

## Overview

Live SMS Chat is a turn-key communication platform that enables real-time communication between you and your customers.

Customers send a message via SMS (text message) that is routed to your team and managed via an online tool (figure). Staff members reply via the simple online interface, manage multiple conversations, and archive messages.

Additional features include dynamic routing for multi-user accounts, comprehensive reporting, and the ability to add standard responses for faster response times.

## Key Features

- \* Real-time customer service and communications for mobile consumers and customers.
- \* Flexible technology allows for a hosted or in-house deployment.
- \* Comprehensive reporting for analyzing usage.

## Use Cases

- \* Customer service, help desk, tourism, venue security, concierge, field sales support, public safety, tip lines, audience participation, and more.



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### Chat Requests

- [All Active Chats \(3\)](#)
- [New Chats \(1\)](#)
- [Read Chats \(2\)](#)
- [Archived Chats Past 24hrs \(0\)](#)

Status	Mobile Number	Subject	Received
Date: Friday, 07/10/2009 (3)			
	(602)555-1122	When is the farmers market?	1:58 PM
	(602)555-9876	Is there an ATM at Acme Stadium?	1:57 PM
	(817)555-4442	RE: Where is a good sushi restaurant?	1:56 PM

### Active Chat Conversations

#### Common Chat Responses:

Enter some value

Chat Reply Message: (0 of 160 characters used)

Send Reply

Received	Messages
Date: Friday, 07/10/2009 (2)	
(1:59 PM)	BLUMO: Yes, Acme Sushi on 4th and Main is excellent. Map: <a href="http://urlias.com/map">http://urlias.com/map</a>
(1:56 PM)	(817)555-4442: Where is a good sushi restaurant?