pidj.co

Creating instant customer connections

Reach your customers where they are – on their phones. Consumers are opting into business text messaging (SMS) at a record pace, predicted to be almost 50 million users in 2020.

Why business SMS?

98% OPEN RATE
Nearly every text message is opened, compared to only one in five emails.

97% READ RATE
Almost all text messages are considered priority and are read within three minutes.

45% RESPONSE RATE
Nearly half of texts get a response while marketers are content with 5% for email.

Messaging matters.

BENEFITS

MESSAGE RECEIVED
No more wasted effort with missed calls or unheard voicemails

SIMPLIFY PROCESSES
Automate notifications and responses to common questions

CREATE SALES
Instant delivery of promotions, offers, and announcements

SATISFY CUSTOMERS
Establish a customer service culture based on immediate support and feedback

INCREASE AVAILABILITY
Engage with your customers and employees where it suits them best

ENHANCED ACCESS
Use open APIs to text-enable your software, website, and other applications

Delivery matters.

When, why and how your customers interact will make a difference. SMS can target your customers at the right time and the right place — on their phone.

KEYWORDS
Automated text responses based on defined words give customers the immediate answers they seek

TAGS
Identify your customers and build messaging around their specific needs

PATHWAYS
Leverage automated intelligence to route inbound texts just like a call center

TEXTCAST
Broadcast a message to 10 or 10,000 customers with a single action

TIMETEXT
Create automated followup with potential or current customers at a specific time in the future

SERIES
Onboard new customers, remind current ones of loyalty programs, or do drip marketing campaigns

Ease of use matters.

Expand your customer engagements — on mobile or desktop — with the easy-to-use Pidj Roost Dashboard. Everything you need.

Call or text "connect" to 855-818-7435 or email sales@pidj.co

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