



mblox
From text to what's next

USE A2P SMS TO IMPROVE YOUR CUSTOMER'S EXPERIENCE, AND DRIVE MORE VALUE FROM YOUR CURRENT INFRASTRUCTURE

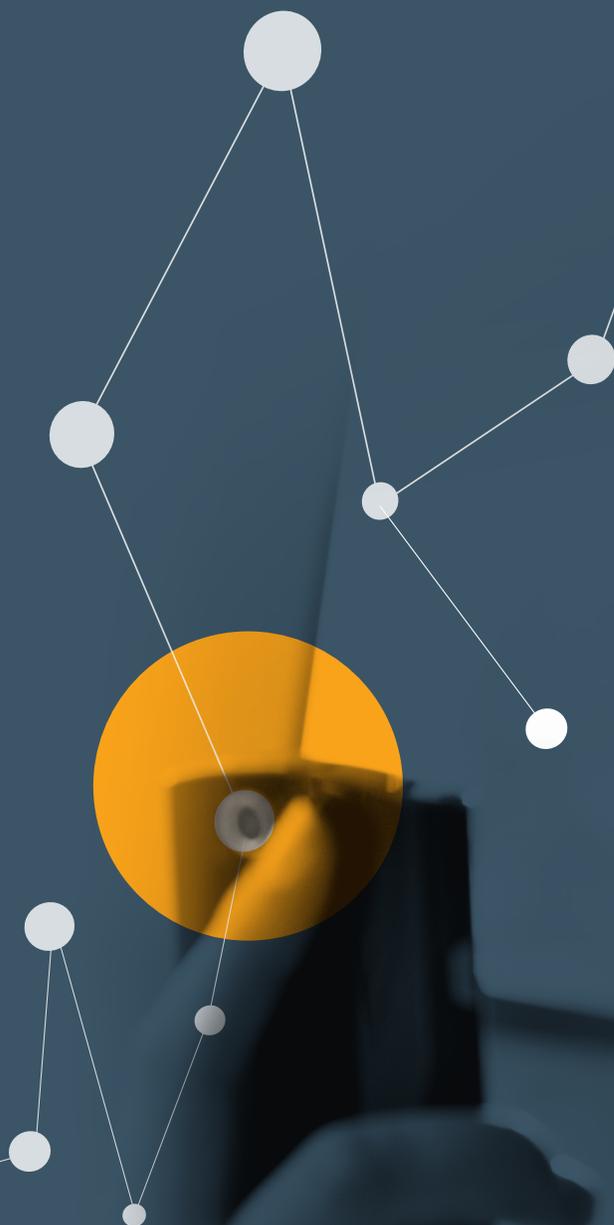
WHATEVER YOUR INDUSTRY, TODAY'S CUSTOMERS EXPECT YOU TO COMMUNICATE ON THEIR TERMS - WHERE AND WHEN THEY WANT TO CONNECT. AS THEY BECOME EVER MORE MOBILE, SMS IS INCREASINGLY THE CHANNEL OF CHOICE - EASY, IMMEDIATE, ACTIONABLE, AND COST-EFFECTIVE.

1 Update Contact/ Call Center Infrastructure

- Improve your customer service experience and cut costs by integrating SMS with the voice, social media, email, and chat solutions you're already using
- Send mission-critical notifications to consumers on-the-go in industries from travel to banking
- Cut call center costs by using SMS to notify callers when a live operator is available, and to streamline many self-service options

2 Build an Opt-in Database and Reduce Churn

- Quickly and easily build your opt-in database by inviting consumers to join via SMS
- Reduce churn by engaging groups of customers meeting key triggers - for example, accounts that have gone inactive for two months



3 Improve Order Fulfillment Experience

- Leverage the immediacy of SMS delivery and reading to keep customers fully informed while reducing your own operational costs
- Quickly confirm orders, payments, and change in order status
- Enable convenient and innovative services such as real-time order location and delivery attempts
- Use SMS to request feedback on individual products and overall customer satisfaction, quickly uncovering emerging problems or opportunities
- Notify customers about product recalls more rapidly, reliably, and inexpensively



ABOUT MBLOX

Mblox is the world's largest Application to Person (A2P) mobile messaging provider, trusted by more companies to carry mission-critical traffic than any other service. As the industry's most experienced Tier One SMS aggregator, we provide reliable, uncompromising connections and create positive brand experiences that transform numbers into profitable relationships.