

SMS Connect

Increase conversions and promote positive experiences



4 Key Benefits

- Increase customer loyalty
- Keeps you, your staff and your customer informed
- Proven to increase conversions for the “Let me think about it” caller
- Can be used across multiple industry types

Now you can trigger SMS to existing and potential customers during their interaction with Waynua Outsourced Call Centre Services – Customer Service Desk, Technical Support Desk & Service Desk.

Customers make contact with a query, make a purchase, or require a service technician call out. SMS Connect is a follow up step that promotes customer care, awareness and confidence in your brand.

Using a Library of Branded Templates via Push Text Notification Technology, we keep you, your staff and your customers (*new our existing*) informed. Triggered Notifications, skilfully placed in your call script can be automatically sent based on the customer journey or call outcome.

For your on call staff, SMS connect allows them to confirm receipt of calls, view previous calls and send customer updates.

For your customer we can send appreciation for their call with carefully placed prompts within the real estate space of the text. These can be informative pieces of information to love your brand more, services they don't have with you or the opportunity to “**click here**” to complete a transaction or interaction.

SMS Connect is an intuitive interaction, carefully triggered with an emphasis on being useful to the recipient.

- Warm and appreciated.
- Insightful and Customer Friendly

How it works

SMS Connect is a Library of Branded Templates pushed out depending on the recipient and call outcomes, triggered in your call script.

Key Features

Library of Templates

Suitable Template based on call outcome and recipient.

Branded

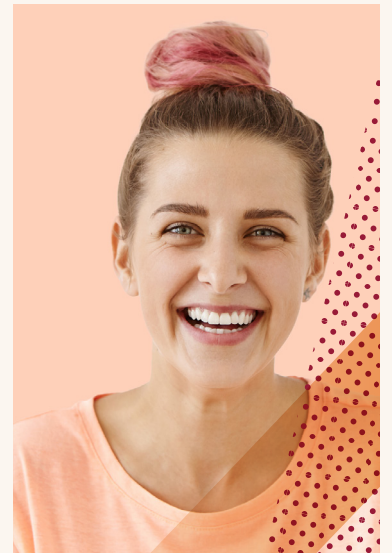
Templates are branded with your logo and colours.

Reporting

Reporting of all interactions and how SMS connect helped.

Efficiency

Promotes Self Service
Follow up and Automation.



SMS Connect is part of our Outsourced Customer Service, Technical Support and Service Desk Offering and can also be integrated with our Web Chat and Email Management Services.

Web Chat

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

Email Management

We can manage all your inbound and outbound emails and web forms in a flexible, intuitive way.

