortened once you send this message

Hi First Name ! We hope you're enjoying our services. Your feedback is important to us. Please take a moment to rate your experience from 1 to 5 stars, with 5 being the highest. Reply with your rating, and feel free to share any comments or suggestions.

253/280 (4 messages est.)

Cancel   Save