

Business Messaging

Engage with every customer, 24/7

Unlock the full potential of your business communications and foster stronger customer relationships through continuous and reliable engagements.



Enable real-time text messaging without the need to port numbers

Enhance user experiences and foster prompt, reliable exchanges across SMS, MMS and iMessage

Utilize text message campaign services while adhering to 10DLC industry standards

Automate customer support using advanced AI, improving response time and efficiency

Telesystem's Business Messaging solution seamlessly integrates text messaging communication capabilities into your voice or UCaaS solution, transforming your business line into a more powerful tool for both internal and customer-facing interactions.

This service not only bridges the gap in unified communication tools by providing missing text messaging features but also supports a variety of operational needs from marketing automation to customer service inquiries. With Telesystem Business Messaging, businesses can maintain continuity in their communication practices, ensure compliance with industry standards, and leverage scalable messaging capabilities to meet the growing demands of their customer base.

Key Features:

- **Quick and Easy Setup:** Easily integrate with your existing voice or UCaaS solution for a unified communication experience.
- **Person to Person (P2P) Messaging:** Enable direct omni-channel communication between individuals utilizing SMS, MMS, and iMessage.
- **Bulk Messaging Capabilities:** Send messages to large groups simultaneously, ideal for promotions and announcements.
- **Automated Responses:** Set up automated messages for common inquiries appointment reminders, confirmations, or out-of-office replies.
- **Integration with Existing CRM Systems:** Seamlessly integrate with platforms such as Salesforce, HubSpot to enhance customer relationship management and maintain complete view of ALL interactions with your customers, including text messages.
- **Detailed Analytics and Reporting:** Monitor message delivery, read rates, and engagement to optimize communication strategies.
- **Marketing Campaigns:** Set up automated SMS campaigns while adhering to industry standards. Telesystem handles the complexities of regulatory compliance, including 10DLC and brand/campaign registration which can even be triggered based on customer actions or milestones such as birthdays, anniversaries or subscriptions renewals.
- **AI-Driven Insights and Assistance:** Leverage AI capabilities to analyze messaging patterns and customer responses; helping refine and automate communication strategies, predict customer needs, and provide smarter, context-aware replies that will significantly improve engagement and customer satisfaction.
- **24/7 Support:** Telesystem's US-based support team is here to assist in your setup, implementation, and whatever help you need to ensure the success of your texting solution.