

OPX SMS Gateway

Transform your digital operations with OPX

opx



Overview

The OPX SMS Gateway is a module designed to allow for the automation of inbound SMS routing and the production of outbound templated SMS from within the OPX Workflow or OPX Robotics processes.

This significantly reduces the effort required to service inbound SMS requests and, when combined with our

Robotics offerings, allows for fully automated service requests in many scenarios. For example, a policy valuation request can be conducted fully automatically.

When using the SMS outbound capability, the current status of a case can be reported automatically thus reducing the call centre load of customer enquiries at a fraction of the cost.

Inbound SMS

For every inbound SMS message, the OPX SMS Gateway can do the following:

- interface with your chosen SMS provider to get inbound SMS details
- gather the SMS and convert it into a workflow payload
- classify the SMS to see if the request is understood
- start one (or more) OPX processes with the SMS as the payload based on classification
- start a triage process for SMS with no strong classification
- start one (or more) robotic scripts to handle the SMS request



Outbound SMS

The OPX SMS Gateway can be used to send automated SMS as part of the OPX or Robotics process handling, providing a facility to:

- create an automated activity in OPX that creates and sends an SMS message
- create an automated activity in OPX Robotics that creates and sends an SMS
- create SMS templates using the Document Production module

This allows for automated SMS messages informing the customers of:

- the current stage of their service request and reducing inbound status enquiries
- requests for further information or “please call” messages
- the outcome of their service request if appropriate