PART 2: BOOST CUSTOMER ENGAGEMENT WITH SMS FOR BUSINESS

In today's fast-paced, mobile world, consumers want the ability to communicate with companies through text messaging along with phone calls. There are many ways to integrate text messaging into businesses' marketing and communication efforts. Here are some examples of how you can use text messaging to communicate quickly and effectively with your customers.

DVR CREDIT UNION

Provide customer account information

> **BAL**

Hello thank you for contacting DVR Credit Union. We are happy to help. Reply CHK for checking or SAV for savings.

Reply STOP to opt-out of text messages.

> **CHK**

Would you like to check your balance in your account #6997 or #5007?

> **#5007**

Bal @ $7,218.78 at 3:04 PM 07/07/18

Thank you for contacting DVR Credit Union. If there is nothing else have a great day!
You can also reply:

CHK for checking balance
SAV for savings balance
BAL for balances
HIST for recent transactions

ATM for nearest ATM
BRANCH for nearest branch
HELP for help
STOP to opt-out

ON DEMAND TV

Customer support

HELP

Hello thanks for contacting On Demand TV Provider. What can we help you with? Press 1 for technical support, 2 for billing support, or

3 to receive a call from a specialist. Text STOP to opt-out of text messages

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Happy to help you with that. Are you contacting us about device #12548 or #77899?
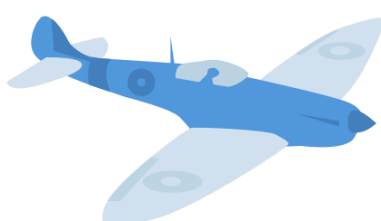
#12548

Okay. We will reset your device. Please wait 5 min.

If this doesn't resolve the issue then please reply CALL to receive

a call from a member of our support team.

CALL

I apologize for that not working. You will receive a call within 30 min.

SUNSHINE AIRLINES

Customer rewards

REWARDS

Hello valued customer, thank you for contacting Sunshine Airlines. Your total rewards miles are 41,079. Text HELP for help or STOP to

opt-out of text messages.

No matter the industry or size of business, Atmosphere® Messaging from IntelePeer can be used in many ways to interact and engage with your customers, creating happier and loyal customers. We make it easy and cost-effective to add on messaging capabilities for your business.

IntelePeer.