



Inbound & Outbound SMS Services



SMS Blasting



SMS Callback



SMS Chatbots



SMS Support



SMS Blasting

Mobile devices generally stay within reach of your customer at all times. By sending out an SMS Blast, you are not only able to efficiently deliver information, but can offer your audience a chance to reply and interact. Take a proactive IVR approach by programming as broad, or as personalized, messages as necessary, encouraging customer engagement with your company.

Features & Benefits

✓ AUTOMATED REMINDER NOTIFICATIONS

NuVoxx will send out SMS reminders on your behalf and provide a click through link, or phone number to easily reach your organization.

✓ AUTOMATED EMERGENCY NOTIFICATIONS

Rapidly broadcast your message to large numbers of customers, suppliers or employees, especially when data networks get overloaded.

Use Cases

- Running promotions and discounts
- Usage cap notifications
- Overdue payments
- Requesting customer feedback on previous interactions
- Announcing new products or services
- Holiday or celebration greeting messages
- Sending out emergency notifications
- Alerting your customers to service outages
- Appointment reminders for scheduled meetings
- Send company information to employees

Get in touch with us today to learn more about our Business SMS Solutions!

www.NuVoxx.ca | Sales@NuVoxx.ca | +1 888-968-8699

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SMS Callback

With the increased use of mobile phones and tablets, there is simply no need to keep your customers waiting in line to speak to a representative. Connect your customer with an available agent quickly, by having the customer text a simple one-word message. For more specific requests, set up multiple keywords that connect your customer to different business functions.

Features & Benefits

✓ KEYWORDS FOR THE RIGHT DEPARTMENT

Our SMS Callback solution allows your customers to use keywords to connect with the right agent or department, such as “Tech Support” or “Billing”.

✓ IMPROVE CUSTOMER EXPERIENCES

By utilizing SMS Callback, your customers get connected with the right agent with no transfers, and eliminates the need for them to wait in a queue, in turn improving customer satisfaction and their experience.

Use Cases

- Marketing street campaigns in which customers send a message to receive a call with more information
- SMS Blasts that require a text reply to speak to a live agent
- Multiple keywords such as “refill prescription” or “technical support” to be instantly connected to the correct department
- Place a number for customers to text for phone support on your website

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SMS Support

Reduce call queues, average resolution times and transfer rates with SMS Support. Allow agents to provide support through SMS, utilizing a web portal that also handles emails, calls, and web chats. When a customer texts a keyword to your number requesting support for a particular reason, a ticket is created for the best-suited agent or routed to the best-suited department through our skill-based routing system.

Features & Benefits

✓ REDUCE CALLS & PHONE QUEUES

SMS Support eliminates the need for customers to call in or wait in a queue for common issues. This will reduce your telecom costs, and greatly improve your customer experiences.

✓ IMPROVE AVG. RESOLUTION TIMES & TRANSFER RATES

By allowing customers to use keywords for particular issues, tickets are routed to the right agent or department to resolve the issue faster and on the first contact.

Use Cases

- Provide support for common inquiries such as returns, shipment tracking, account changes, appointment changes, balance checks and more
- Receive images of damaged goods for returns, or wrong product shipments, vehicle damages for insurance, and more
- Send links directly to the customers phone for appointment scheduling pages, meeting requests, product or service documents, surveys, and more

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SMS Chatbots

SMS Chatbots take a load off your agents by handling small inquiries and tasks, such as bookings, account information, order information, and more. This allows your agents to handle smaller queues and allows them more time to take care of complex tasks. Our SMS Chatbots can be implemented on any channel such as Facebook Messenger, SMS & WhatsApp.

Features & Benefits

✓ REDUCE TELECOM COSTS

By enabling SMS Chatbots, you will reduce incoming calls and wait times, which in turn will reduce your telecom costs.

✓ IMPROVE YOUR CUSTOMER EXPERIENCES

Your customers want fast and hassle-free service, saving them time. Allow your customers to handle their inquiries without having to wait in a queue.

Use Cases

- Process online returns, shipment tracking updates, and product availability info in retail applications
- Process quick quotes, account changes, and claims in insurance applications
- Schedule appointments, get requests for callbacks from doctors, and information on any procedures in healthcare applications
- Schedule appointments for viewings, offer information on current listings based on criteria from prospects, schedule calls with realtors, and provide market data in retail applications
- Check balances, schedule appointments within different departments, and offer status checks for loan approvals in banking applications

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