



Add SMS to your CyTrack applications

All our modules include SMS functionalities, whether for customer service such as SMS Call-Me, Telemarketing SMS bulk-out, SMS system alerts for administrators, or SMS to and from your desk to clients, partners and team members.

It's quick, easy and manageable. CySMS provides efficient and directed means of communicating with your partners and clients via SMS.

- Easily send SMS directly from your computer using CyDesk™.
- Reach all your clients with SMS marketing mail-outs directly from your database or CRM.
- Create auto-callbacks from SMS responses.
- Route SMS replies and requests to service & sales staff according to skills, using our skills based routing functionality.
- Add SMS functionality to your CyTrack modules.
- SMS message editor.
- Standard message templates management.
- Bulk SMS from CyCall™ and the option to link replies to call backs via CyCC™.
- Omni-channel inbound call centre.
- Inbound SMS queue management and routing with CyCC™.
- SMS alerts via CyCC™ and CyReport™.
- Server based SMS solution.
- Requires you to select your own SMS provider.

