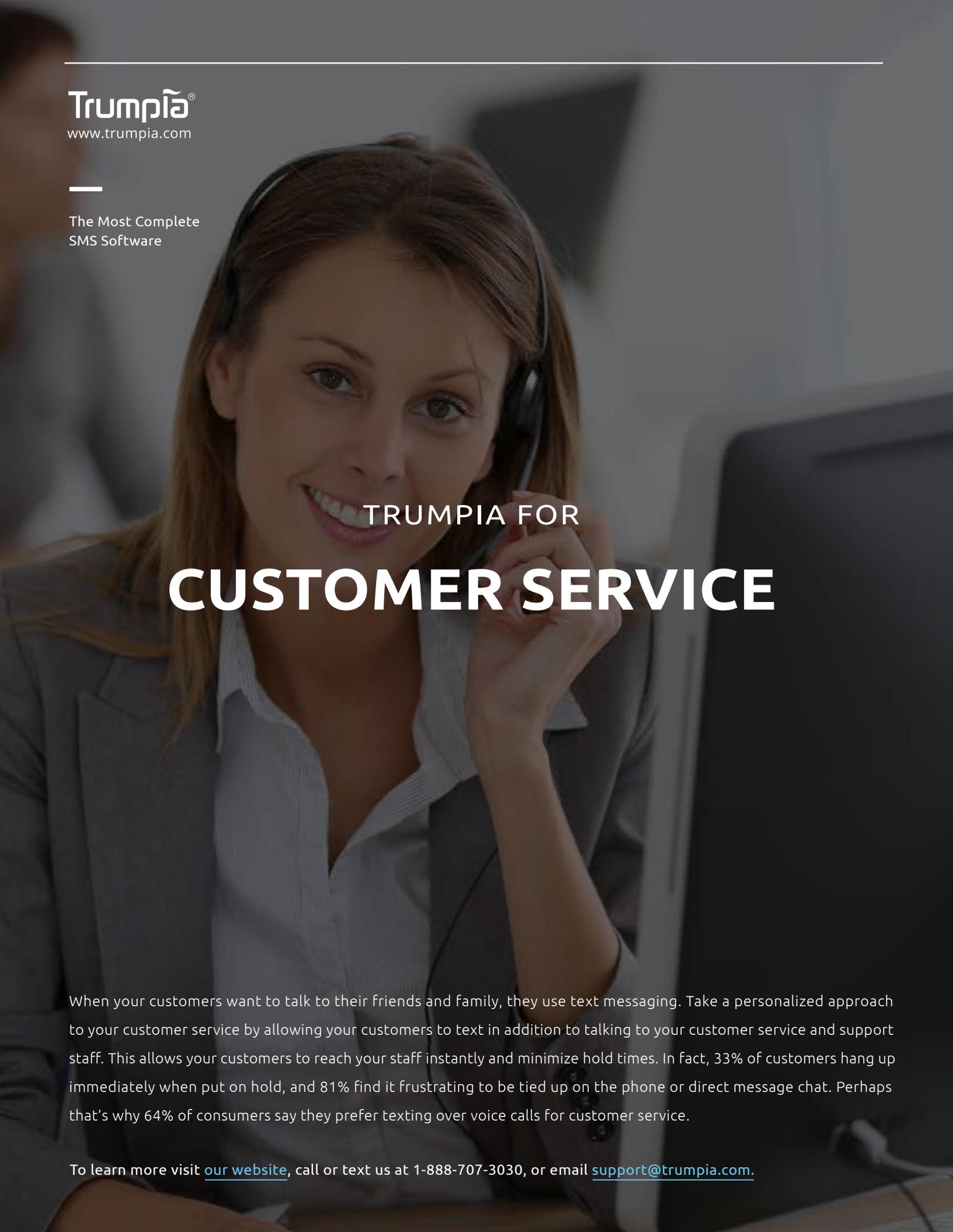

Trumpia®
www.trumpia.com

The Most Complete
SMS Software



TRUMPIA FOR CUSTOMER SERVICE

When your customers want to talk to their friends and family, they use text messaging. Take a personalized approach to your customer service by allowing your customers to text in addition to talking to your customer service and support staff. This allows your customers to reach your staff instantly and minimize hold times. In fact, 33% of customers hang up immediately when put on hold, and 81% find it frustrating to be tied up on the phone or direct message chat. Perhaps that's why 64% of consumers say they prefer texting over voice calls for customer service.

To learn more visit [our website](#), call or text us at 1-888-707-3030, or email support@trumpia.com.

OUR
FEATURES



Mass Alerts



Landline Texting



Two-Way Texting



Personalized Messages



SMS Surveys



Real-Time Response-Based Automation



Messaging Templates



Multi-channel communication
(SMS, MMS, email, social media, voice calls)



API



YOUR
BENEFITS

INDIVIDUALIZED ALERTS

Send personalized messages to customers.

- ✓ Send order, shipment, and delivery notifications.
- ✓ Notify customers when an item they are interested in is back in stock.

MASS COMMUNICATION

Send bulk messages to a large number of people.

- ✓ Alert customers about a product recall.
- ✓ Keep customers up to date on your loyalty programs and send them relevant coupons.
- ✓ Send release announcements for new products.

EASE COMMUNICATION

Landline texting allows you to send and receive text messages using the phone number you already operate and advertise. Let customers text instead of call to:

- ✓ Get more information about a product.
- ✓ Ask simple questions like the availability of a product, or your return policy.
- ✓ Report a problem or complaint in a less intimidating way.

STREAMLINE OPERATIONS

Let automation carry out tasks for you.

- ✓ Create an automated text messaging attendant, capable of answering common questions.
- ✓ Send out surveys to gauge customer satisfaction and find areas in which to improve.
- ✓ Cater to your customer preferences, allowing them communicate with you in the way they want.

**HOW OTHER
COMPANIES ARE USING TRUMPIA FOR
CUSTOMER SERVICE**



CHALLENGES

- ✓ Wanted to find a more effective way of notifying customers of deliveries.
- ✓ Needed a way to communicate with their drivers to give more accurate time estimates.
- ✓ Required a software that could scale in order to better service their customers.

SOLUTION

- ✓ Text messaging enables them to notify truck drivers when a shipment is ready to be picked up.
- ✓ They also use it to alert their customers when their order has left their warehouse, and when it's been delivered.



Hankook Tires uses text messaging to coordinate deliveries between their truck drivers and customers, sending over 2000 messages a month.

To read more about how Hankook Tires uses Trumpia



Click Here!