Business SMS

Add Text Messaging to Your Platform

Business SMS is the future of marketing and customer service, allowing your clients to reach their audience more effectively and reliably. The SkySwitch white-label ecosystem enables you to sell Business SMS texting and Business MMS with the same back-end infrastructure that supports our advanced business platform.

Benefits of Business SMS

Business SMS provides your clients, no matter what business they're in, with capabilities such as keyword responders, appointment reminders, SMS blast campaigns, and more so they can communicate better and faster with customers and prospects to drive efficiencies and growth. Consider the following examples:

A real estate firm can:

❯ Push property information, flyers, MLS data, etc. with keyword responders

❯ Boost attendance at open houses and reduce no-shows at showings with appointment reminders

❯ Blast new listings to prospects to generate interest

An automobile dealership can:

❯ Push sales information, flyers, and sales contact details with keyword responders

❯ Improve the customer experience with service reminders and completed service notifications

❯ Send inventory, trade-in, and sales announcement blasts to boost revenue

A healthcare provider can:

❯ Send blast campaigns to announce availability or location of services

❯ Improve the patient experience with appointment and prescription pick-up reminders

❯ Create drip campaigns for gathering updated information

Business SMS Enablement Platform

With our comprehensive SMS platform, you can deliver a wide range of functionality, all with existing customer phone numbers and managed through an intuitive portal accessible via the PBX login. Capabilities include:

❯ **Number-sharing:** Access multiple numbers from a single login

❯ **Multi-device sync/support:** Use your account on multiple devices

❯ **MMS support:** Send and receive MMS messages for a rich media experience

❯ **Address book:** Separate and sync contacts across multiple devices

❯ **Keyword auto-replies:** Send automatic replies for specific keyword inquiries

❯ **Canned responses:** Respond consistently to regularly asked questions

❯ **Away message auto-responder:** Easily set up a message for when you need to step away

❯ **Mobile app (iOS and Android):** Keep in touch, even when you're on the go

❯ **Help management:** Provides examples and describes how to use or configure each setting

❯ **Reporting:** Gain insight and control the costs of messaging usage across your organization