

Bulk SMS for Helpdesks

If your organisation is using Helpdesk software to provide technical support to its customers, this can be further enhanced by integrating it with an SMS platform.

The Phonovation SMS Gateway offers a secure and stable platform to support SMS messaging for helpdesks.

Use SMS messaging for both internal and external communication for support ticket software and service notifications, so that you're not just relying on phone and email communication. You can:

Create and automate SMS alerts to monitor and track your customer tickets when you're away from your web browser.

Improve customer service using two way SMS for support ticket updates and allow clients to respond to the SMS

Not only will your organisation enhance and increase the efficiency of its end user support offering, but it will benefit from the savings made on staff time and resources.

Save time and money

Even if your company has different support teams for different issues, the service

can be configured to send an SMS to the appropriate team, further reducing problem response and resolution times.

In addition, automatic replies can be configured to deal with frequently occurring questions or issues, meaning your staff can concentrate on more critical troubleshooting for your customers when needed.

Phonovation's SMS service and is used by Ireland's biggest companies

Phonovation's SMS gateway is used by some of Europe's biggest companies - Investec, Liberty Insurance, Vodafone and UPC - to help drive sales, improve customer communication, reduce costs and provide a better customer service.

24/7 fail safe platform for your communications.

The powerful Phonovation SMS Gateway is robust enough to handle the most demanding of SMS campaigns. With a unique capacity to send 500 SMS messages per second it can provide a 24/7 fail safe platform for your communications.

Why Phonovation SMS for Helpdesk support?

Increase customer loyalty and boost satisfaction with an additional communication channel.

Instant ticket and service updates to multiple mobile phones if needed

Monitor ticket activity and respond even while on the move

Save time and money by incorporating automated SMS text message responses to the most common and frequent requests for assistance.

Seamless and simple integration with your helpdesk software

Prices start at xxx for xxx texts and integration is simple.

Call us now on:
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