



Text Chat Two-Way Messaging

With a 97% open rate, text messaging is one of the most effective ways to communicate with your audience. But in a professional setting, it may not always be feasible to communicate with your customers, guests, or staff individually from your own mobile device.

Still, your employees, customers, and visitors will always have questions that your website or signage does not answer. Why not provide them a way to get 1-on-1 attention immediately.

Engage by Cell's **two-way Text Chat** allows you to answer questions/concerns via text at any time, from any location.



Try It Out:
Text
CHAT
to 56512

HOW DOES IT WORK?

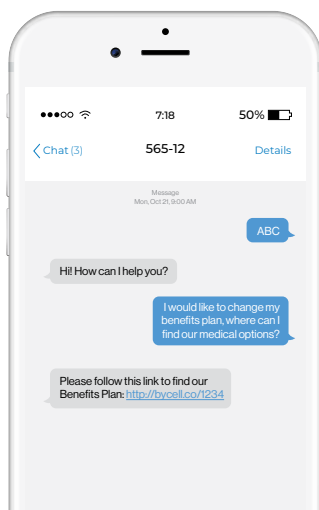


1. Using a keyword and shortcode, a person texts in a question.

2. Using the Engage by Cell dashboard, members of your staff respond directly — manage multiple chats easily and efficiently.

3. The person receives the answer in real-time.

Need to forward a conversation to another staff member without sharing a personal number?
Engage by Cell's Text Chat includes the ability to forward texts to another cell phone.



WHAT INDUSTRIES USE TEXT CHAT?

Museums, Galleries, Gardens and Cultural Venues: answer questions on the spot via text.

Human Resources: Answer employee questions on policies and benefits with links

Customer Service: Respond to customer questions on billing inquiries, service requests

Religious Organizations: Respond to member questions on events and hours of operation

Conferences and Events: Respond to attendee questions on directions, parking, event times, and agendas

Training: Allow new hires to ask questions on training content you've sent to them via text message