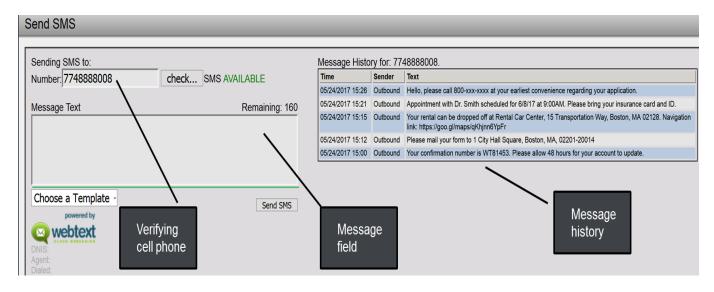## Solution Overview

WEBTEXT *Voice Agent Messaging* enables **Connect** voice agents to send **SMS** text to transform customer experience. Using a WEBTEXT screenpop, the solution allows an agent to send a SMS message from their desktop to a caller **_while_** they are speaking with them. The solution also serves as an additional method to follow up when customers cannot be reached by voice. WEBTEXT cloud based messaging makes integration into call center both fast and easy to deploy in any agent desktop environment.

Voice Agents can send SMS Messages from their desktop

While on a call, Voice Agents can text a caller via Screenpop. This allows **Connect** call center Agents to send SMS messages, including secure URL links, to cell phone callers during or after a call.

When a call is received, an automatic or CTI number lookup is performed allowing the Voice Agent to see if the caller is on a cell phone to verify they can receive a SMS message. If the call is from a land-line, the Agent may ask the caller for their cell phone number and enter it in the Screenpop to send a text message.

Messages can be created by typing freehand, copying and pasting from other applications or using Message Templates within the CRM. The Screenpop (above) gives Agents a complete history of all messages sent to the caller's number, including automated messages sent from business systems.

In US/CAN, messages will be sent using one of the organization's toll/toll-free numbers and there is no impact to voice service or risk of an outage. *Outside US/CAN, the solution uses a virtual number (where available).* **The solution can be deployed rapidly, usually within 15 minutes, there's no firewalls to open, no 3rd party integrators, no webchat is needed or any other hardware/software, and will work in any desktop environment**.

2 min. solution video http://www.webtext.com/connect-voice-agent-messaging-demo/