

Epic Text Messaging



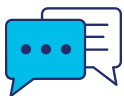
Communicate with customers through additional channels with Applied Epic®.

Applied Epic is the world's #1 brokerage management system and it delivers powerful capabilities for you to send, receive and log text messages directly within the platform so you can have a consistent stream of communications within your daily workflows.

Text messaging is a highly effective way of reaching your clients and prospects, and because it immediately delivers a message, it has both a high open rate and a high conversion rate. So, we joined forces with Twilio, a leading SMS vendor, to give you the ability to send, receive and log text messages directly within Applied Epic. Your team will even receive a notification when policyholders send a text response back.

What Epic Text Messaging Offers Your Brokerage

- An additional channel to communicate with your customers as part of your daily workflow
- Ability to track SMS conversations between employees and clients/prospects as activities
- A history of text conversations with each policyholder for future reference



**Text messages have a 98% open rate, email only 20%.
Text messaging has a 45% response rate, email only 6%.**

Allows your brokerage to

- Deliver omnichannel customer service through an additional automated customer communications channel
- Keep a single view of all customer and prospect communication records within the management system
- Quickly notify clients of certificate issuances, policy updates and other important info

Have Questions?

Call 866.899.5120

Visit appliedsystems.ca