

DEPARTMENT BRIEF

Shift Management



Text messages have revolutionized how we communicate, quickly becoming our go-to channel for daily use. SMS Marketing Services powerful targeting and automation tools go further than common mass texting solutions, helping you save time scheduling shifts, fill scheduling holes automatically, and improve employee satisfaction.

USE CASES

01

Save Time Scheduling Shifts

98% of all texts are read, making it the most reliable way to send shift schedules.

- Send a picture of the schedule or even a link to the scheduling webpage, and track who's viewed it.
- With a response rate 7.5x higher and 60x quicker than email, you can determine who cannot make their shift with enough notice before you finalize the schedule.
- Reach 100% of your employees from our integrated omni channel platform with texting, email, social media, and voice.

02

Fill Scheduling Holes Automatically

When you need to find someone to cover a shift or come in on an unexpectedly busy day, no channel offers the speed and convenience of texting.

- Quickly find a shift replacement without blasting your entire company by sending an alert to only those in the same position.
- Automatically answer common questions with our intelligent Text Bot.
- Reduce the number of no-shows with automated shift reminders.

USE CASES

03

Improve Employee Satisfaction

Keep employee retention high by reducing frustrations associated with scheduling.

- Two-way texting lets employees ask questions and receive shift schedules without risking phone tag or buried emails.
- Gather feedback with text surveys to improve the shift allocation processes.
- Text for business matters using your existing landline phone number, rather than divulging your personal mobile number to all your employees.

LIFECYCLE ENGAGEMENT

SMS Marketing Services' texting solution goes beyond simple mass blasting services. It can automate every point of interaction you have with the employee, from signup and shift reminders, to filling scheduling holes and sending feedback surveys to improve your process. For example:



1

Easily collect staff contact information using **mobile keywords** and online sign-up tools.



2

Automatically track behavior and gather relevant information about employees by asking questions and automatically capturing their responses.



3

Our **Smart Targeting** tool automatically filters staff based on their location, job title, and responsibilities, so you send only relevant messages.



4

Send a **mass message** to all employees about upcoming holiday hours or new scheduling policies to make sure they are all on the same page.



5

Use your office's **existing landline number** to answer questions about taking time off and covering shifts, rather than exposing your personal number.



6

Automatically send **shift reminders** for the upcoming week via text to reduce no shows.



7

Automatically **answer scheduling** or operational questions with our intelligent **Text Bot**.



8

Send **text surveys** to gather feedback and improve your operations. Our surveys branch according to your employee's responses, allowing you to ask deeper and more relevant questions.

UNMATCHED CUSTOMER SERVICE

We offer onboarding and training to make sure you can get the most out of our messaging solution. In addition, our account management team will help you implement automation and lifecycle engagement into your communication strategy. Our amazing support team is ready to help 365 days a year, with a 1-hour average support response time during business hours.



365-day
Technical Support



1-hour
Initial Response Time



9.5/10
Customer Service Rating

