



# CORENEXA™ SMS

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## Fast, easy business texting via CoreNexa



***CoreDial is the  
best hosted voice  
services partner  
we could ask for.***

- Frank R.,  
CoreDial Partner

### CoreNexa SMS Overview

In an increasingly mobile world, businesses need convenient and quick ways to connect and communicate with customers. Customers' preference for using text messages to contact businesses is growing rapidly, and CoreNexa SMS opens up an essential communication channel using your business phone number.

CoreNexa SMS protects your employee's personal contact information, gives your business a highly professional appearance and creates a new channel for smooth, efficient communications with customers.

*Unleash the power of the modern workforce...*

## Benefits of Using CoreNexa SMS

SMS allows users to send individual or group SMS (text) or MMS (images/videos/documents) messages through the CoreNexa browser client and mobile app via their business phone number. The user's personal number is never displayed, increasing professionalism and privacy, and SMS texting instantly increases a business' flexibility, availability, and accessibility.

Four key benefits offered by CoreNexa SMS:

### **Send/Receive Text Messages from Anywhere:**

Text messages can be sent or read from the CoreNexa browser client and mobile app (with support for the Desktop app coming soon), making customer and employee interactions fast, easy and efficient. SMS has become one of the most expected and preferred communication channels for customers and businesses nationwide and globally.

**Privacy and Professionalism:** Rather than using or displaying an employee's personal phone number, CoreNexa SMS displays a business number, enhancing professionalism while also protecting private contact info.

**Data Protection & Communication Continuity at All Times:** Keeping employees' business communication tied to the business phone rather than a personal number ensures any/all necessary business stakeholders have full access to all messages and communication. This protects a business from losing data and message history when employees resign unexpectedly, accidentally delete messages, and it enables interactions to be monitored for quality assurance.

### **Ongoing and Historical Message History:**

A user's full SMS message history is easily accessible through CoreNexa, an important feature for ensuring critical conversations and important data are never lost.

## Who Can Benefit From CoreNexa SMS?

In a word — everybody. Employees, customers, managers, business owners — anybody with a vested interest in communicating more quickly, more productively, and more conveniently will love using CoreNexa SMS.

Expectations for fast responses and quick turn-around times are rapidly increasing and SMS addresses the demand for instant gratification. Remote workers and customers increasingly "on-the-go" make the ability to interact and collaborate from anywhere critically important. SMS makes productive real-time communication possible and allows customers to engage with a business how, where and when they want. It's easy to use SMS; no additional apps or software needed. Simply log into the CoreNexa browser client or pop into the CoreNexa mobile app to take multitasking and productivity to new heights with SMS.

***SMS opens up an essential communications channel — now businesses can accomplish more in a 24 hour period all while providing customers a higher level of convenience and productivity.***