Amaze your customers! Engage them on their terms – with messaging for your contact center.

90% of U.S. customers are consuming mobile apps, but only 40% of them say their app “fits” their needs. Use messaging to engage them on their terms, and let your agents do more.

No more on-hold frustration

80% of customers say they would prefer to use messaging as a service channel over the phone, and 74% say they would prefer this channel over a phone call if the call center was available.

Did you know...

73% of consumers say they are willing to spend more if they love a brand, according to recent research from Lithium and The Harris Poll.

Give your customers more of their time back in their busy day. They just might spend it doing a little more shopping with you or sharing the great experience they had with your company… WIN-WIN.

Immediate service

Messaging enables you to respond immediately to your customer’s questions and let them get back to their day. It’s a much more personal and engaging method of handling holds.

Increased loyalty and rave reviews

79% of consumers prefer to use a form of messaging.

Connect with your customers in their moment of need, in the way that is most natural and convenient to them.

Hundreds of uses

Messaging as a service –
• Send reminders
• Process requests
• Deflect calls
• Up-sell/cross-sell
• And much more

Keith: Can I upgrade my current plan?
Today 12:43 PM
Keith: Yes
Today 1:12 PM
Alexis/BT: Hi Keith. I’d be happy to help you. Let me pull up some options.
Alexis/BT: Thanks for reaching out. To confirm, your account number ends in 3409 right?
Great - thanks!
BestTelco

Engage your customers through messaging – and your agents become more productive.

Let Nuance show you how.