

TEXTWATCH: SMS NETWORK MONITORING

www.mms.us

ARE YOUR TEXT MESSAGES DELIVERED?

Text messaging (SMS) has become a mission-critical communication channel for customer service. But do you know if your messages are getting to your customers? Are you experiencing issues with carriers blocking your messages at times? Do you have adequate throughput for your messaging volume? These types of questions often go unanswered.

At mms we employ TextWatch - an extensive SMS Network Monitoring system for all SMS networks. TextWatch actively tracks our customers' message traffic and alerts our team of any issues. When issues arise mms alerts the customer and proactively manages the resolution with the carrier network. TextWatch also provides real-time delivery tracking.

DELIVERY REPORTS



Real-time carrier delivery reports are available through the mms reporting portal, FTP, email, and API integration. Check the status of your messages at any time

NETWORK ALERTS



mms employs an extensive array of monitors across all SMS networks (short code, 10DLC, TFN). When a problem arises, our network operation team initiates carrier resolution

ANTI-BLOCKING



mms actively monitors customers' SMS traffic for delivery status. If carrier blocking/filtering is detected mms can intercede and work to resolve the issue

TRAFFIC ANALYSIS



Landlines, blocked numbers, opt-outs, invalid destinations....mms provides customers with in-depth message traffic analysis to improve delivery rates