



## Product Overview

Interakt SMS gives customers and staff the ability to send SMS messages to a custom 04xx xxx xxx number and automatically forward this SMS to an email address or website. Your employees are then able to reply to this SMS directly from their email account using redcoal's suite of desktop SMS products, included in the Interakt SMS package.

Interakt SMS provides organisations with a cost effective yet powerful tool to optimise direct response promotional campaigns or improve service delivery by giving customers the ability to communicate with your organisation via ubiquitous SMS messaging whilst simultaneously reducing traffic to your call center.

## Applications

- Customer feedback/enquiry line
- Internal communication

## Features

- Forward SMS messages directly to an email address or website.
- Reply to SMS messages directly from your email account.
- Automated bounce back SMS functionality.
- Customised 04xx xxx xxx mobile phone number.
- Fully hosted web interface allows you to view advanced message reports, generate excel spreadsheets, set message quotas and manage your account over the web in real time.

## Contact Us

For more information about Interakt SMS or other products in the redcoal desktop SMS suite email [info@redcoal.com](mailto:info@redcoal.com), visit our website [www.redcoal.com](http://www.redcoal.com) or call us on **02 8299 4300**.

