

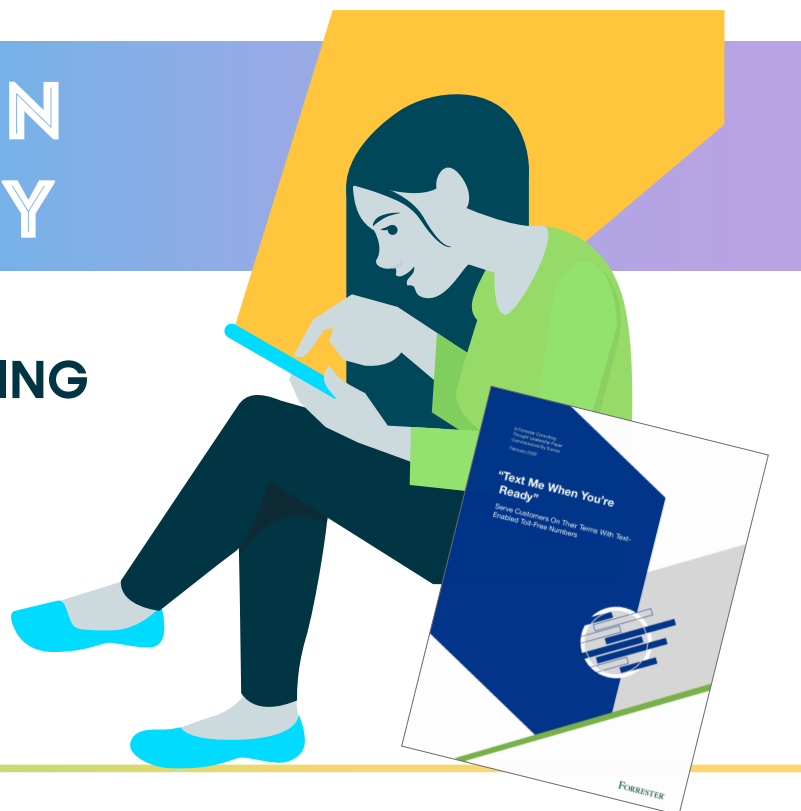
TEXT ME WHEN YOU'RE READY

STUDY BY

FORRESTER CONSULTING

COMMISSIONED BY:  **SOMOS®**

The results are in and the message is clear – customers want to text your business! Connect with consumers on their preferred channel when you add business texting to your brand's communication strategy.



If you're not offering texting, you're missing out. Surveyed companies with texting report:

10%

GROWTH YEAR
OVER YEAR

49%

REPORTED IMPROVED
CUSTOMER EXPERIENCE

41%

NOTICED AN
INCREASE IN SALES

**TEXT ENABLING YOUR BUSINESS NUMBER IS A KEY TO
REMAINING COMPETITIVE IN TODAY'S BUSINESS WORLD.**

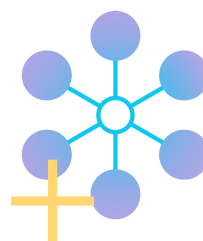
Add texting to see impacts across your business:



ENHANCED
CUSTOMER
EXPERIENCE



EMPOWERED
CONTACT CENTER
AGENTS



IMPROVED
OMNICHANNEL
STRATEGY



POSITIONED
FOR FUTURE
GROWTH

**GET
STARTED
TODAY**

Want to learn more about how business texting can help your organization deliver a better customer experience and an increased bottom line?

Find everything you need to know about adding texting to your business at
WWW.BUSINESS-TEXTING.COM