



Harness the Power of Business SMS/MMS



Business Messaging

WHY SHOULD YOUR BUSINESS TEXT?

In a digital-first business world, breaking through the daily flood of email, 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.

85%

of customers prefer text messages to phone calls or emails.

45%

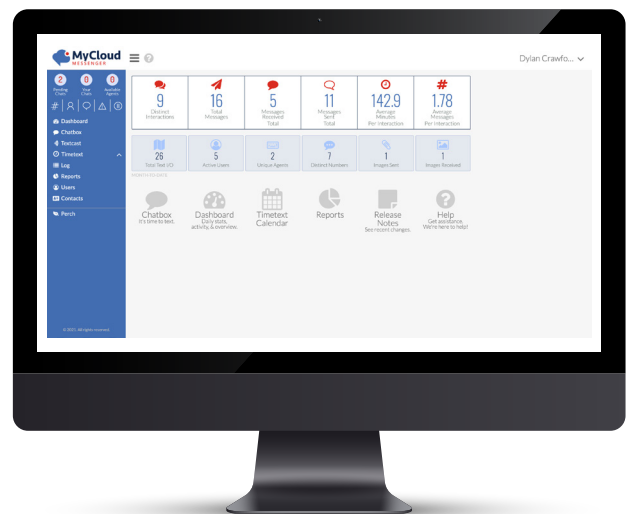
of people reply to text message blasts.

TEXTING BUILT FOR BUSINESS

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

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 and MMS features for messaging, marketing, sales, service delivery and customer support.

TEXTCAST

Broadcast news 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.

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

AUTOMATE OUTREACH

Create nurture campaigns by sending texts at preset intervals for sustained 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, set up campaigns and manage your text 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

FOR MORE INFORMATION

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