EXPLAINING THE MESSAGING NETWORK

UNIFYING SALES CONVERSATIONS FOR THE BEST CUSTOMER SERVICE

Managing all the different research channels your customers use can be difficult and confusing. That's why Contact At Once! figured out a way to help you tie them together, creating a **"messaging network" that unifies sales conversations from advertising, websites, social** and more to help you provide the best (and most attentive) customer experience.

WHAT DOES THE MESSAGING NETWORK INCLUDE?

Contact At Once!'s messaging network provides you with an easy way to receive and manage chat, text or other digital messages from:

Online channels
like your own company website or a manufacturer site (including your digital retailing process).

Classifieds or other shopping website listings
including Autotrader.com, Cars.com, KBB.com and many more.

Social sites or advertising
like Google My Business, Google AdWords, Facebook Messenger, Facebook Marketplace… even Craigslist.

Mobile apps
including your own company mobile app, allowing a continuous conversation within the app itself.

Traditional advertising
including textable numbers from print, radio, TV or signage advertisements.

WHAT CAN A MESSAGING NETWORK OFFER MY BUSINESS?

When it's easy for your team to respond quickly to consumers in the various channels, you can…

Improve the Customer Experience
The most requested customer service improvement is better personal service supported by a real person (40%), followed by more integrated communication channels (20%).

Messaging delivers both, providing the seamless "personal" touch needed for top-notch service, while allowing agents to manage more conversations with faster resolutions.

78%

Boost Revenues Through Top-notch Service
78% of customers noted that a competent sales agent can ensure a beneficial experience, and 9 out of 10 consumers will pay more for this superior service level.

The Contact At Once! Messaging Network
unifies the different channels your customers are using, helping you keep up with inquiries and provide the best service.

To find out more, ***contact us today.***

www.contactatonce.com/connect-everywhere

Contact At Once!
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www.contactatonce.com

Sources:
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