

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.

TXT IS A PATENT PENDING TECHNOLOGY THAT REDUCES ADMINISTRATIVE COSTS!

TXT is the most effective communication solution for state and local governmental offices because of our advanced two-way text messaging automation. It's the most efficient way for your customers to access and obtain information, enhancing customer service and eliminating lines.

Key features of the two-way TXT service:

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. Political parties, organizations and associations can use this feature to discover opinions and projected party affiliations
 - 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 and texts
- 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 public 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
- A better solution to effective leadership to meet demands and expectations
- 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 with elected leaders, staff, groups and constituents during critical situations through virtually any device in just seconds to keep all updated of changing conditions within various departments
- Statistics show that people are more responsive to text-based surveys because of their simplicity, compared to web and email surveys
- The system’s convenience attracts consumers, resulting in an increase in revenue
- 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