MessageCX™ validates customer information and integrates messaging into any part of your customer service / IVR system

With MessageCX™, companies can now easily determine phone number type and eligibility, capture business relevant information in real-time, and dramatically improve customer satisfaction metrics. MessageCX™ improves first call resolution, increases agent productivity, and maximizes customer satisfaction. The information MessageCX™ gathers can be used throughout all IVR call flows, inserted into CRM records, and ensures compliance when placing outbound calls.

MessageCX™ provides companies and organizations with cost effective access to sending and receiving SMS messages – enabling any business process to take advantage of SMS messaging.

twilio   **(O) TROPO**

cisco Master Cloud Builder Partner

webtext CLOUD MESSAGING

Message CX™

for CloudBlu™ or any Cisco Contact Center

SMS messages are quickly becoming the preferred way for many customers to interact with contact centers. Cameo's MessageCX™ is a feature-rich set of APIs used to extend voice call flows and business processes by integrating SMS messaging capabilities, providing inbound caller specific data, and extending omni-channel services to any Cisco contact center.

- **Validate and qualify phone numbers in real-time with the latest customer information**
- **Send SMS messages from within your voice call flows or business processes**
- **Integrate inbound SMS messages into your contact center workflow**
- **Receive and store extended business relevant information about each inbound number**

Message**CX**™ **Key Features**

Cameo Global, Inc., is a leading Cisco ATP partner specializing in Contact Centers. MessageCX™ is part of our continuing commitment to delivering value-added solutions to Cisco's Contact Center customers.

Phone number validation

The MessageCX™ IntelliNumber service API, Cameo's Phone Number validation component, verifies customer phone numbers against databases filled with over 600 million mobile name-and-number matches as well as over 275 million person-to-address matches. Contact centers can use the MessageCX™ IntelliNumber service API to validate the identity of customers calling in, limit the security questions that need to be asked, and speed up call times which drives customer satisfaction.
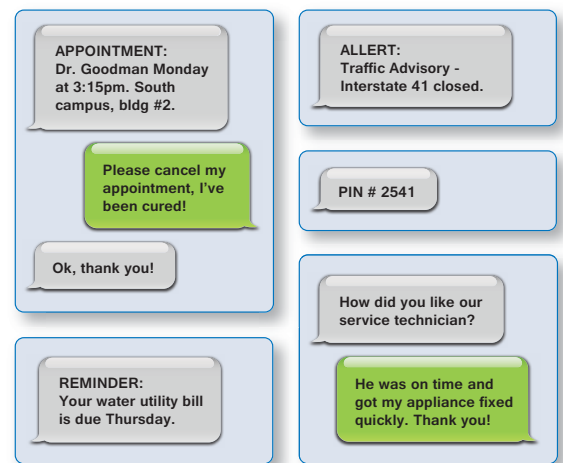
MessageCX™ IntelliNumber service provides data related to:

- Line type – Landline, mobile, VoIP, or disconnected/invalid number
- SMS reception capability – Whether or not the customer's phone number can send/ receive SMS messages
- Do Not Call (DNC) List integration – Validate any state and federal DNC list to enhance SMS messaging compliance
- Extended, business relevant information about the history of the inbound number

Simplified SMS messaging

Add call flow elements, integrate text message sending into your voice call flows, or send your customers update notifications while they're on hold.

APPOINTMENT:
Dr. Goodman Monday at 3:15pm. South campus, bldg #2.

Please cancel my appointment, I've been cured!

Ok, thank you!

ALLERT:
Traffic Advisory - Interstate 41 closed.

PIN # 2541

How did you like our service technician?

He was on time and got my appliance fixed quickly. Thank you!

REMINDER:
Your water utility bill is due Thursday.

Pricing and Support Services

MessageCX™ is sold as a cloud-based Software-as-a-Service. Pricing is subscription-based, per-API call, with either monthly or annual minimum commitments. Cameo can also expertly assist with professional services required to integrate MessageCX API functionality into your voice call flows.

Contact Cameo Global today to schedule your initial business and technology review with one of our trusted advisors. Call now to get started!

Cameo GLOBAL™

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