

BUSINESS

MESSAGING

MADE

EASY

Reporting

Spark's eTXT portal allows customers to effortlessly view the activity in messages in any format: search messages by user, search all users, search all messages for a specific period, search sent messages only, search replies only, search by delivery status or by error type. Whatever your need is, eTXT customers are able to make sense of internal communications to staff as well as external communications between them and customers with visual rich interactive summaries, or easy CSV exports to run pivot tables or import into business intelligence or visualisation tools.



SMS booking confirmations and reminders can reduce no shows by 25% and improve customer satisfaction.

Improve operational efficiency

Easily manage staff rosters by

- sending shift reminders,
- available shift notifications, and
- schedule confirmations so that your employees and business stay on schedule.

Text message alerts allow you to instantly notify staff to customer requests and special needs, enabling you to make every customer feel like a VIP.

Integrate SMS into your CRM to automate common workflows and drive new cost savings across your business.

Instantly reach customers

- Instantly put last-minute deals, promotions, and special event details into your customers hands.
- Use consistent numbers to increase engagement and automate lead nurturing.
- Instantly let travellers know about delays, upgrade opportunities, and other travel notifications.

eTXT



For more information about effective SMS messaging solution call **0800 482 290** or email us at corporateservicedesk@spark.co.nz or contact your Spark account manager.