

Elevate Company Messaging

TAKE BUSINESS TEXTING TO THE NEXT LEVEL

Increase customer satisfaction by giving customers a convenient way to communicate with your business. 90% of customers prefer text messages over direct phone calls[1].

Elevate Company Messaging enhances customer interaction by enabling the ability to send and receive rich text (SMS) and picture messages (MMS) to and from your main company number or toll-free number.*

COMPANY MESSAGING IS INTEGRATED WITH ELEVATE

Company Messaging lets Elevate admins easily create specific groups of one or more users to send/receive messages from a main business phone number – all within the Elevate desktop and mobile applications. With Company Messaging, businesses can also categorize phone numbers to make it easier for employees to quickly understand the context of the messages (for example, you can title a Company Messaging group as “Sales” or “Support”) to communicate more effectively.

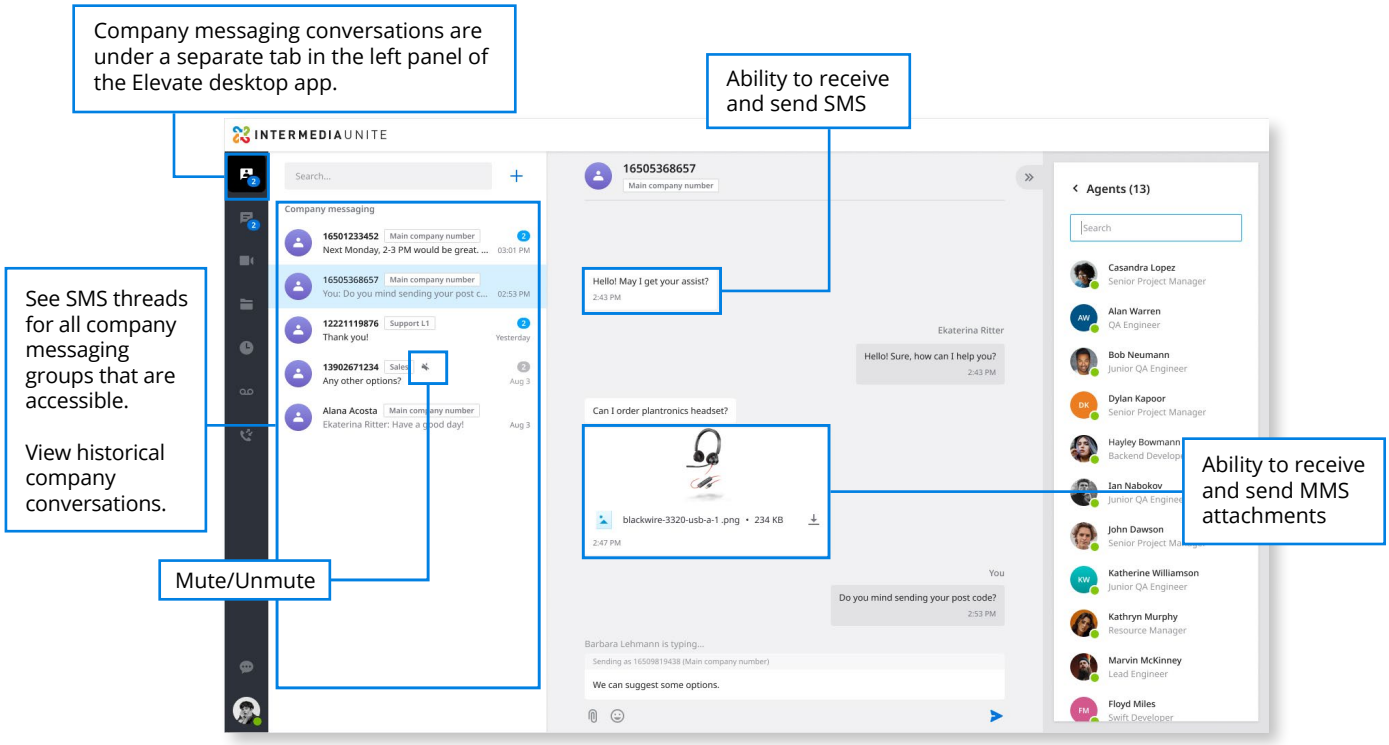
This Elevate add-on feature improves communication efforts with customers by providing fast and customized responses. The interface is integrated into the Elevate application making it easy for your employees to use and understand. With Company Messaging your customers now have a way to get instant responses via text directly from subject matter experts within your company.

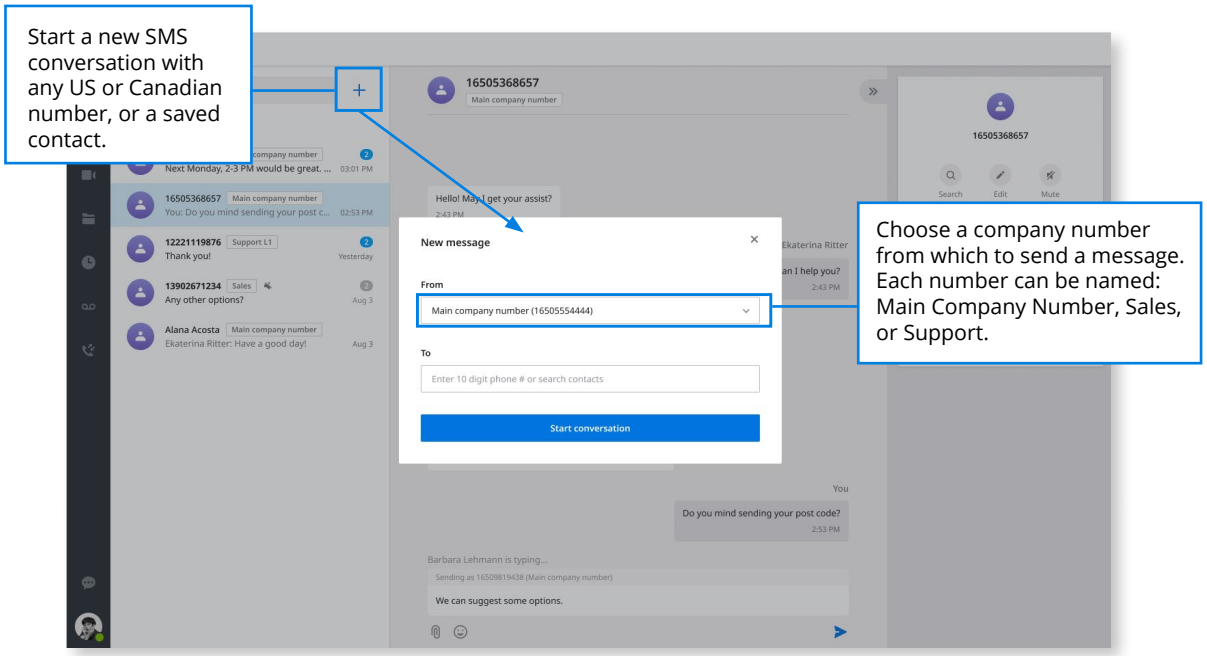
Company Messaging gives your customers what they want...a convenient way to communicate with your business.

Source 1. https://www.smscomparison.com/sms-statistics/

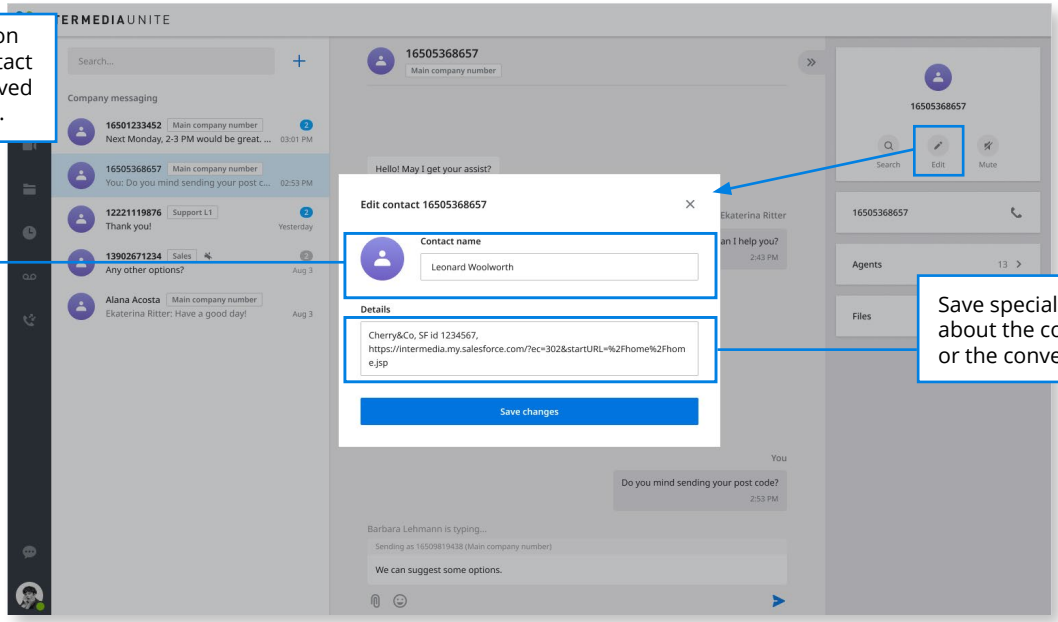
*Toll-free numbers are SMS/text only.

EASILY MANAGE CUSTOMER TEXT MESSAGES WITH COMPANY MESSAGING.



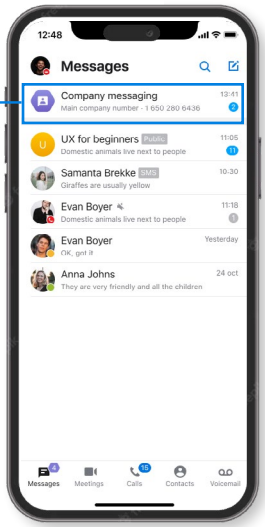


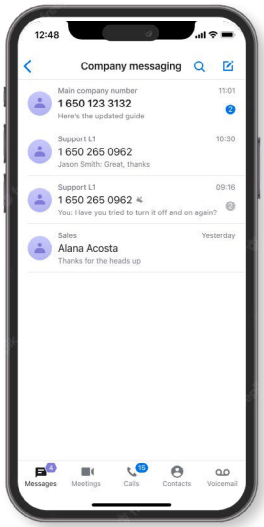
After a conversation is started, the contact number can be saved as a contact name.

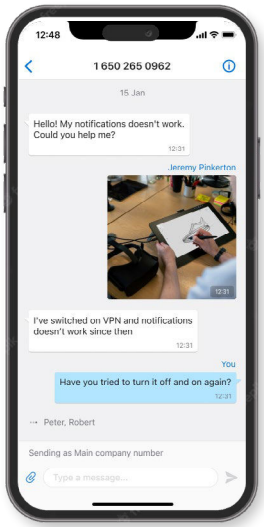


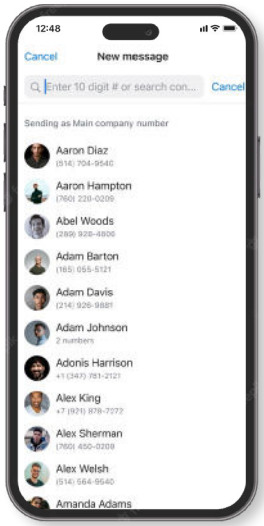
Save special details about the contact or the conversation.

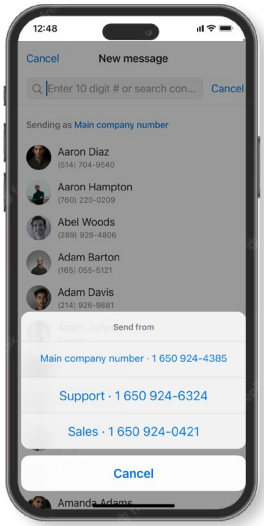
See Company Messaging conversations within the Messages tab in Elevate Mobile (iOS and Android) apps.

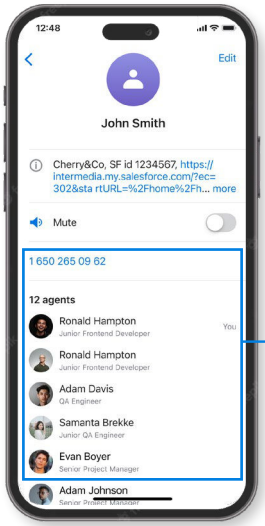












Share a group chat between several internal users to one external customer DID (personal phone number).

How is Company Messaging different from standard SMS (texting) within the Elevate application?

Elevate is already set up to communicate via SMS (texting) and MMS (pictures) from within the Elevate application from a user's personal business number. This is considered person-to-person texting. Company Messaging is SMS and MMS communication from a company's main business number or toll-free number*. This allows customers to receive immediate and informed responses from an individual or a group of individuals tied to that Company Messaging number. Both standard SMS and Company Messaging are bound to an acceptable use policy.

SMS/Company Messaging - Acceptable Use Policy

The business texting feature, including Company Messaging, allows users to send and receive SMS (text) messages through the Desktop and Mobile application to and from U.S., Puerto Rican and Canadian numbers.

The SMS service (including Company Messaging) has been designed and provisioned only for person-to-person messaging (that is, two-way messaging whereby nearly all messages you send out receive a reply). The SMS and Company Messaging services are not intended to be used for broad-based outbound campaigns.

Both standard SMS texting from the Elevate app as well as Company Messaging must adhere to the SMS Policy. Please check with your sales representative for this policy.

*Toll-free numbers are SMS/text only.