



# TXTinIT SMS APP

Send and receive text messages directly through Salesforce

Deliver automated, personalised messages that will get your customers attention, drive improved engagement and boost ROI for your business. The Digital Island integration makes it simple to set up one-way or two-way messaging for an engaging mobile experience your customers will love.



## Two-way messaging

Send and receive messages within Salesforce. Manage on-going conversations with customers and create engaging experiences.



## Custom templates

Streamline and standardise the experience for your customers and staff with templates for your messages.



## Automated workflows

Save time with automated messages in Salesforce Process Builder. Choose fields and values to trigger messages within set rules.



## Activity history records

Get a full view of customer communications with messages automatically logged as task records against parent accounts.



## Message personalisation

Create personal messages with merge fields. Include your recipients' names and data to tailor content to their needs.



## SMS buttons

Easily add a button to your page layout, so reps can quickly send a message from within a record – in one click.

## Top ways to use TEXTinIT



### Booking notifications

Booking confirmations, event reminders, schedule changes.



### Appointments & meetings

Reminders, reschedule meetings, important updates.



### Billing & payments

Payment reminders, receipts, collection notifications.



### Customer support

Service alerts, support requests and updates.



### Staff communications

Health & safety updates, emergency notifications, rostering.



### Alerts & notifications

Product alerts, order status and shipping notifications.



### Marketing

Competitions, special offers and promotions.



### Surveys

Instantly get feedback from your customers.

## Pricing

Set-up fee	\$145
Up to 20,000 messages	\$150 per account per month
20,001 to 50,000 messages	\$400 per account per month
50,001 to 100,000 messages	\$550 per account per month
100,000+ messages	Custom pricing
Messaging cost	Additional
Minimum contract	12 months

Note: TEXTinIT will only work if your Salesforce plan allows an API connection.