

Texting is the most powerful, reliable and affordable way to communicate. Make it a part of your business with spam-free, easy viewing using TXT computer to phone automatic response technology.



TXT: Intelligent Two-way text messaging Best Solution for Reducing Administrative costs.

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## TXT IS A PATENT PENDING TECHNOLOGY THAT REDUCES ADMINISTRATIVE COSTS!

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**TXT** is the communication solution for communities because of our advanced two-way text messaging automation. It's the most efficient way for your customers to access and obtain information.

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### Key features of the two-way TXT service that can help communities:

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#### *General:*

- Offers six different types of 24/7 SMS messaging services: Opinion, Vote, Quiz, Registration, TV Chat and Panorama
  - Opinion: Allows stakeholders to receive and record user opinions, comments, questions, feedback and more
  - Vote: Allows a multiple-choice questionnaire with a list of appropriate answers
  - Quiz: Gives consumers the opportunity to answer a series of multiple-choice questions
  - Registration: Users can send an SMS message to register or RSVP to an event or service and be automatically added to a list of participants
  - TV Chat: Designed to allow viewers to respond or vote in relation to your show/station
  - Panorama: Setup a contest where users are asked to answer multiple-choice questions
- Two-way texting with FCC compliant opt-out feature
- IVR capabilities including play messages, capture digits, multi-choice, rating, record, conferencing, DNC (Do Not Call), call transfer, text, branching and tag support in TTS (Text To Speech)
- Office receives desktop notifications via PC text messaging and email and can easily reply in text format, reducing administrative cost by 38%/43%, rather than checking voicemails, transcribing the message and calling back
- Uses keyword technology to accurately and effectively respond to requests
- Simply login, upload a list of recipients, type in your message and click send Messages are sent via the Global Cell Phone Wireless Network, which can be used without being connected to the Internet
- Connect key people via conference call for immediate collaboration
- Has the capability to send out workplace and community alerts to thousands of recipients within minutes
- Alerts can be sent to various devices including but not limited to a PC, Macbook and cell phone by way of SMS text, iMessage and email

- Built-in conference portal, voice-over IP and chat application between users and administration

*Security:*

- Reliable, secure and DIACAP-certified for safe, worry free service
- Ability to micro-manage user security using granular permissions
- Complete control of data with onsite hosting
- Industry-leading control for each use depending on role
- Server-based video recordings of all sessions
- HIPAA and PCI compliance
- 256-bit AES encryption for each session to securely package and ship data
- SSL enabled web app for additional security
- Password reset available for users via web UI
- LDAP and Active Directory used to integrate with your enterprise security model
- Visual renderings of user session information
- Ability to make notes during user sessions for administrative purposes and to assure compliance
- Brute Force Attack Configuration options to allow administrators to lock users out of the system after “x” amount of failed attempts to login

*Benefits:*

- Emergencies don’t always happen when in front of a computer. This notifies stakeholders for a faster recovery from critical situations
- Allows stakeholders to track and analyze replies and feedback in real-time, force mobilizations and staff recalls and follow-up with scheduled messages
- Reduces walk-ins and number of inquiry phone calls, allowing more time for daily tasks and helps with workflow
- Sends real-time weather notifications (weather blasts) and updates to employees that may affect the workplace
- Makes important everyday operations simpler with the capability to respond to events that affect the safety of personnel
- Supplies an accurate and seamless way to communicate during critical situations through virtually any device in just seconds to keep all updated
- Statistics show that people are more responsive to text-based surveys because of their simplicity, compared to web and email surveys
- Adds a personal touch to customer service
- Supports multiple languages including English, Spanish, German, French, Dutch, Greek, Italian, Portuguese, Chinese, Japanese, Korean, Arabic and Farsi
- Telemarketing features can contact potential voters with opt-out automated options and broadcast pre-recorded messages in HD quality, or use TTS