



BUBBLE BY BROADVOICE

CONNECT WITH YOUR CUSTOMERS INSTANTLY

Engaging your customers has never been easier or faster. Broadvoice Bubble lets you interact instantly with clients wherever they are — via business SMS/MMS messages delivered automatically to their smartphones.

BUSINESS TEXT MESSAGING IS GREAT FOR ...

- Sales Promotions
- Appointment Reminders
- Product Launches
- Identity Verification
- Alerts & Notifications
- Surveys
- Customer Support
- Delivery Tracking
- Event Ticketing
- Marketing Campaigns
- Contests
- More!

WHY BUSINESS TEXT MESSAGING MATTERS

98%

OPEN RATE

Nearly every text message is opened, compared to only 1 in 5 emails.

95%

READ RATE

Almost all text messages are considered priority communications and read within 3 minutes.

45%

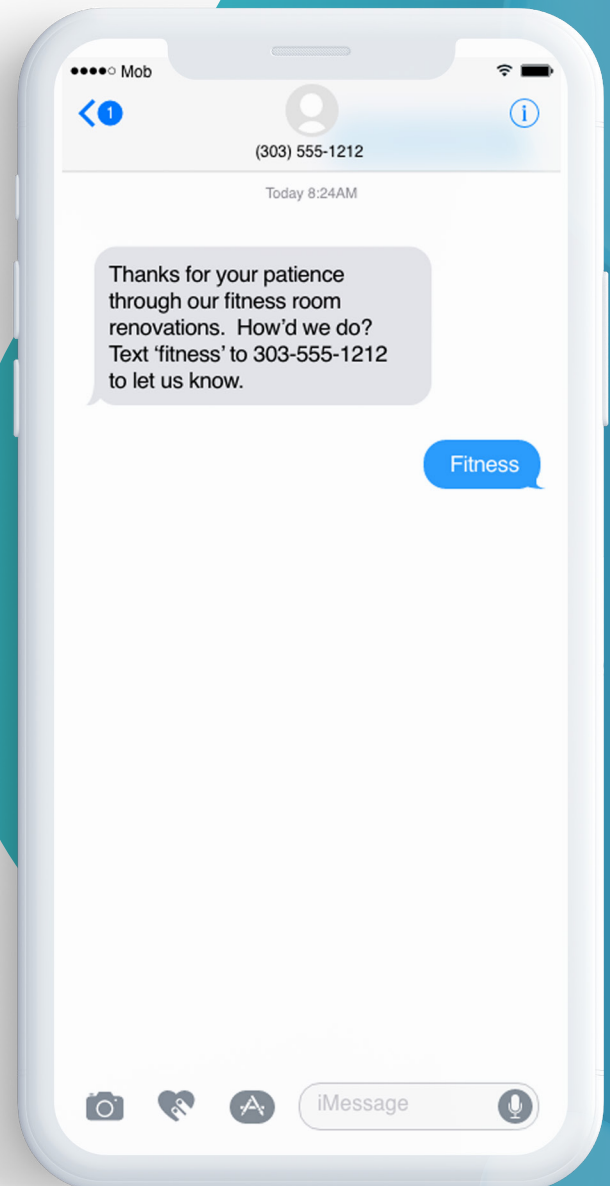
RESPONSE RATE

Nearly half of texts get a response while marketers are content with 5% for email.

75%

ENGAGEMENT RATE

People wouldn't mind receiving an SMS text message from a brand.



BENEFITS

STOP PLAYING PHONE TAG

Avoid wasted time and manpower on missed calls and voice mail messages.

DO MORE WITH LESS

Templatize and automate routine notifications and responses.

FAST TRACK YOUR SALES

Deliver promotions and special offers straight to your customers.

BOOST YOUR CSAT SCORES

Give customers immediate and responsive service they'll rave about.

ADD TEXTING TO YOUR APPS

Text-enable your software, website, or other applications leveraging our simple API.

GO ALL IN ON OMNICHANNEL

Let customers contact your service or sales teams by text as well as phone.

MUST-HAVE FEATURES

OUTBOUND TEXT AUTOMATION

Automate customer interactions using these SMS tools:

- **Textcasts** – Broadcast a text message to a list of customer mobile numbers.
- **Message Templates** – Set up automated responses to customer messages.
- **Timetexts** – Schedule text messages one at a time, as a series or as appointment reminders.

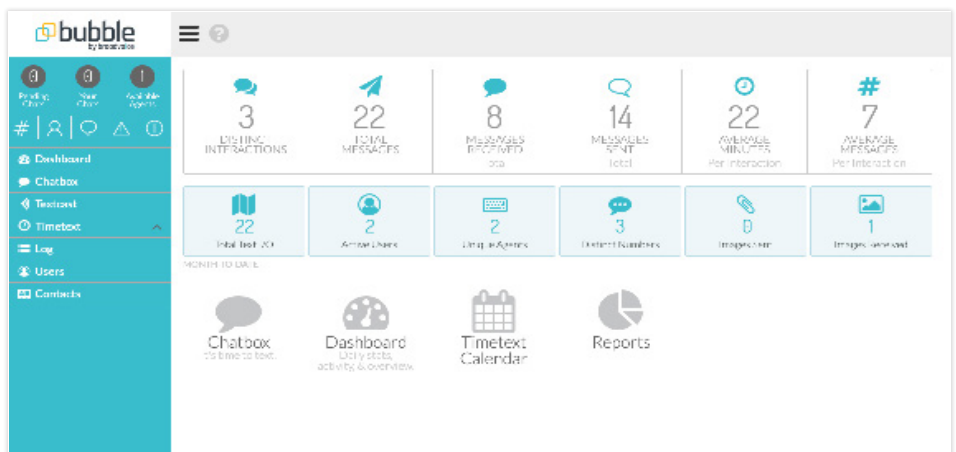
INBOUND TEXT ROUTING

Turn your call center into an omnichannel contact center with our exclusive **Live Agent Routing** feature, which enables you to:

- Route customer texts to agent queues just like phone calls.
- Leverage built-in intelligence to direct calls to the right department or agent.
- Monitor text queues, volume, and even individual interactions.

INTUITIVE DASHBOARD

Monitor your customer engagement with our easy-to-use dashboard. Assign admin roles to departments or staff.



Ready to Connect with Customers Instantly?

Contact Broadvoice to learn about **Broadvoice Bubble** today.

866-634-1394 **Sales**