



## SMS & WHATSAPP MANAGEMENT

### **Instant Messages Management turns texting into a service and sales platform.**

Current surveys reveal that almost 80% of people wish they could have a text conversation with a business. 7twenty's IM management (SMS, WhatsApp, Viber, WeChat), enables customers to communicate with your business just as they would by using chat or email.

Utilizing IM management, you can offer a wide variety of services via texting: schedule appointments, send reminders, provide general information such as working hours or arrival instructions, deliver private information, and much more.

Customers today expect quick solutions, preferably at the first attempt. Although telephony can no longer solely supply this, current surveys reveal that almost 80% of people wish they could have a text conversation with a business.

Quickly addressing service issues in a timely manner not only improves customer service, but also turns 7twenty's IM management to a sales platform. It enables you to keep in contact with customers while on your website or social account, and affect their purchase decisions in real time.

In addition, it maximizes efficiency with no extra personnel or large expenses. Above all, 7twenty's IM management, positions your organization as innovative, providing current customers with high-end experience and attracting new audiences used to communicating via advanced channels.

### **TECHNICAL FEATURES**

- Sending text, pictures, voice calls and location

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- Range of performance and system efficiency reports

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- Variety of reports show the efficiency and availability of support's level

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- Total adaption of graphics to the client's brand

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- Option to show customers their place in the queue

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