



SMS Helpdesk

SMS Helpdesk, the 2-way interactive SMS device, allows you to quickly respond to your customers' text messages. Complementing your existing communication channels with text messaging, affords your callers the convenience and flexibility to use their preferred method of contact at a time that suits them. What's more, SMS Helpdesk helps cut agent call time, allowing you to manage your call centre operations more efficiently.

Automated questions enable you to fact find important information so queries can be routed to the most suitable agents to save valuable time. In many cases automated questions will simply resolve the callers' queries immediately without any agent involvement.

Key Features:

- Set-up 'Working Hours' to reject calls outside pre-determined hours
- Build CRMs with saved customer contact details, important information and message history
- Manage operations effectively using dedicated supervisor and agent screens
- Prioritise messages and assign to specific agents with supervisor controls
- Monitor system activity and agent responses with supervisor watch screens
- Download performance summary reports to improve customer service

With SMS Helpdesk, there's no time limit to your message exchange, nor do you have to worry about spam filters, email blacklists or other deliverability issues.

Key Benefits:

- Access agent hours to assist with wage calculations
- Export client records and message history for use in external systems
- Use SMS broadcasts as an effective sales tool to notify customer groups of relevant information
- Manage your agents more efficiently with email message alerts. Agents won't be wasting their time continually logging on to check activity
- Set working hours to ensure customers are notified if texting out of hours
- Resolve caller queries without any agent involvement
- The convenient and flexible way to answer your customers' queries
- Monitor system activity
- Cut agent call time
- Automated personalised welcome message
- Download performance summary reports

Quickly respond to your customers' text messages with our 2-way interactive SMS device. Speak to the NSL team today.