Business Process Automation

Automate your daily routine business tasks, improve workflow and free up personnel to focus on delivering higher value to customers

TYPES OF USE CASES

→ Customer Enquiry and Tech Helpdesk Hotline

→ Subscription / Warranty Reminders

→ Job Dispatch and Delivery Status Messages

→ Marketing and Promotions

→ Inventory Update

→ Sales Enquiry

SendQuick Business Process Automation solution helps you to standardize and automate your daily routine business tasks, improve workflow and free up personnel to focus on delivering higher value to customers. Delegate these processes to end-users as self-service functions and increase the productivity of your operations teams.

Our real-time SMS notification and 2-way SMS solutions can be deployed in many ways across your business processes to help you remain responsive to your customers and become more efficient and competitive.

Apart from SMS, we have also pre-integrated popular social messaging channels and collaboration tools into a centralised platform to optimise your omnichannel communication process with your customers to improve customer experience.

Turn Runbook Procedures into Automated Tasks

Writing, sending and responding to individual SMS or messages to engage with your customers takes a lot of time and effort. But when you automate backend processes, you free up manpower resource, increase work efficiency and improve on customer service with prompt response.

Improve the Speed, Efficiency and Quality of Your Operations

With SendQuick, you can standardize operating procedures, define automated jobs incorporating other existing automation, and safely delegate these processes as self-service requests to other stakeholders. This will help to improve the efficiency of your operations.

Reach Out via Customers' Favourite Chat App

SendQuick integrates with the most popular social messaging platform such as Whatsapp, WeChat, Line, Viber, Telegram, Messenger and collaboration tools such as Slack, Microsoft Teams and Cisco Webex.

User-Friendly Chat Interface for 2-way Messaging

No training needed. User-friendly, pre-integrated omnichannel chat interface for texting your customers via 2-way messaging on your customer's favourite chat app.
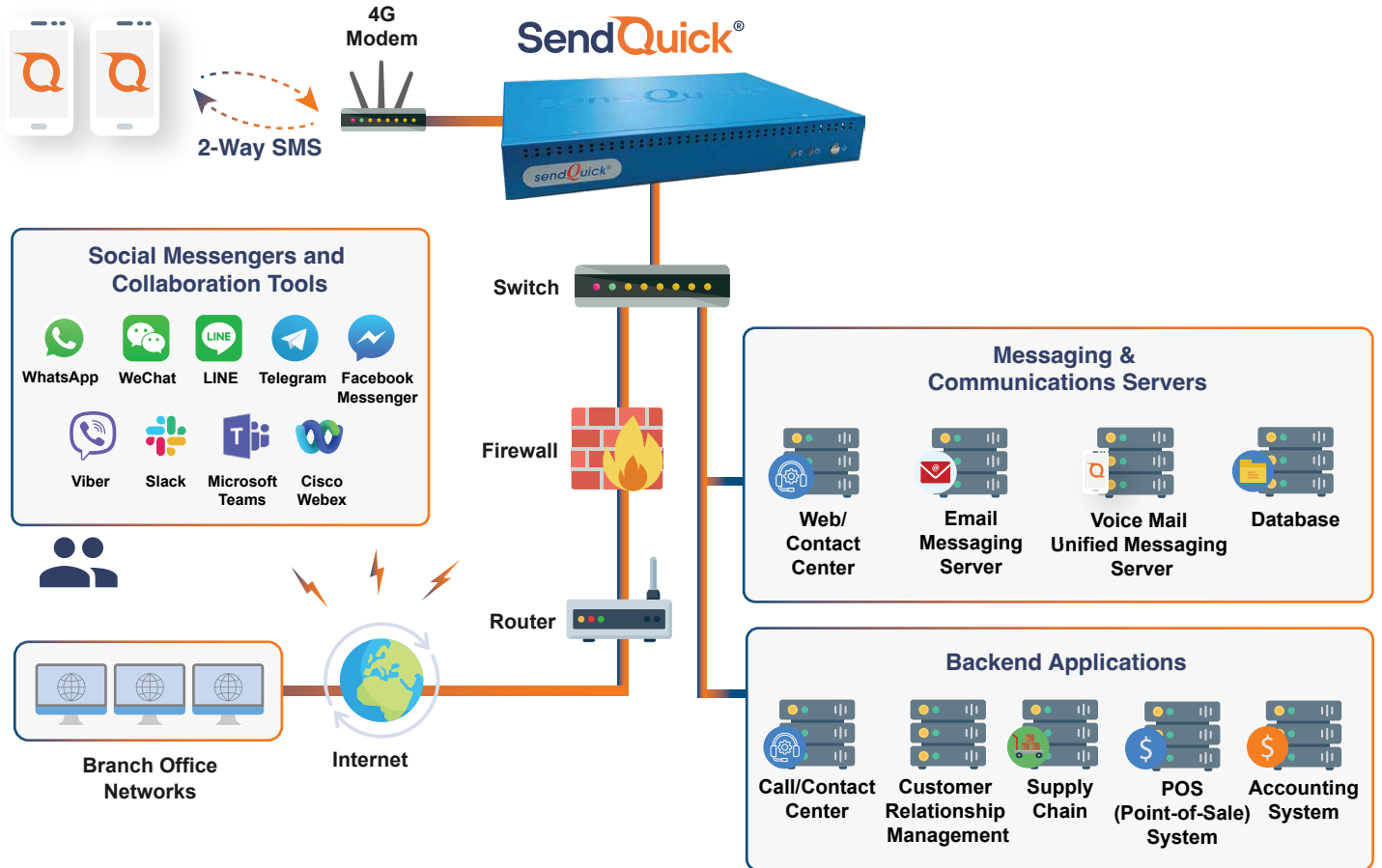
Automate Crisis Management

Ensure emergency preparedness with the implementation of a notification and response software service to complement Business Continuity Management (BCM) plan.

HOW IT WORKS?

SendQuick®

4G Modem

2-Way SMS

Social Messengers and Collaboration Tools

WhatsApp • WeChat • LINE • Telegram • Facebook Messenger

Viber • Slack • Microsoft Teams • Cisco Webex

Switch

Firewall

Router

Branch Office Networks

Internet

Messaging & Communications Servers

Web/Contact Center • Email Messaging Server • Voice Mail Unified Messaging Server • Database

Backend Applications

Call/Contact Center • Customer Relationship Management • Supply Chain • POS (Point-of-Sale) System • Accounting System

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CLIENT TESTIMONIALS

★★★★★

Sending SMS reminders to customers to pick up their prints has raised our service standards by a notch. Customers like this non-intrusive way of being reminded. Using SendQuick Entera, a fully automated system frees up our front-line staff for other areas which translates to lower total costs.

Mr. Eric Tan
CEO, FotoHub.com

★★★★★

Our 2-way SMS appointment reminder system is hassle-free...Patients are not required to call back and wait to be served, nor are they restricted by our hotline's operating hours. Patients can reply to the SMS for confirmation or change of appointments. The fully automated system frees up our resources which translates to lower total costs for us.

Ms. Ong Poh Suan
Assistant Manager, Operations Dept
Khoo Teck Puat Hospital

SUPPORTED PLATFORMS

Appliance • **Cloud** • **Virtual Machine**