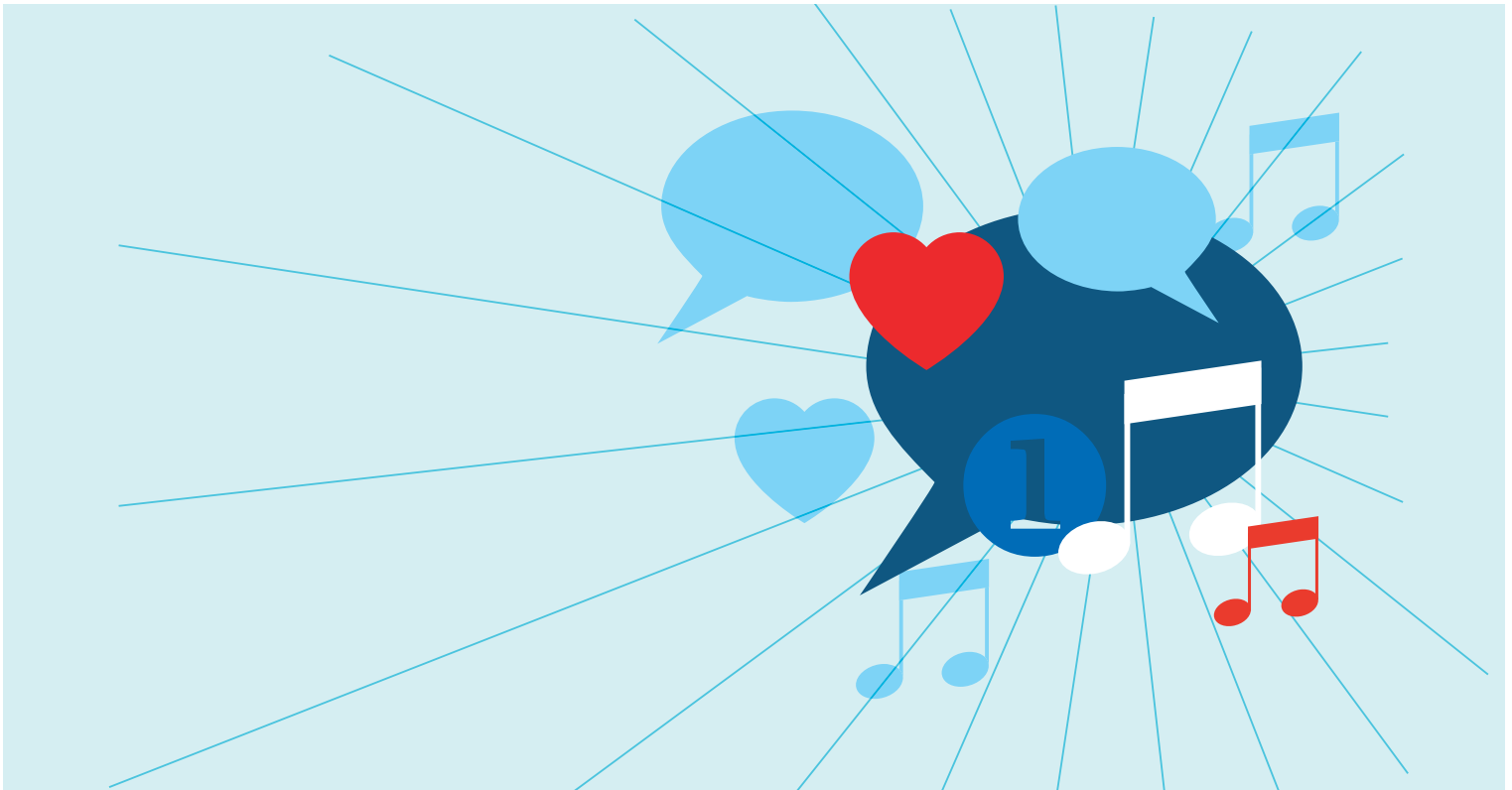


SMS Solutions

SMS Helpdesk



SMS Helpdesk

The SMS Helpdesk solution offers businesses a cost effective way to handle customer enquiries efficiently and with full accountability. Customers simply text their question (via 5 digit short code or 11 digit long number) for the cost of a standard or premium rate text and the response they receive is free of charge. Queries can be viewed and handled by email or online and our easy to use system creates full reports, available instantly, giving full customer history, messages sent and received, pending enquiries and final resolution. SMS Helpdesk enables staff to work remotely, allowing businesses to provide 24/7 customer support, alternatively an automated response can be set up for messages out of hours.

Benefits

- 24/7 Remote access
- Cost effective
- Simple to set up & user friendly
- Secure & confidential
- Flexible email or web response
- Full management reports

Ideal for

- Many companies use SMS Helpdesk to manage technical and 24/7 emergency support. Setting up auto questions to resolve problems quickly saves customers time spent queuing and on the phone and leaves phone operators free to deal with more complex enquiries.
- Radio Stations and TV programmes benefit from SMS Helpdesk handling texts in real-time, it enables live-chats and a more personal interaction with the target audience.
- Information Services, as provided by Public Sector, Travel and Media organisations, use SMS Helpdesk to handle quick fact finding enquiries. Customers save time spent queuing on the phone and can keep the information required safe and close at hand if needed.

All our clients are provided with a dedicated Account Manager and the back up of an outstanding Technical Support team.

To find out more or to ask for a demonstration, call one of our team of experts on 0844 556 7888.