



Harness the Power of Business SMS, MMS & Email



# Business Messaging

## WHY SHOULD YOUR BUSINESS MESSAGE?

In a digital-first business world, breaking through the daily flood of advertisements, social media and cold calls to get your customers' attention is a gamble. Change the odds with business messaging.

**292**

million people in North America use text messages.

**88%**

say text is the No. 1 application they use on their phones.

**99%**

is the average open rate for text messages.

**99%**

of email users say they check their inbox daily.

**38%**

fewer no-shows using both email and SMS reminders.

## MESSAGING BUILT FOR BUSINESS

MyCloud Messenger enables your business to connect with customers via SMS and MMS using your business' main phone number, toll-free number or even employees' numbers, and email messaging via your business' outbound email.

### Our cloud-based solution is ideal for:

- + Notifications
- + Sales & Marketing Promotions
- + Live Interactions
- + Appointment Reminders
- + Delivery Scheduling & Tracking
- + Customer Surveys
- + Customer Support & Trouble Tickets
- + One-to-One Customer Interactions
- + Add Messaging to Any Existing Solution, including Microsoft Teams



## GO BEYOND BROADCAST MESSAGES

MyCloud Messenger enables your business with a complete suite of fully customizable and programmable SMS, MMS and email features for messaging, marketing, sales, service delivery and customer support.

### CAMPAIGNS

Broadcast news via texts and emails to communities, customers or employees about sales, events and more.

### TIMETEXT

Schedule texts to be sent at a specific date and time for sales follow up, special offers, or additional customer information.

### SURVEY

Get feedback from your customers about service quality, new products, purchasing plans and more with quick text polls.

### SERIES

Keep leads engaged, customers loyal and employees informed with text campaigns over days, weeks or months.

### TAGS

Tag customers to events, interactions and campaigns for targeted and personalized texts and emails.

### KEYWORDS

Automate responses to customer inquiries using pre-set replies to common questions based on keywords.

### PATHWAYS

Assist customers by routing them to live customer service agents or sales reps through interactive text responses.

### APP INTEGRATION

Text-enable any application or website with available APIs through custom integrations.

## BUILD YOUR BUSINESS WITH MESSAGING

Leverage MyCloud Messenger for these business-building applications and more.

### TARGET YOUR MESSAGES

Use Campaigns and Tags to give your customer the information they're looking for when they're looking for it.

### AUTOMATE OUTREACH

Create nurture campaigns that send texts and emails at predetermined intervals for sustained customer outreach.

### ENGAGE CUSTOMERS

Communicate directly with your customers using two-way text Live Agent interactions.

### ENABLE WORKFLOWS

Streamline contact management, automate communication and integrate with CRM tools using our API.

### CENTRALIZE MANAGEMENT

Send texts and emails, set up campaigns and manage your text and email conversations from our intuitive admin portal.

### MESSAGE ENABLE YOUR WEBSITE

In a digital-first world, not having a textable number on your website is equivalent to not providing an email address.

## MESSAGING WORKS FOR BUSINESSES OF ALL SIZES & INDUSTRIES

MyCloud Messenger has use cases across a range of organizations like these:

- ✓ Retail Stores
- ✓ Travel Agencies
- ✓ Restaurants & Eateries
- ✓ Professional Services
- ✓ Media Companies
- ✓ Senior Care
- ✓ Construction
- ✓ Home-based Businesses
- ✓ Financial Services
- ✓ Medical & Healthcare
- ✓ Political Organizations
- ✓ Home Services & Deliveries
- ✓ Municipalities & Communities
- ✓ Door-to-Door Sales
- ✓ Nonprofit Organizations
- ✓ Religious Organizations
- ✓ Real Estate & Property Management
- ✓ Human Resources

**DOWNLOAD**  
the MyCloud Messenger  
Mobile App

iOS



Android



### FOR MORE INFORMATION

(469) 864-7776

<http://www.myvoippro.com>

