

SMS Studio

SMS Helpdesk



Provide support from anywhere in the world

Providing technical back up, product support and service information is an essential role of many businesses and organisations. It is vitally important that these services don't just offer genuine value to those who require them but are also effectively run in a manner which places minimal strain upon the service provider.

SMS Helpdesk is the ideal way to handle customer enquiries promptly, efficiently and with full accountability. This robust yet simple service allows customers to contact an organisation with a query by text message and receive a response tailored to their requirements. By utilising SMS, it is possible for both the customer and company to save time and money in addressing issues and correspondence.



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What is SMS Helpdesk?

SMS Helpdesk is a powerful tool for assisting in the provision of customer support and assistance by text message. Customers simply text their question (to the user defined 5 digit short code or 11 digit long number) for the cost of a standard text message and receive a response free of charge. The service is able to quickly resolve common issues by allowing the user to set-up automated responses to common queries. Those enquiries which require a bespoke response can be handled by operators using the online control panel. Due to the online nature of the SMS Helpdesk system; queries can be dealt with remotely as and when required – providing absolutely flexibility.

Once a customer has sent a text message query (which has not been logged as appropriate to be automatically responded to), the message enters a pool which is accessible to all operators associated with the service through their Watch Screen. By sending all messages to a pool, excessive delays in response time are avoided and all operators provided with a share of the workload; which is particularly useful for larger organisations or highly active support departments. The real-time nature of SMS Helpdesk also positions it as an effective tool for use in television and radio broadcasts as a means of actively interacting with the audience.

The service not only relays queries to operators but is also able to instantly provide reports which show specific customer history, messages sent and received, any pending enquiries and final resolutions. This complex customer management system ensures the highest level of proficiency in the handling of all customers and enquires whilst also allowing supervisors to monitor performance.

Want to keep your customers informed on a more regular basis? Try our “SMS Subscription” service.

Features

- User-defined out of hours responses
- Detailed statistics and reports package
- Programmable automated responses
- Full Number History
- Watch Screen and pending enquiries notification
- Alerts for both operators and supervisors
- Real-time interaction with customers or audience

The Benefits

- Access remotely 24 hours a day as required
- Provide comprehensive yet cost effective support
- Quickly set-up and tailor the service as required
- Full accountability for improved customer experience
- Transparency of communication for heightened quality control
- Engage directly with customers or audience
- Receive full back up from our technical support team

To find out more about SMS Helpdesk or request a demonstration,
get in touch with our expert team on 0844 556 7888