



eTXT

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IMMEDIATE AND

CONVENIENT

SMS MESSAGING

Personalising communication to customers by SMS messaging can improve service as well as the customer experience. It helps overall operational efficiency, as well as boosting the productivity and satisfaction of employees.

With **90% of SMS messages read in the first 90 seconds**, SMS continues to be the most effective way to communicate with staff and customers.

### Benefits.

eTXT is the answer to automating SMS communications from:

**Email, Web, API**

- Cost-effective
- Fast and easy
- Reliable
- 98% overall open rate vs 20% for email

### Outcomes.

- Alerts & updates
- Communicate with staff efficiently
- Security & payments
- Marketing

### Integrations.

- API integrations allow you to automate SMS messages from any third party business systems
- The API is easy to use and can be set up within 24 hours
- Typical API integrations include Salesforce, Microsoft Dynamics, websites and appointment software

### User roles.

Admin username and contact details are required for account set up. Additional users can be added as required.

- Admin – access to company settings, user management, all users messages and contacts, send messages, excludes access to reporting
- Report Admin – access everything a user can and access reports
- Group Admin – access everything a user can and can create and edit shared groups
- User – access own groups only, permitted shared groups, templates, message lists and send messages
- User Admin – access to company settings, user management, all users messages and contacts, send messages, excludes access to reporting

### Pricing.

SETUP	USER ACCESS	COST PER SMS
\$99 <small>New or separate branch of company</small>	\$10 <small>per user per month</small>	\$0.12 <small>less than 20k messages per month</small> \$0.10 <small>more than 20k messages per month</small> \$0.15 <small>Australia SMS</small>

## eTXT new customer/user setup.

Email info to [mobiledirect@spark.co.nz](mailto:mobiledirect@spark.co.nz)

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**Spark account number:**

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**Company name:**

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**Company contact phone number:**

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**Username:** Must be generic as can't be changed, all lower case without spaces. Suggest company name or department eg: sparkbilling

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**Do you already have eTXT?** If yes, please advise an existing eTXT username and if you want to add a new user to your existing setup or want a separate setup

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**Account role:** We will create an admin for new accounts, otherwise if you want additional users please advise the role required:  
Admin | User | Report Admin | Group Admin | User Admin

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**Admin name:** First and last name

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**Admin mobile:**

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**Admin email:**

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**Password:** Eight characters long; or we will set a default password

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**Access required:** Web Portal | Email2SMS | API

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**Email domain name to be added if required:** Domain example spark.co.nz would allow any email addresses ending in this domain to send eTXT via Email2SMS

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**Billing number:** We can set you up a new fictitious billing number for your eTXT charges to appear on, otherwise if you have an existing 027 number you want eTXT billed to please advise

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**Spark sales staff name:**

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Spark staff can find the eTXT Service Schedule in Salesforce.



### 30 Day Opt Out Trial.

We can also offer a 30 Day Opt Out Trial if customers would like to test the platform. This allows payment of the one-off \$99 sign-up fee to be deferred until they are certain they are happy with the platform.

They only pay \$10 and for messages sent in the 30-day period. To set this up, email the new customer information to [mobiledirect@spark.co.nz](mailto:mobiledirect@spark.co.nz) and ensure **30 Day Opt Out Trial** is included in bold at the head of the email and in the subject line.

### Onboarding process.

The customer will receive a system generated email notification to the administrator's email address once the account is set up

Login: [etxservice.co.nz](https://etxservice.co.nz)

Bulletin will provide a welcome call to demonstrate the platform to confirm setup has been arranged to the customer's requirements and ensure they are up and running using eTXT

### Support.

Account setup, billing and support:

[mobiledirect@spark.co.nz](mailto:mobiledirect@spark.co.nz)  
**0800 GET ETXT (option 1)**

User guides and videos:

[etxservice.userdocs.info](https://etxservice.userdocs.info)

Sales/use case increase:

**WLG based:** [tracy.johnson@bulletin.net](mailto:tracy.johnson@bulletin.net)  
**AKLD based:** [bill.cheney@bulletin.net](mailto:bill.cheney@bulletin.net)