



# About WEBTEXT

WEBTEXT is the leading provider of cloud based SMS & MMS messaging for enterprise and contact center.

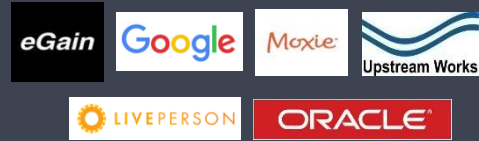
Text messaging is the new business channel.



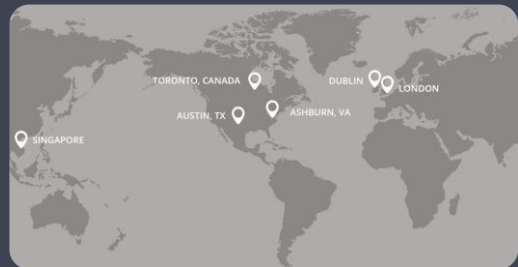
It can reach 8,000,000,000 SMS-friendly devices worldwide without the need to download an app.

And +80% of contact center customers are using SMS. Are you?

WEBTEXT works with



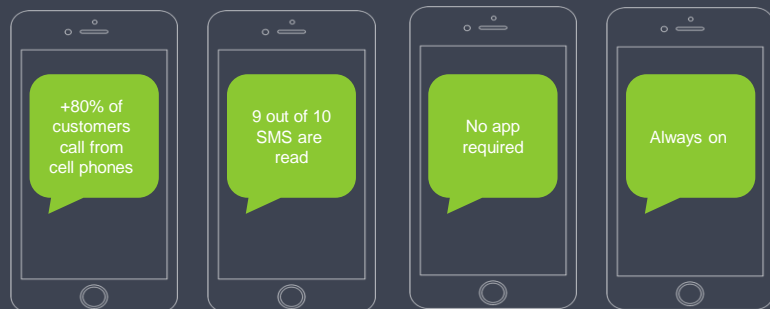
WEBTEXT Global Messaging Platform



## CUSTOMER EXPERIENCE ... THE WAY IT SHOULD BE

Messaging that connects mobile customers to contact center and enterprise

### WHY SMS?





# WEBTEXT solutions

Integrated with all Avaya Contact Center platforms

## CONTACT CENTER MESSAGING

### VOICE AGENT MESSAGING

Agents can use Text in support of voice

### CHAT AGENT MESSAGING

Toll-free numbers can use SMS & MMS

### CALL DEFLECTION

Get callers off hold by deflecting to messaging



## SMART NOTIFICATIONS

Automatic bulk SMS messages – replies can be forwarded to agents



## DESK PHONE MESSAGING

Send & receive messages from office phones



(USA & CANADA) CALL OR TEXT: 855 247 3232  
 TEL: (IRL) 01 2479000 TEL: (UK) 0203 3285053  
 sales@webtext.com www.webtext.com

