

TeligentIP is INNOVATING

the way SMS can help your business

A clientless SMS platform that allows business to person messaging, business systems (distributed messaging), and API (software to person messaging) to interact with customers through SMS (text) and MMS (pictures) without disrupting the existing voice services. Can be enabled on virtually any local or toll-free number along with international capabilities in over 50 countries worldwide.



User Friendly

The SMS portal is easy to access and use!



Accessible

No Downloads! The portal can be accessed online anywhere, anytime.



Authentication

Integrated with your Google Account



Why does your business need SMS?



Contact Center Features

Boost Customer Interactions

Gather information about your customers.

Build Brand Recognition

Use the same number for calls and SMS.

Faster Results

90% of all text messages are read in under 3 minutes

Happier Customers

78% of people wish they could have a text conversation with a business. Increase engagement and offer more ways for your customers to stay in touch.

Cost Savings

Easily integrate SMS into your administrative workflows to reduce inbound and outbound calls as well as your staffing expenses.

Dynamic Routing Capabilities

Skills Based Routing

Spanish texts will automatically route to a Spanish agent

Intelligent Recognition

Queue will try to assign text threads to same agents

Unresponsive Agent

Messages won't get lost if an agent goes unresponsive, message will be redirected into queue with priority for the next available agent

No-Hold Options

Give voice callers the option leave hold and resume communication with SMS

Quick Responses

Auto Responders

Macro-Built Responses

Supervisor Dashboard & Portal

Real Time Monitoring

Live dashboards to text chat queues, agent availability and more

Advanced Reporting

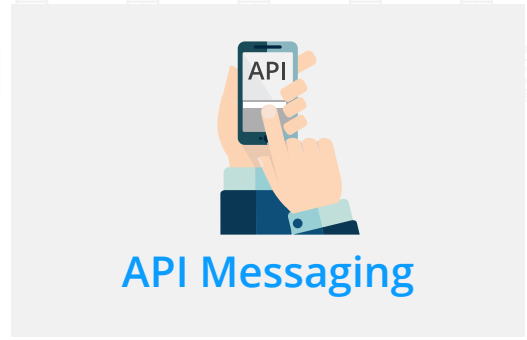
Every message is tracked, time-stamped, and available to download. Reports can be sorted by agent, keywords, time and exported.

Call: 1-855-474-8464

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Email: sales@teligentip.com





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Integration

Allow your application to send text messages

Bulk Messaging

Send alerts, emergency notifications, or reminders in bulk using short codes

Notifications

Receive detailed information including message directions, status, log reports and time stamps.

New generation of customer experience for every industry!

Government
Healthcare
Logistics
Hospitality
Education
Banking
Retail
Service Providers

