

## Conversational Messaging

Engaging your customers wherever they are, with mobile messaging solutions



SUPPORTED PLATFORMS :



### Maximise ROI With Mobile Messaging Solutions

An average user spends more time on his smartphone or mobile than on a desktop.

Phone calls are becoming a thing of the past when it comes to business-to-consumer communication, as 90% of customers now prefer text messages over direct phone calls. It is reported that the average person is 64% more likely to have a positive view of a business to which he or she has communicated directly. Fortunately, the advantage to this is that there is a log of the conversation that has transpired for their records.

Moreover, 95% of text messages are read and responded to within 3 minutes of being received. By 2023, it is forecasted that 8.2 billion people worldwide will use mobile phones. With its high engagement and open-read rate, text messaging continues to be an integral part of the marketing strategy and even crisis communications.

Therefore, it is vital for businesses to engage customers with conversational messaging to ensure greater reach and customer interaction. SendQuick provides the right solutions for you to improve customer engagement across various industries globally to assist you in sending millions of transactional and promotional SMS broadcasts both efficiently and cost-effectively.



#### Send and/or Receive Messages via Web Portal or API Integration

Web Portal: 2-way messages are managed by using the web portal, which gives access to your contact lists and Google Calendar and allows file uploads.

API Integration to 3rd party solutions: HTTPS/SMTP (Email-to-SMS or Text).



#### Omnichannel Messaging

Send and receive your messages to your customers on major messaging platforms such as Whatsapp, Facebook Messenger, Telegram, and collaboration tools, such as Microsoft Teams and Slack.

End-to-end comprehensive text delivery status logs and also supports multilingual text messages.



#### Broadcast Messages to Many Customers at Once

With SendQuick, you can broadcast text SMS to all your customers at once.

Create audience segments and target the right messages to the right groups of people for a effective yet personalised communications strategy when you send SMS broadcasts.

Able to broadcast text SMS to any mobile phone and network\* (network dependent).



#### AI Chatbots for Seamless Automation ✨

Omnichannel AI Chatbot empowers businesses to automate customer engagement across platforms like WhatsApp and more.

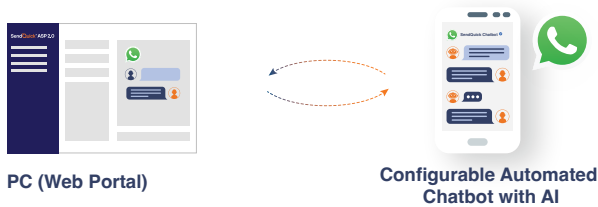
It offers easy chatbot workflow configuration, seamless human escalation, and can be trained on your internal data such as FAQs, documents and manuals for accurate, context aware responses. Fine tuned replies ensure every interaction is clear, consistent and aligned with your business needs.

## HOW IT WORKS?

### Cloud-based Omnichannel Messaging and SMS via Web Portal



### Conversational Messaging with AI



### Cloud-based text messaging (SMS) via SendQuick ASP API

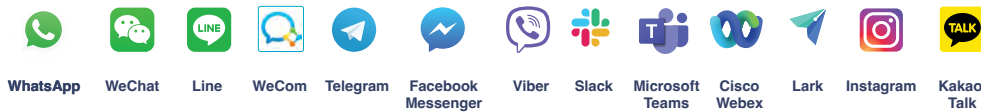


### Cloud-based Omnichannel Messaging via SendQuick.io API



## INTEGRATION WITH SOCIAL MESSENGERS

SendQuick integrates with existing applications to send messages instantly.



## TYPES OF USE CASES

### MISSION-CRITICAL NOTIFICATIONS

- Job Dispatch
- Goods Delivery Dispatch
- Activation of Mobile Apps
- Queue Management
- Latest News Feed
- One-Time Password (OTP)

### CUSTOMER HELP DESK

- Highly Efficient Response Time for Tech or Customer Support

### MARKETING & PROMOTIONS

- Events Management
- Voting & Feedback
- Leads Generation Tool

### TRANSACTION-BASED NOTIFICATIONS

- Sales Order
- Payment Confirmation

### APPOINTMENTS SCHEDULING & REMINDERS

- Reduce no-shows
- Change and Confirmation of New Appointment

## CLIENT TESTIMONIALS



It has solved our issue of 2-way employees' communication with regards to staff scheduling via SMS by providing a unified software system to centralize the up-to-date database to be used for coordination in stevedoring of automotive vehicles (NYK), eliminating the need to rely on a single point of contact manually, which is cumbersome due to various external, uncontrollable factors.

**Mohd Zainudin Bin Dollah**  
IT Manager of Conqueror Express Pte Ltd



It has everything we need as a 2-way SMS gateway to integrate with our backend system to be used for providing excellent services to our patients conveniently. We are confident with SendQuick as a dedicated and reliable SMS Notification and Auto-Reply System and will recommend to others.

**Zubaidah**  
Principal Systems Analyst of IHH Healthcare

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