

MESSAGING PLATFORM FOR CONVERSATIONAL BUSINESS WITH PROACTIVE AI

Engage your subscribers where they already are to deliver better experiences at a lower cost.

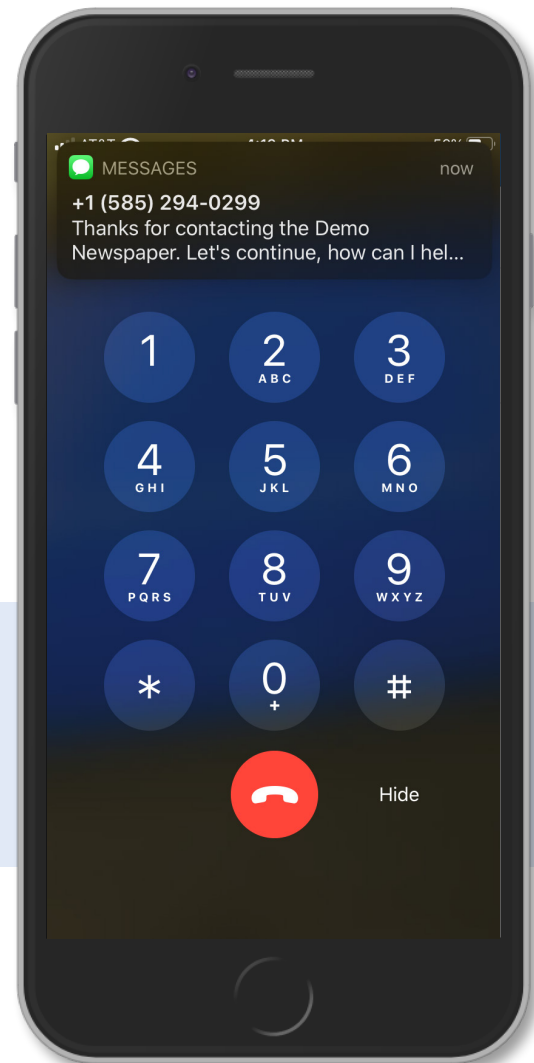
Consumers use messaging apps daily.

VoicePort Messaging makes it easy to provide customer service, sell subscriptions and maximize digital revenues in the messaging channels your subscribers already use and enjoy, including Apple Business Chat, Google RCS, SMS, Facebook Messenger, WhatsApp, and your website.

up to
70% of messaging conversations can be automated using chatbot's.

Turn phone calls into messaging conversations with Call-to-Messaging

Instead of making your subscribers wait on hold, give them the opportunity to initiate a messaging conversation when they call you. They'll appreciate the speed, convenience, and one-to-one attention.



CALL-TO-MESSAGING

VOICEPORT® Newspaper Solutions



IVR



Messaging



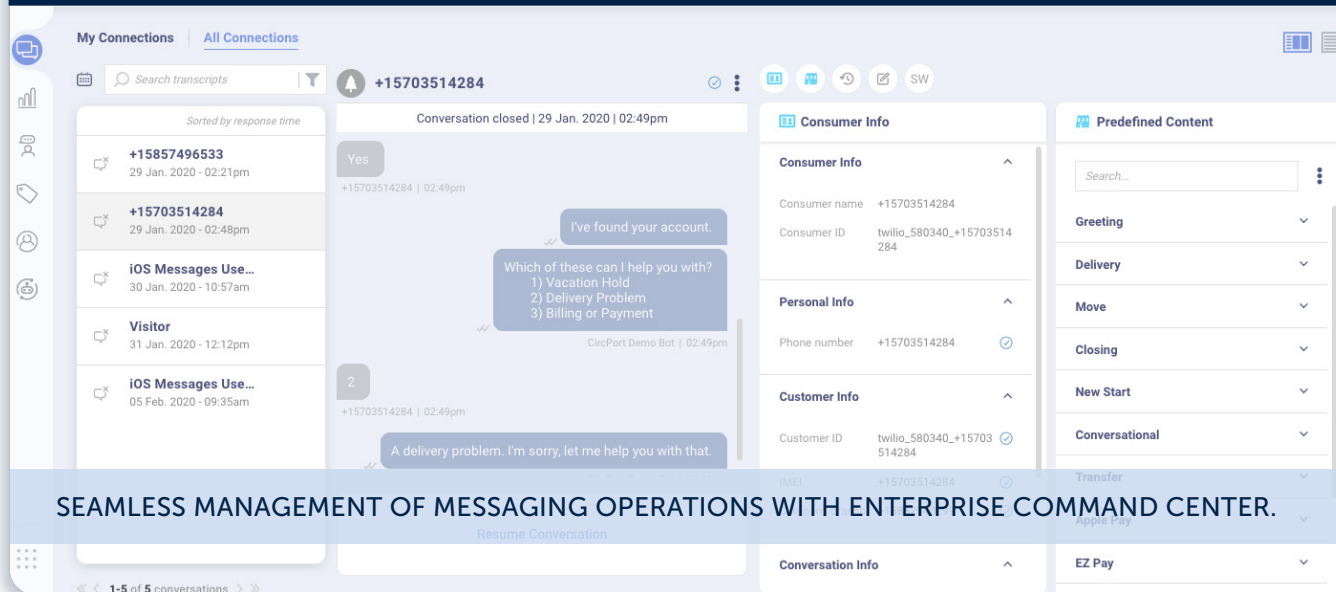
Web



Segmentation

Reduce Costs | Drive Retention | Improve Customer Service and Experience | Monetize Customer Service

MAXIMIZE PRODUCTIVITY AND REDUCE COSTS



SEAMLESS MANAGEMENT OF MESSAGING OPERATIONS WITH ENTERPRISE COMMAND CENTER.

Unlike a live phone call where one agent can only handle one call at a time, agents can handle multiple queries simultaneously. Layer on AI-powered chatbots to handle inquiries like delivery problems, vacations stops, bill pay and answering FAQs to further increase productivity and ultimately reduce operational costs.

95%
peak CSAT for
messaging

Improve CSAT

Consumers overwhelmingly prefer messaging to phone calls when starting a conversation with a business — in fact, 8 out of 10 consumers select messaging when presented with both side-by-side. By giving consumers the option to get off hold and message instead, businesses see dramatic increases in customer satisfaction, with many peaking as high as 95% CSAT.

95%
percent of
messages opened
within 90 seconds
of receipt

Increase Revenue with Proactive Messaging

One-way SMS is not actionable and other than provide notification, it does not generate engagement. Two-way proactive messaging delivers personalized experiences and engagement in your customers' preferred channels. Rich messaging capabilities allow for better conversations.

- drive conversions for renewals, activations, and all other calls to action
- Cross sell and upsell at higher rates.

Advertiser Benefits: Digital Conversational Commerce

Drive higher conversation rates for your clients, creating stickier customer relationships and more revenue opportunities for your business.

- Activate messaging for landing pages, advertisements, AdWords, Facebook pages and other digital properties, create an immediate and meaningful interaction between your clients and their customers.
- Automatically capture lead information directly in a messaging conversation. Pass contact information and other campaign specific parameters into their CRM of choice.

Additionally, pixels can easily be placed that will automatically fire when conversations take place ensuring that Google Analytics and other platforms can accurately track these leads.

VOICEPORT

To see a demo, contact Sales **585-248-9289** or email sales@voiceport.net.

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