



# Messaging

SMS messaging directly with consumers with optional BDC service

# SMS messaging directly with customers.

Two-way customer messaging allows you to contact customers about approvals, service completion, and more via SMS text message and email. Plus, internal employee chat helps improve in-house communications for all departments. Optional BDC service and ability to send messages from the main ledger.

## Key Features:

- View conversations assigned to the current user by another user
- Ability to add new mobile numbers if customer does not already exist in the DMS
- Ability for customers to opt in and opt out of receiving messages
- Click-to-call functionality for voice calls
- Support for call whispering and call recording
- Ability to use SMS templates to expedite creating a text message
- Support for use of emojis
- Ability to upload and attach image, video, pdf, and audio files
- Configurable escalation functionality between users to ensure quick response times
- Admin view to monitor all messaging users and conversations
- Reporting to track messaging usage across advisors
- Support for individual and group chats between internal dealership users

Hello John! Here is an image of your air filter. Would you like us to replace that today?



Wow!

Yes please, go ahead and replace.

Read 11:22