



CDA Pidgins Text Messaging. Customers Not Answering The Phone



CDA Pidgins text messaging was built because we know that today and in the future your customers will be using their mobile phone as their main reference of communication. When you need to fill up your schedule quickly, and you call your customers they don't answer, that's lost revenue, but when you text them instead, more than likely they will answer you back in less than three minutes.

From the moment you get your customers dispatch, you can automatically start an sms with them for critical pieces of information. You no longer need to make outbound calls to contact your customers. Once you implement sub-status updates and CDA pidgins, you will immediately see a reduction in outbound/inbound calling; not only does this save you cost, but gives you greater customer satisfaction.

CDA Pidgins also has built in language translation. With the click of a mouse, not only can you translate another language, but you can convert your English text into another language.

Highlights

- Desktop, Mobile and Web-base browser supported.
- Instantly send an SMS request for credit card payment (one click payment for your customers).
- Send customers SMS based surveys to rate the repair service they just had.
- Customers can send you videos and pictures of their unit, along with the model/serial tag.
- Customers are sent an SMS so they can schedule to your real-time availability.
- All SMS messages to and from the customer are stored in the Claim.
- Eliminate all outbound calling by implementing sub-status updates via SMS.
- Reduce inbound calling by up to 60% once you implement SMS sub-status updates.
- Automatically translate into Spanish and several other languages. Both you and your customer can speak Spanish and have it translated/converted with the click of a button.

Contact Us Today To Learn More

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