



## Info Request

Info Request is the solution that lets you run your customer service communications more efficiently via SMS.

### The Product

Info Request is a queue management system which is run by SMS. You can control how you communicate with your customers by introducing a number that they use to communicate with you via SMS as opposed to queuing telephone calls in a call centre.

We provide you with the tools to manage and track your customer requests, while simultaneously enhancing your customer satisfaction by providing a direct and personal communication channel.

### How does it work?

You advertise a short code number allocated to you by Sonic, alongside your call centre phone number.

The customer then sends an SMS to this number with their request. In return, depending on the nature of the request, they receive a series of options to which they can reply.

The customer then sends in their options, along with any other additional information required and receives a thank you response.

Sonic's web based console then allows the call centre to process the request and respond accordingly. Details of the customer's request are stored on the web interface in the appropriate queue for their inquiry. Queue management allows your staff to manage request priorities.

This product can be integrated with any of our other Sonic

solutions to complete your mobile marketing and customer service package.

### Why do I need it?

Info Request is perfect for those businesses that wish to engage with their customers quickly and easily in order to fulfil any requests or inquiries they may have.

It is a cost-effective alternative to using a call centre and the customer is provided with an immediate response as opposed to waiting for someone to answer the phone.

Additionally, this solution can be easily integrated into your customer management application to allow you to keep track of your mobile customers.

- Other key benefits include:
- Improved process flow
- Customised messages and queues enable you to define your workflow
- Real-time and historical reporting
- International delivery to over 580 carriers globally

Sonic Mobile can solve all of your mobile marketing and wireless communication needs. Talk to us about how you can integrate this product with any of our other mobile solutions. We have the capability to do just about anything mobile – so how far can your imagination stretch?