

# Inbound Campaign Management

Allow your customers to connect via SMS

# SMS Shortcodes

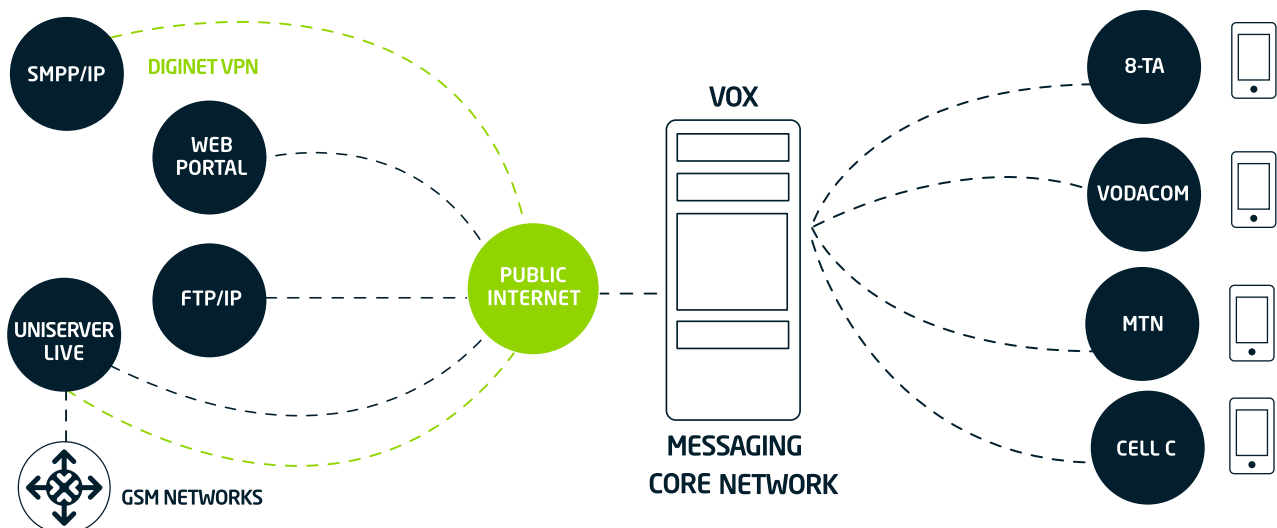
- Email based delivery to facilitate trackable, manageable replies from your company to the originator
- Increase customer engagement
- Simple and functional
- Low cost to customers

## Product overview

Get a simple five-digit shortcode for your inbound campaigns, promoting convenient engagement between users and call centres or help desks. When a customer uses the assigned shortcode, this lands on our server and is redirected to your

call centre as a handy email to enable timely follow-ups. You carry the cost of the return call – maximising service satisfaction for those inbound customers.

## How it works



## Features and benefits

- **Dedicated shortcodes**  
No sharing of shortcodes between customers.
- **24/7/365 availability**  
Interact with customers at their convenience.
- **Campaign specific reporting**  
Measure the success of different campaign options.
- **Reporting options**  
Draw reports directly from our SMS web portal and analyse and monitor your messaging campaigns.

### About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

**For more information on complementary or alternative products visit us at [vox.co.za](http://vox.co.za)**

New Business Sales JHB : +27 (0) 87 805 5050  
Consumer Support : +27 (0) 87 805 0530  
Business Support : +27 (0) 87 805 0500  
Email: [info@voxtelecom.co.za](mailto:info@voxtelecom.co.za)

