

ConsulText

Automatically answer to queries by SMS

ConsulText is a module that allows the implementation of a of **two-way communication system via SMS**, through which your users, customers, potential clients among others, can obtain relevant information of your products, services, offers, etc.

Whit no special requirements, software installation or major investments, and simply by configuring a web application using a simple interface, our platform can **automatically respond to queries or requests in a minimum amount of time.**

Our auto-response systems allow the immediate use of all its functionality from day one. We have pre-design solutions in the following areas:

- Info and Reports
- Currency Exchange and money transfers agents
- Booking and appointments
- Travel and tourism
- Job recruitment
- Subscriptions to clubs and publications
- Votes and surveys

Advantages of ConsulText

- No binding contracts
- No software installations
- No time of permanence
- No need to acquire a license
- Minimal implementation cost
- Available from any PC with internet access at any time
- Free technical support online, by support ticket or email
- Customer service 24/7/365
- Online multi-user control panel
- Statistics of incoming SMS
- Database encrypted

Benefits of using ConsulText

- Release the telephone lines
- Remain available 24 hours 365 days a year
- Save in time and communication expenditure
- Make more efficient use of staff time attending calls
- Provide quick answer to the customer queries
- Respond immediately to multiple requirements without increasing staff
- Enhance customer service
- Maintain control of information sent and received
- Get relevant information online
- Increase your database

ConsulText is aimed to:

Any organization or individual looking for ways to cut the time of response to customers, with a minimal investment and running costs. Also very helpful to those who want to relieve their call centers

Opening an account and start using the service

Given that **ConsulText** service must be configured according to the requirements of each customer, you will have personalized attention for its implementation.

Register

- Go to www.1-2-text.com and fill up the **free register / sing in**
- Get into your account
- Request **free and no-obligation** service activation

Information

- One of our consultants will be in contact, to know the details of the system which you wish to put into operation
- Once agreed the parameters of the service, you can carry on completing its activation

Complete activation

- Submit the requested documents
- Make the set up payment
- Once you receive confirmation of service set up, send some test messages
- Promote the service(s) you are providing and the short code –number -

ConsulText can be activated as a single service or as additional module of our **1-2-Text@Web** application.

Operability of ConsulText service

Sending a word or series of words previously agreed, the user makes a request for information. Our systems process and send the response according to the information that is contained in the web interface that we provide for this purpose.

The information is delivered through the scheme called MO - Mobile Originator -, meaning that the user is who initiates the communication and it is he who pays the full cost of service - the request message as the response -

Products and services related

M-API: Direct connectivity of your applications, to a premium or virtual mobile number, through our API - Application Programming Interface

M-Services: Turnkey solutions based on intuitive applications that step by step guide anyone interested in making any campaign or activity through short numbers / Premium