



# BUBBLE BY BROADVOICE

## CONNECT WITH YOUR CUSTOMERS INSTANTLY

Engaging your customers has never been easier or faster. Broadvoice Bubble lets you interact instantly with clients wherever they are — via business SMS/MMS messages delivered automatically to their smartphones.

### BUSINESS TEXT MESSAGING IS GREAT FOR ...

- Sales Promotions
- Appointment Reminders
- Product Launches
- Identity Verification
- Alerts & Notifications
- Surveys
- Customer Support
- Delivery Tracking
- Event Ticketing
- Marketing Campaigns
- Contests
- More!

### WHY BUSINESS TEXT MESSAGING MATTERS

98%

#### OPEN RATE

Nearly every text message is opened, compared to only 1 in 5 emails.

95%

#### READ RATE

Almost all text messages are considered priority communications and read within 3 minutes.

45%

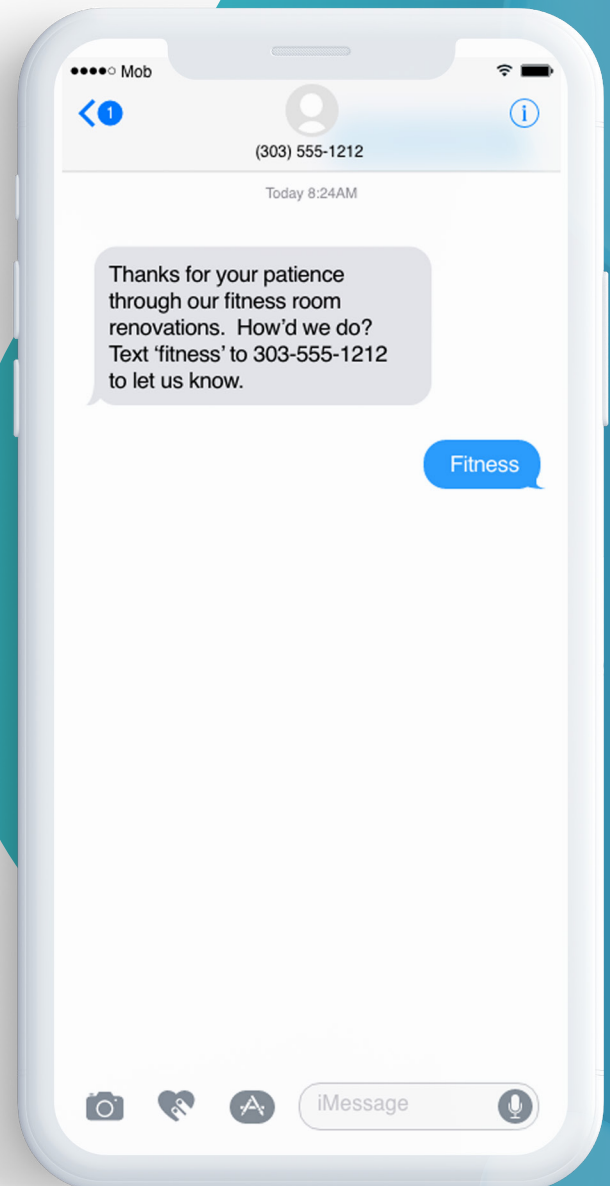
#### RESPONSE RATE

Nearly half of texts get a response while marketers are content with 5% for email.

75%

#### ENGAGEMENT RATE

People wouldn't mind receiving an SMS text message from a brand.



# BENEFITS

## STOP PLAYING PHONE TAG

Avoid wasted time and manpower on missed calls and voice mail messages.

## DO MORE WITH LESS

Templatize and automate routine notifications and responses.

## FAST TRACK YOUR SALES

Deliver promotions and special offers straight to your customers.

## BOOST YOUR CSAT SCORES

Give customers immediate and responsive service they'll rave about.

## ADD TEXTING TO YOUR APPS

Text-enable your software, website, or other applications leveraging our simple API.

## GO ALL IN ON OMNICHANNEL

Let customers contact your service or sales teams by text as well as phone.

# MUST-HAVE FEATURES

## OUTBOUND TEXT AUTOMATION

Automate customer interactions using these SMS tools:

- **Textcasts** – Broadcast a text message to a list of customer mobile numbers.
- **Message Templates** – Set up automated responses to customer messages.
- **Timetexts** – Schedule text messages one at a time, as a series or as appointment reminders.

## INBOUND TEXT ROUTING

Turn your call center into an omnichannel contact center with our exclusive **Live Agent Routing** feature, which enables you to:

- Route customer texts to agent queues just like phone calls.
- Leverage built-in intelligence to direct calls to the right department or agent.
- Monitor text queues, volume, and even individual interactions.

## INTUITIVE DASHBOARD

Monitor your customer engagement with our easy-to-use dashboard. Assign admin roles to departments or staff.

