



## 2-WAY MOBILE MESSAGING FOR CALL CENTERS AND TELEPHONE ANSWERING SERVICES (TAS)

Interactive, Reliable, Time-Critical Communications



Infinite Convergence's NetSfere Omnichannel integrates with Amtelco's Intelligent Series 5.1 and higher to offer 2-way SMS service to call centers and telephone answering services to accelerate efficiency, improve messaging success rates, and solidify messaging reliability.

## 2-Way Mobile Messaging for Call Centers & Telephone Answering Services (TAS)

Infinite Convergence's NetSfere Omnichannel integrates with Amtelco's Intelligent Series, Genesis and Telescan Spectrum platforms to offer robust, reliable, timesensitive 2-way SMS service for call centers and telephone answering services. The NetSfere Omnichannel service enables your agents to have an interactive communication with their clients instantly and effortlessly.

The integration makes it easy to get your messaging channel up and running immediately. Your agents can send and receive SMS from a 10DLC (10-digit long code in the US), long code (local number in other countries), toll-free number, short code, or your existing business landline number. With coverage through 800 cellular service providers in 180 countries, you can access your clients through a single connection, ensuring message delivery worldwide.

Infinite Convergence's NetSfere Omnichannel provides unparalleled reliability utilizing a high availability platform with 99.99% uptime and the intelligent routing capability that dynamically re-routes messages to ensure message delivery rate is closer to 100%.

Infinite Convergence's seamless deployments, comprehensive service management, and pro-active monitoring are best-in-class, designing for high-reliability service. We have an extensive system of alarms and system utilities to help avoid issues with the messaging service, leading to better customer experiences. We provide global, around the clock support and ensure that any questions and issues are resolved quickly per our robust SLA.



## Infinite Convergence's NetSfere Omnichannel

Infinite Convergence's NetSfere Omnichannel enables enterprises to better engage their customers and partners globally in a secured, reliable and cost-effective way. The NetSfere Omnichannel's unique solutions, which leverage 2000 years of combined carrier-grade messaging experience in delivering trillions of messages globally, are tailored to the enterprise or its industry needs which enhances ROI and time-to-market for the enterprises.

### Key Benefits

- **Intelligent Routing**  
Achieve mobile delivery success rate closer to 100% with redundant routes and included alternate sender ID numbers for seamless fallback, providing full messaging redundancy
- **Rich Analytics**  
Provides comprehensive analytics and customized reports for detailed visibility into service usage and message delivery
- **Data Archiving**  
Automatic schedule data archiving. All data storage to disk are encrypted and can be stored for a configurable amount of time
- **Number Validation**  
Solution verifies each phone number & sends messages to valid numbers to reduce the delivery cost & increasing delivery rate
- **Security**  
Secure communication to & from the NetSfere Omnichannel is ensured using secure protocols. All Personally Identifiable Information (PII) data at rest are encrypted & all data stored to disk & disk I/O are encrypted
- **Control**  
Enterprise Web-based Portal enables enterprises to monitor your service, get message and delivery analytics to measure program success, and manage your accounts

### Key Features

- Provides comprehensive analytics and customized reports for detailed visibility into service usage and message delivery
- Support in North America and beyond with robust SMS routes and fallback contingency plans
- Improves message density compared to GSM modems and SMTP email to SMS messaging
- Options for Text-Enabling your Call Center's existing Phone Numbers or your Client's Phone Numbers.
- Opt-in/Opt-out - Complies with messaging regulations and provides flexibility to users
- Requests and tracks the delivery receipts from the mobile network
- Secure cloud gateway with geo-diversity servers
- Proactive 24 x 7 x 365 monitoring with stringent SLAs
- HIPAA compliant cloud instance
- Tiered Volume-Based Pricing



## ABOUT AMTELCO:

The Amtelco integration makes it easy to get your messaging channel up and running immediately. Your agents can send and receive SMS from a 10DLC (10-digit long code in the US), long code (local number in other countries), toll-free number, short code, or your existing business landline number. With coverage through 800 cellular service providers in 180 countries, you can access your clients through a single connection, ensuring message delivery worldwide.

Contact Info: AMTELCO, 4800 Curtin Drive, McFarland, WI 53558  
Website: [www.amtelco.com](http://www.amtelco.com)  
E-mail: [info@amtelco.com](mailto:info@amtelco.com)

## ABOUT INFINITE CONVERGENCE SOLUTIONS:

Infinite Convergence provides innovative messaging solutions and next-generation wireless communication technologies to mobile operators and enterprises. With more than 2000 years of combined experience in the mobile messaging marketplace. Infinite Convergence currently enables more than 500 million subscribers to exchange close to a trillion mobile messages annually. Its award-winning, NetSfere Omnichannel is specifically designed to help businesses improve productivity, generate revenue, and business efficiency through better communication.

For sales, account and support queries contact:  
Gary Olson | Director of Sales  
Mobile: 1-630-546-1027  
Email: [Gary.Olson@infinite.com](mailto:Gary.Olson@infinite.com)

[www.infinite-convergence.com/amtelco](http://www.infinite-convergence.com/amtelco)