

QMATIC MESSAGING SERVICES

Reliable, effective SMS messaging that brings customers closer

Increasingly, customers are demanding information and access to services on their own terms – and as quickly and smoothly as possible. If not, they will look elsewhere and those businesses and organizations will struggle to stay competitive and relevant.

Communication via text message (SMS) is preferred by customers. Usage statistics* show that 98% of all text messages are opened, compared to just 20% of emails. What's more, 95% of text messages are opened and responded to within 3 minutes of being delivered. As a result, the ability to communicate via SMS is vital in today's customer journeys.

But, despite the effectiveness of using SMS to connect with customers, setting up your own messaging system and coordinating with different network providers can quickly get complicated and costly.

Qmatic Messaging Services makes it easy for you to communicate via SMS, without the need for local SMS gateways and different partners in different countries and networks. Qmatic takes care of the network registration and makes sure that you are continuously within the latest local laws and regulations.

Built on a robust platform, Qmatic Messaging Services ensures optimized delivery rates and performance. Qmatic Messaging Services also works seamlessly with our appointment and virtual queuing solutions to create the ideal solution, bringing additional features to boost your customer experience with text message queuing and usage reports.



Connect and engage with your customers:

- Build better relationships
- Increase customer retention
- Keep customers well-prepared and informed
- Reduce no-show rates
- Empower customers to get in line
- Notify staff

Robust, cost-efficient setup and operation:

- Set up SMS service on one platform
- Deal with one partner across different countries/networks
- Predict and control SMS costs
- Ensure optimized delivery rates and performance
- Get full usage reports
- Combine with notifications and virtual queuing

*Source: www.smscomparison.com/mass-text-messaging/2022-statistics

With Qmatic Messaging Services you can:

Build better customer relationships

Strengthen relationships and make communication more direct via SMS messaging. Meet customers' needs today and tomorrow – and on their own terms.

Increase customer retention

Increase brand loyalty by integrating SMS messaging into an omnichannel customer experience.

Keep customers informed

Send automated appointment confirmations, reminders, and other relevant information before the upcoming appointment via SMS to ensure customers arrive prepared and on time for their appointment.

Reduce no-show rates

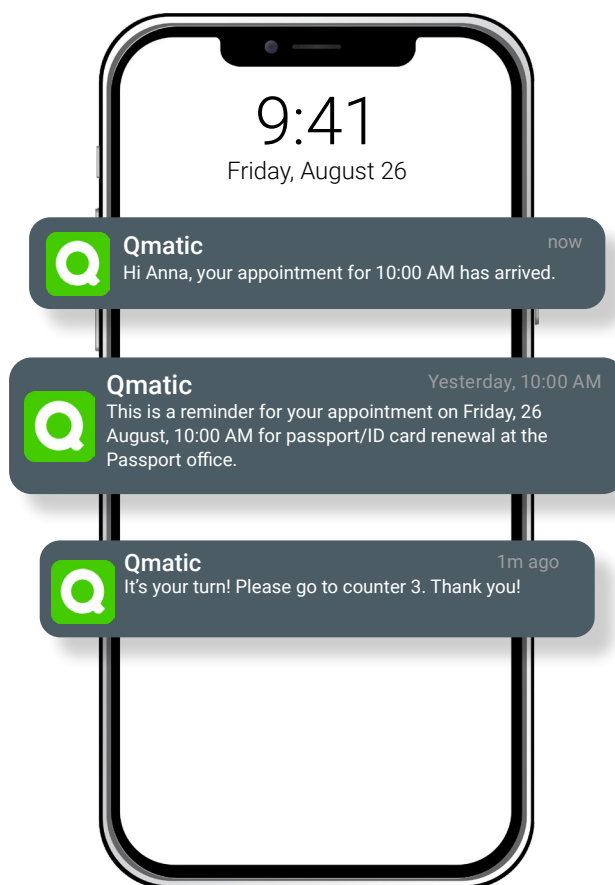
Send out timely reminders to avoid that your customers miss their appointment and reduce your no-show rates. Customers will receive an SMS reminder that their appointment is coming up and can easily cancel or reschedule if necessary.

Empower customers to get in line

Empower customers to join a queue from anywhere via SMS. Customers can simply send an SMS to enter a queue for the service they require and follow their queue progress with automated SMS notifications.

Notify staff

Allow staff to be instantly notified when a customer has arrived for an appointment or when the defined SLA (Service Level Agreement) has been reached.



How Qmatic Messaging Services works: Pay based on your consumption

Simply choose the package or packages that reflect where your customers are based and the volume of SMS segments you will send – and let Qmatic handle the rest. Qmatic Messaging Services also allow you to easily predict and control the costs of your customer messaging.

US, Canada, Mexico							
France, Italy, Portugal, Spain	Up to 5k	Up to 10k	Up to 20k	Up to 30k	Up to 50k	Up to 100k	Up to 200k
Czech Republic, Denmark, Estonia, Greece, Ireland, Norway, Slovakia, Switzerland	SMS /month	SMS /month	SMS /month	SMS /month	SMS /month	SMS /month	SMS /month
Hungary, Iceland, Luxembourg, Sweden							
Belgium, Finland, Germany, Netherlands							

Next step

To find out more about Qmatic Messaging Services, see how your ideal solution looks, and get an overview of the local SMS costs for your customers, contact your Qmatic representative.




QMATIC

Contact us info@qmatic.com
See qmatic.com for more details
and a sales representative near you

Qmatic is a global leader in reshaping connections between people and services for truly excellent customer experiences. Working seamlessly with partners all over the world, we provide over 2 billion customer journeys every year, on more than 65,000 systems, in over 120 countries and across several sectors such as finance, healthcare, retail and public services. Creating a world where everyone can access the services they need.

Corporate headquarters are situated in Mölndal, Sweden with Qmatic sales and service offices in Atlanta, Bocholt, Dubai, Paris, Milton Keynes, Katwijk, Madrid, Rome and Zaventem. Through smart and future-forward technology, we help our clients create truly excellent customer and employee experiences as well as smoother, more efficient operations – every day and all around the world.

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