



Intelligent Messaging

SMS + Workflows = Intelligent Messaging

What is Intelligent Messaging?

Pretty much everyone is using an SMS gateway these days, some of them even let you respond yes or no to a question. Intelligent Messaging is much more than simply sending someone a reminder. With Intelligent Messaging you can create a conversation between your housing, assets or finance systems and tenants, contractors or even staff using SMS or email.

Why use Intelligent Messaging?

The purpose of Intelligent Messaging is to automate repetitive, time consuming tasks away from staff helping to reduce postage costs and speed up communication, saving time and money for the organisation and improving Tenant satisfaction.

How do staff use Intelligent Messaging?

The great thing is that Intelligent Messaging can be used to create scheduled, automated conversations (for example a reminder of work order appointment), manual one-off messages or even allow people to start a conversation by sending a SMS to Intelligent Messaging with a command word in it, such as BALANCE or REPAIR.

So staff can be involved as little or as much as the organisation requires.

Examples of Conversations that customers use

Work Order Appointment Reminders, Work Order Completion, Tenant Satisfaction, Lone Working notifications, neighbourhood announcements (e.g. power outage), Arrears reminders for rent and non-rent balances.

How is Intelligent Messaging priced?

Intelligent Messaging is a Cloud based application that is licensed based on the number of Tenants in the system. For an organisation with 3000 tenants the system would cost less than employing a member of staff on the minimum wage.

Contact us for pricing for your organisation.

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