



Automation and Intelligent Communication

*Multi-channel messaging and AI for
business growth*





Who We Are

A leading company in digital communication solutions with over a decade of experience. We specialize in offering innovative services that allow companies to improve their customer communications and optimize internal processes.



Our mission is to transform business communication with cutting-edge technology, facilitating agile, secure, and efficient interactions.



Our solutions

Messaging for Businesses



Bulk SMS Sending

Effective method for marketing, alerts and reminders.
High open rate and immediate response.



Two-Way SMS

Real-time interactive conversations.
• Ideal for customer service and surveys.

Our solutions Messaging for Businesses



Two-Step Authentication (2FA)

Improved security in access and transactions.

- Prevent fraud and protect sensitive data.



SMS to Voice

Turn messages into automated calls.

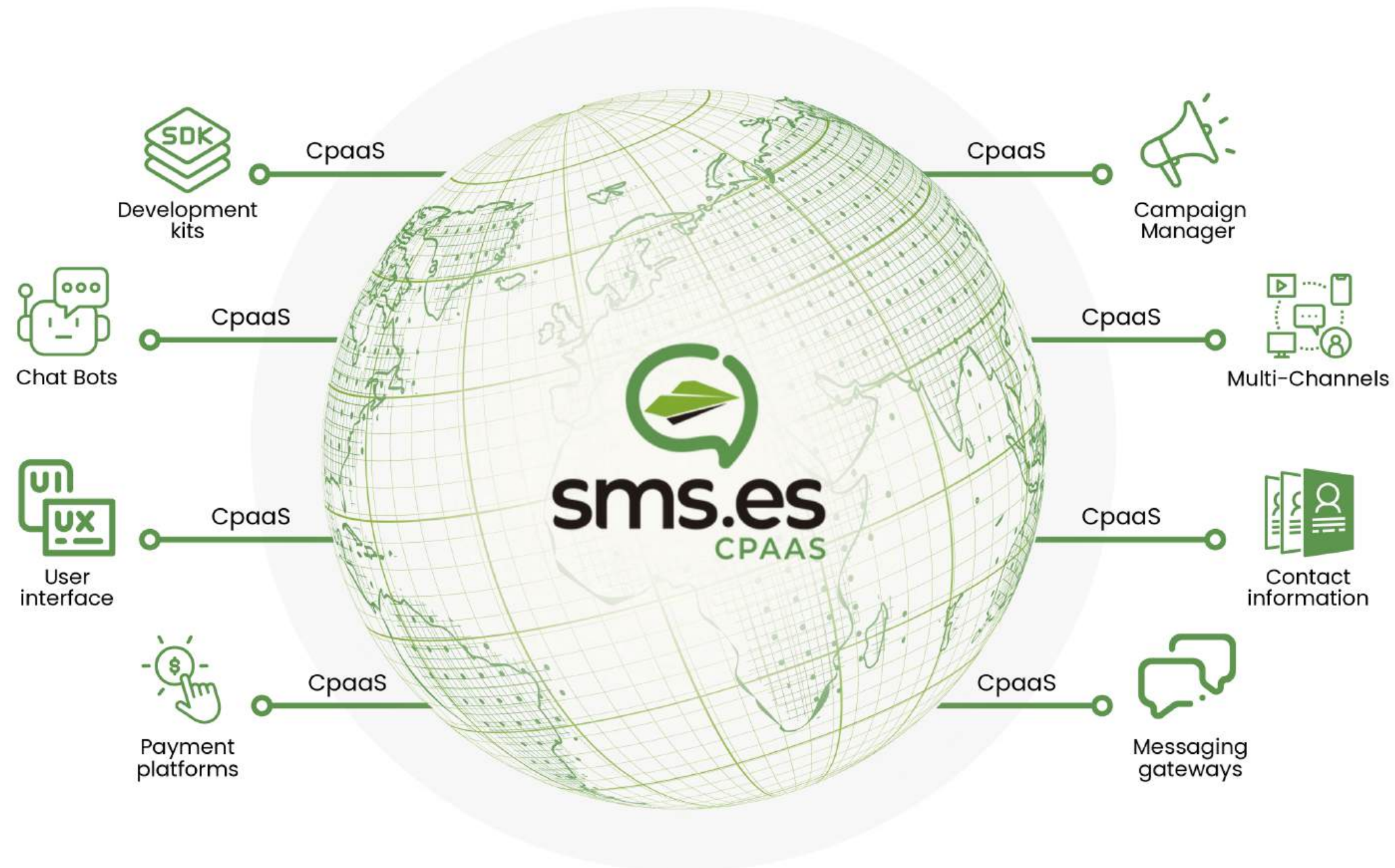
- Facilitates communication with customers who prefer calls.

Benefits for any business: All of these services can be adapted to retailers, restaurants, service businesses, and more, enabling effective and timely communication.

Our solutions **Messaging for Businesses**

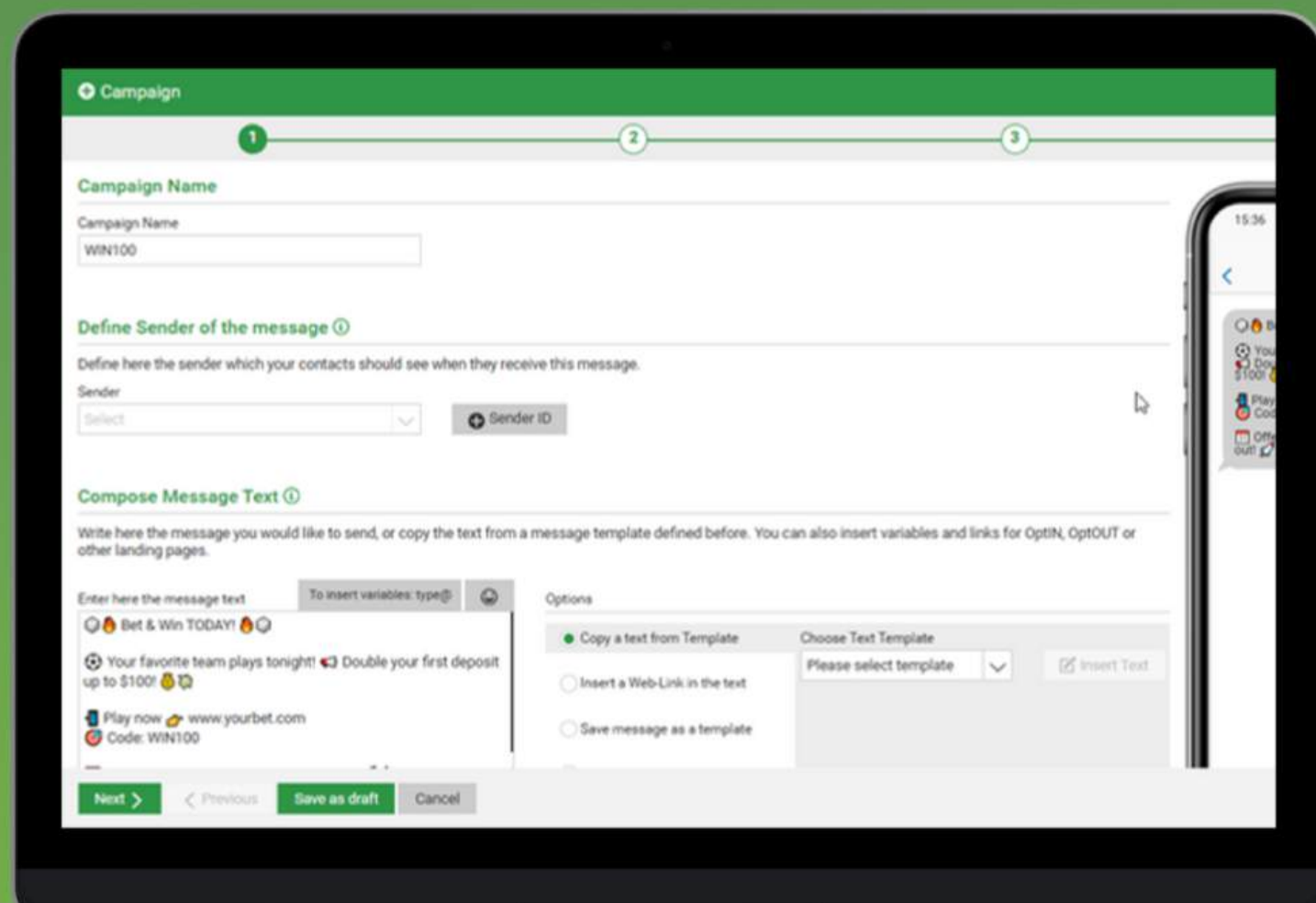
CpaaS: The Omnichannel Platform for Businesses

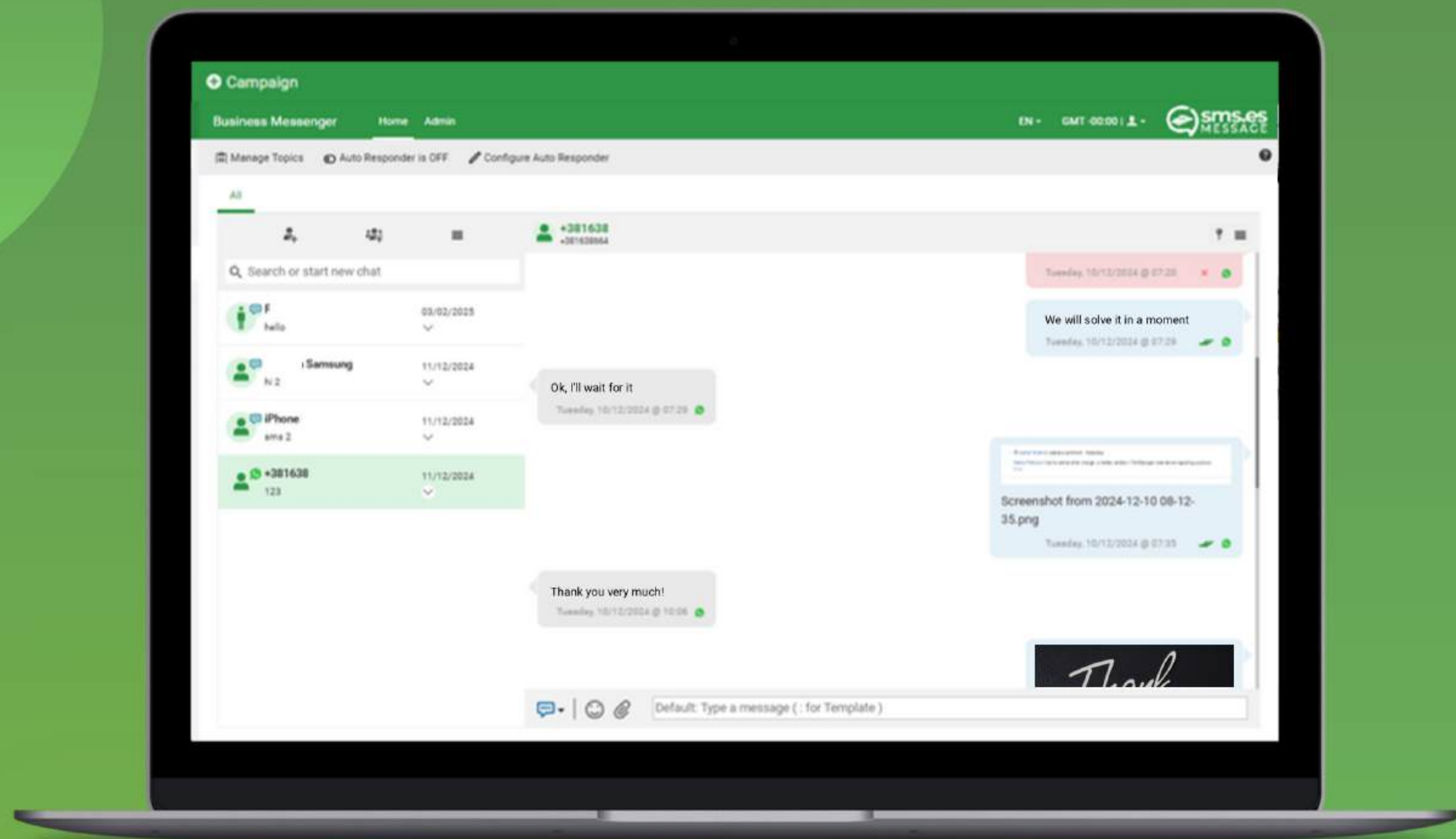
Comprehensive solution for managing multichannel communications on a single platform.



Campaign creation and management

- Design and send messaging campaigns across multiple channels from a single interface.
- Advanced personalization with targeted segmentation and rich content.
- Automated scheduling based on user behavior.

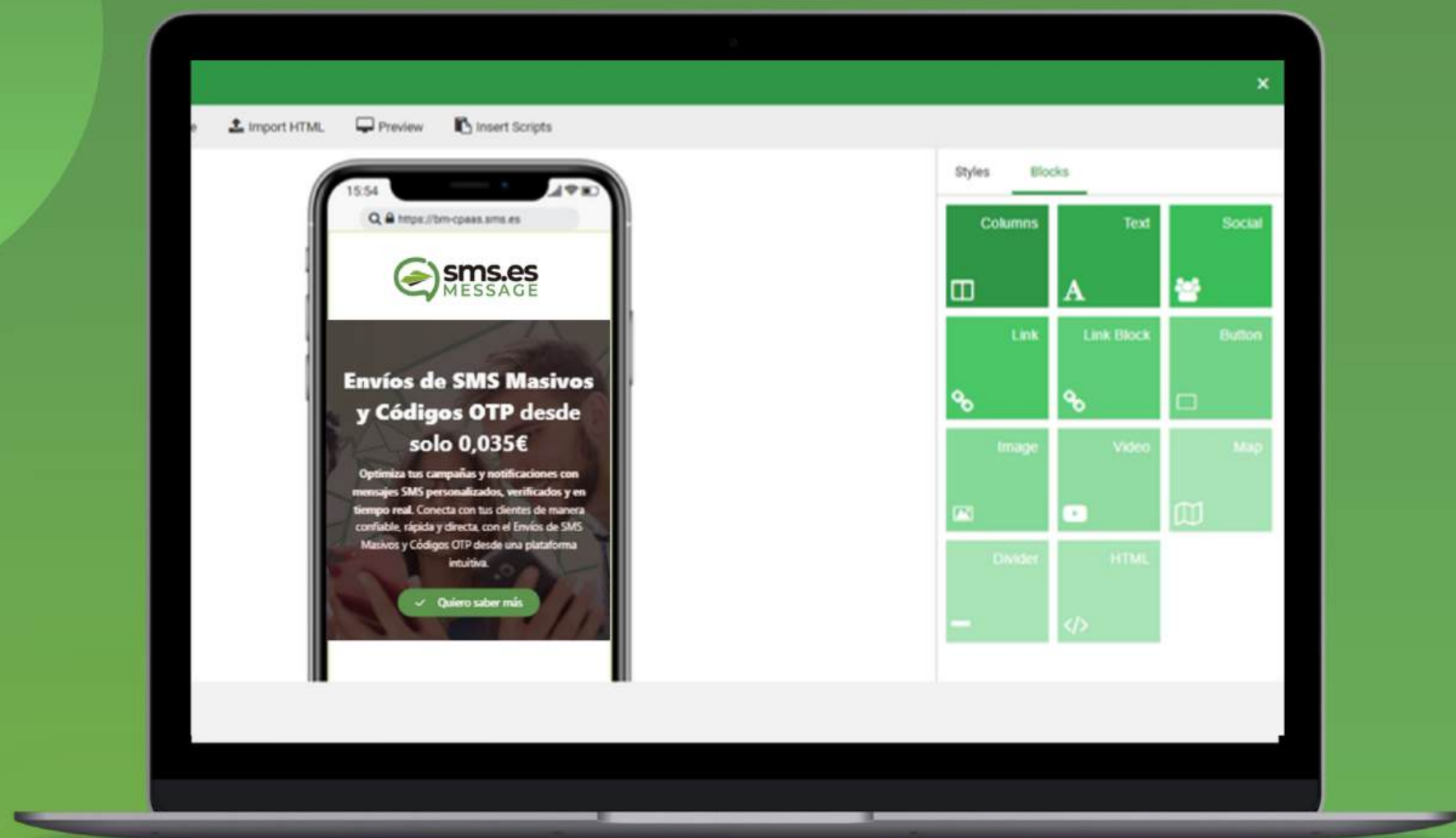




Easy Dialog (Chat App)

- Two-way chats with customers.
- Integration with chatbots for automation.
- Compatible con SMS, RCS, WhatsApp, Facebook Messenger, Instagram, Telegram, Email, etc.



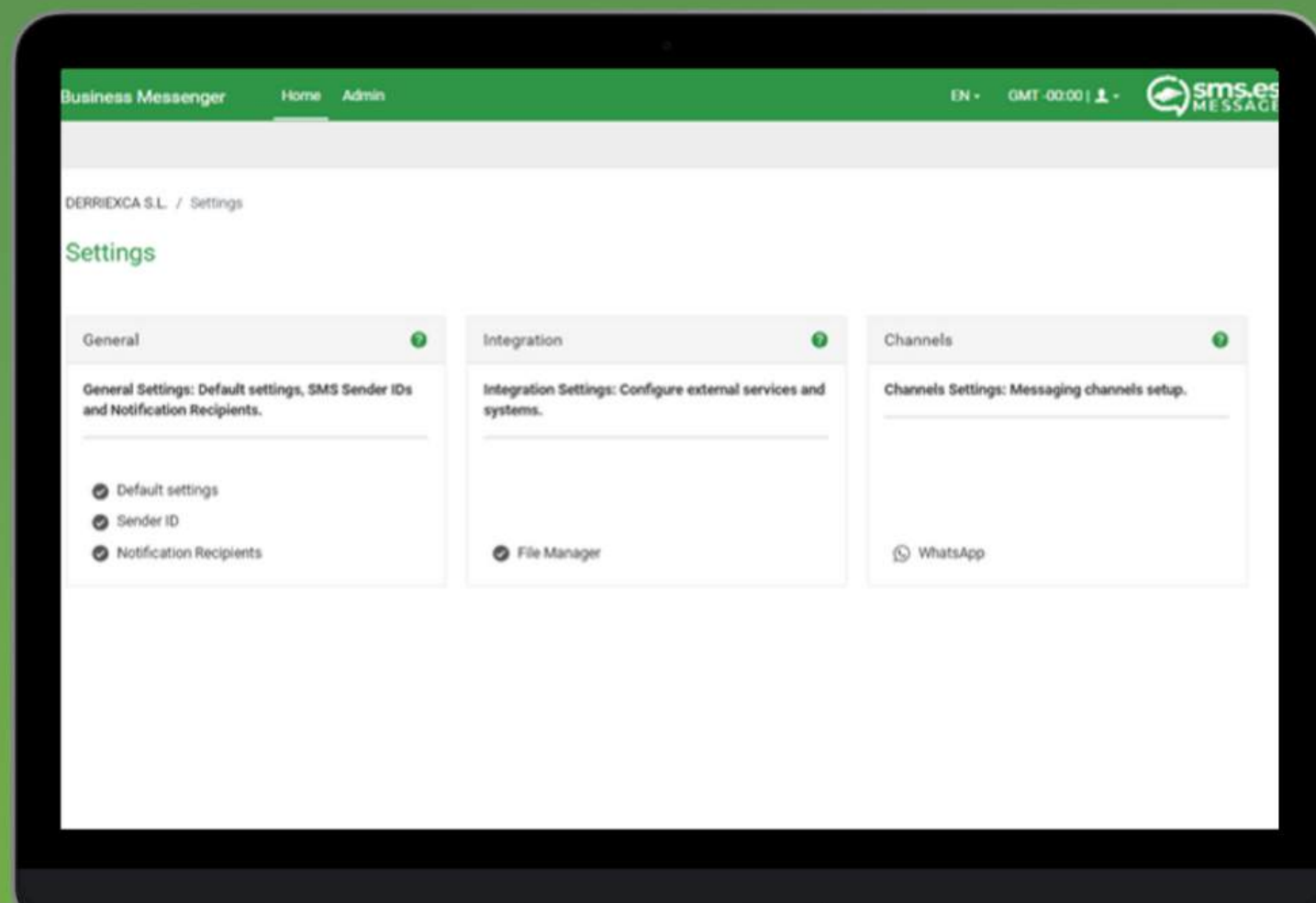


Gestor de Landing Pages

- Easily create landing pages with the drag-and-drop editor.
- Integration with custom HTML.
- Performance monitoring and analysis.
- Fast content delivery with CDN.
- Custom tracking scripts.

Integration with API

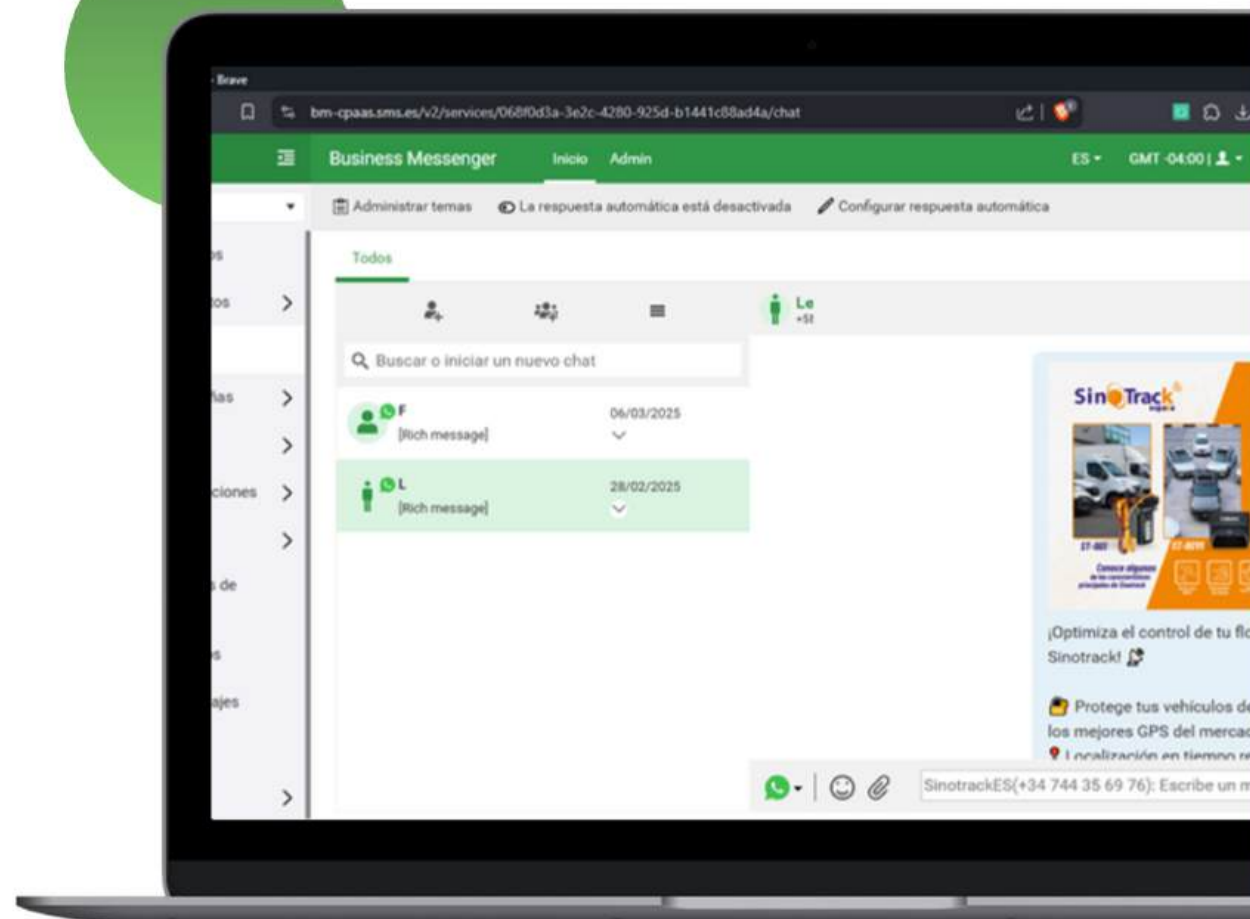
- Fully API-based platform for flexible integrations.
- Connection with CRM, ERP and other systems for advanced automation.
- API for channel management, chatbots, and marketing automation.
- Contact API for updating and deleting data.
- Two-way messaging API for real-time interactions.





Cpaas

Customer use cases



Using WhatsApp for engagement and sales.

Personalized Communication = Higher Conversion

Use WhatsApp to send personalized messages (name, purchase history, likes and dislikes) with offers, exclusive designs, or post-sale follow-up.

Real-Time Attention = Fast Sales Closing

Use chatbots + immediate responses for design inquiries, quotes, or scheduling visits.

CpaaS

Customer use cases



Oncology Hospital: SMS, WhatsApp, and Two-Way Chatbot for Appointment Management.

Automated SMS for Reminders and Confirmations

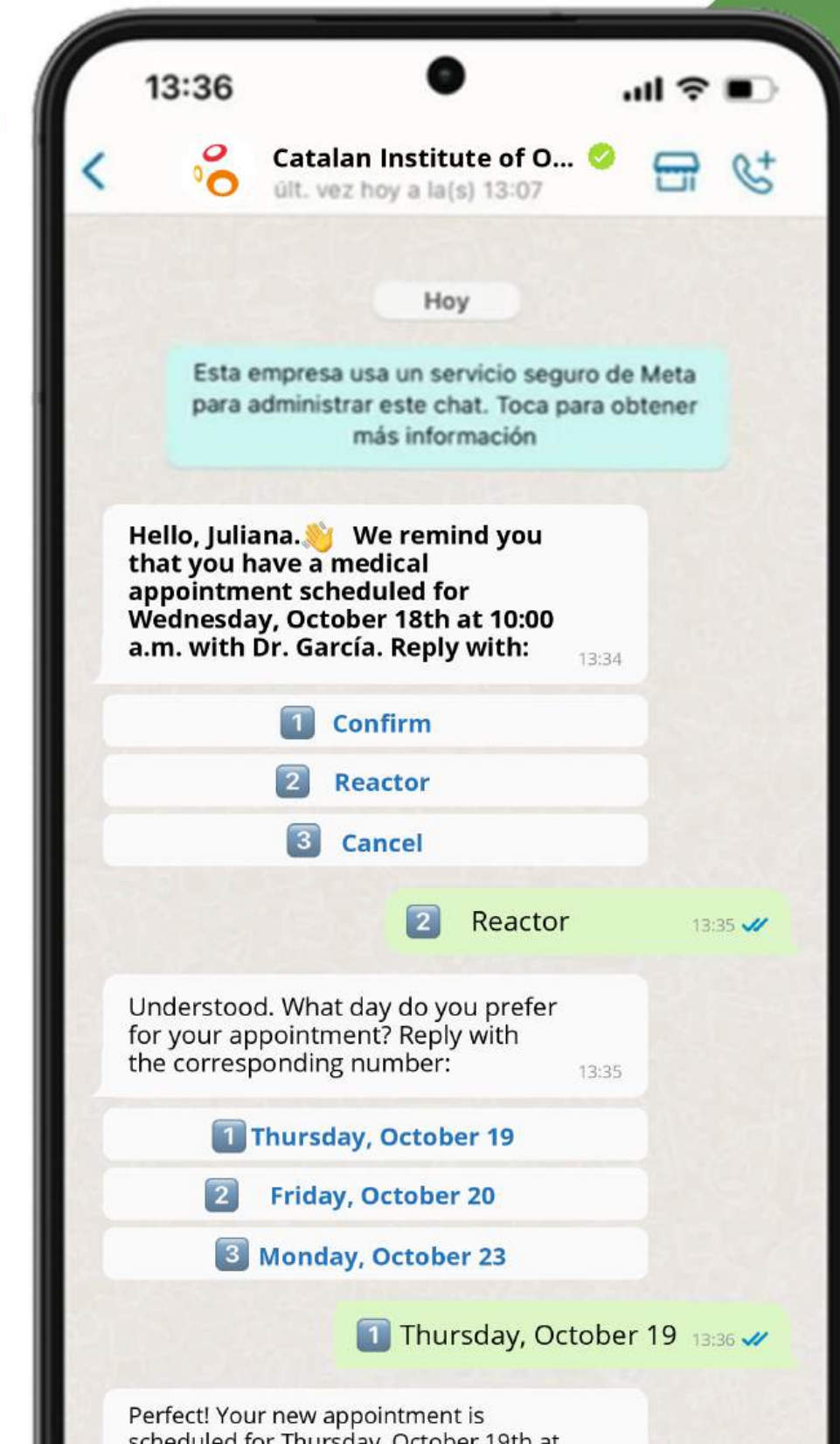
- ▶ Key: Short and clear messages with a reply option.

WhatsApp + Chatbot for Self-Management

- ▶ Key: AI-powered conversational flows to reschedule, check, or cancel appointments.

Results Notifications (Secure WhatsApp)

- ▶ Key: Sending alerts when analyses are available (with prior authentication).



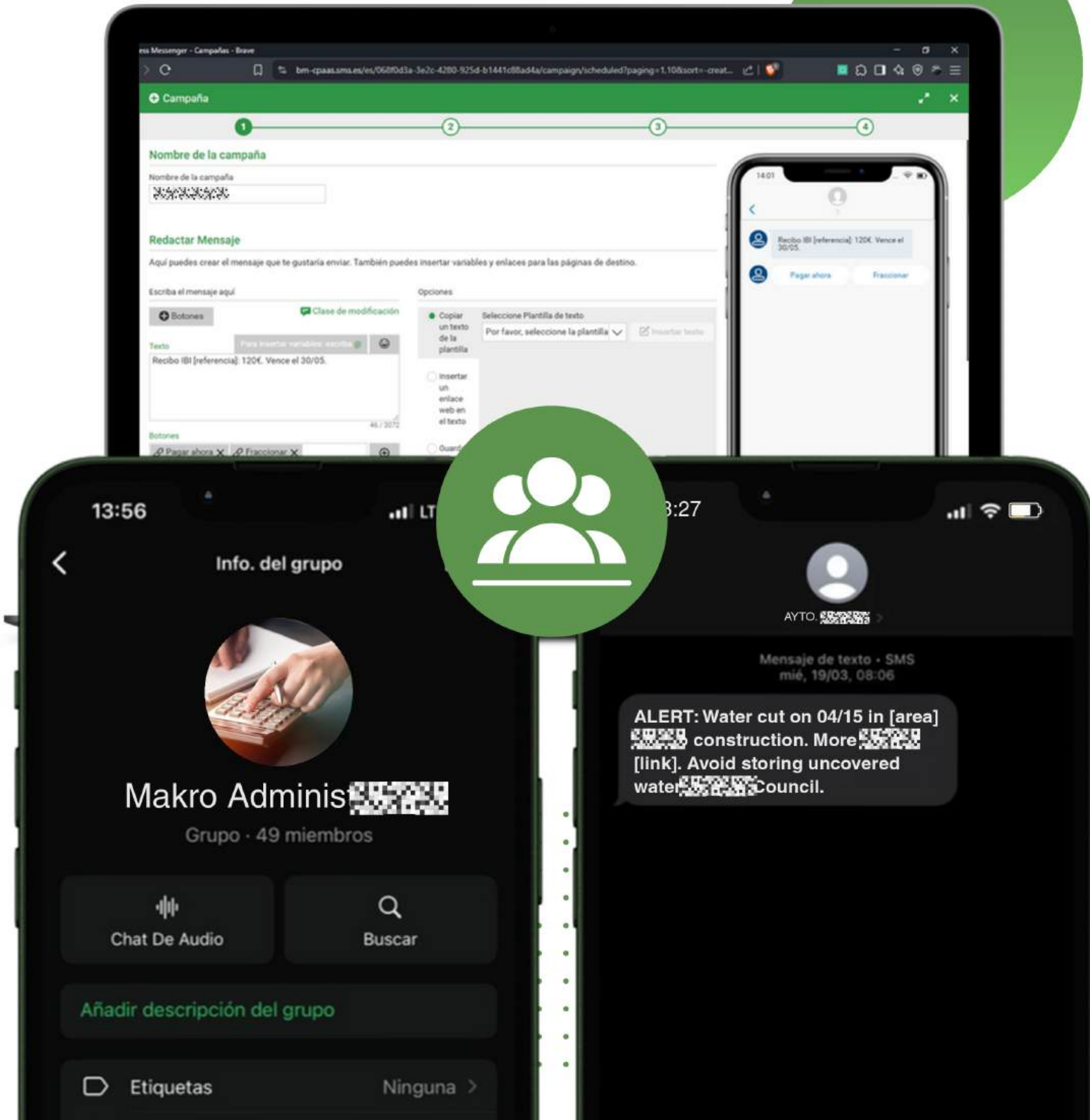
City councils and municipal corporations: Alerts, Collection and Internal Communication

Emergency alerts for floods or natural disasters (SMS and WhatsApp)

Collection and documentation communications, invoices or receipts (WhatsApp, RCS and SMS)

Communications about cultural or sporting events, appointment requests (WhatsApp with AI Chatbot Agents)

Management and control of internal chat groups and information channels (WhatsApp and Telegram)



Cpaas

Customer use cases



SMS campaigns for notifications and project coordination.

Service Confirmation SMS

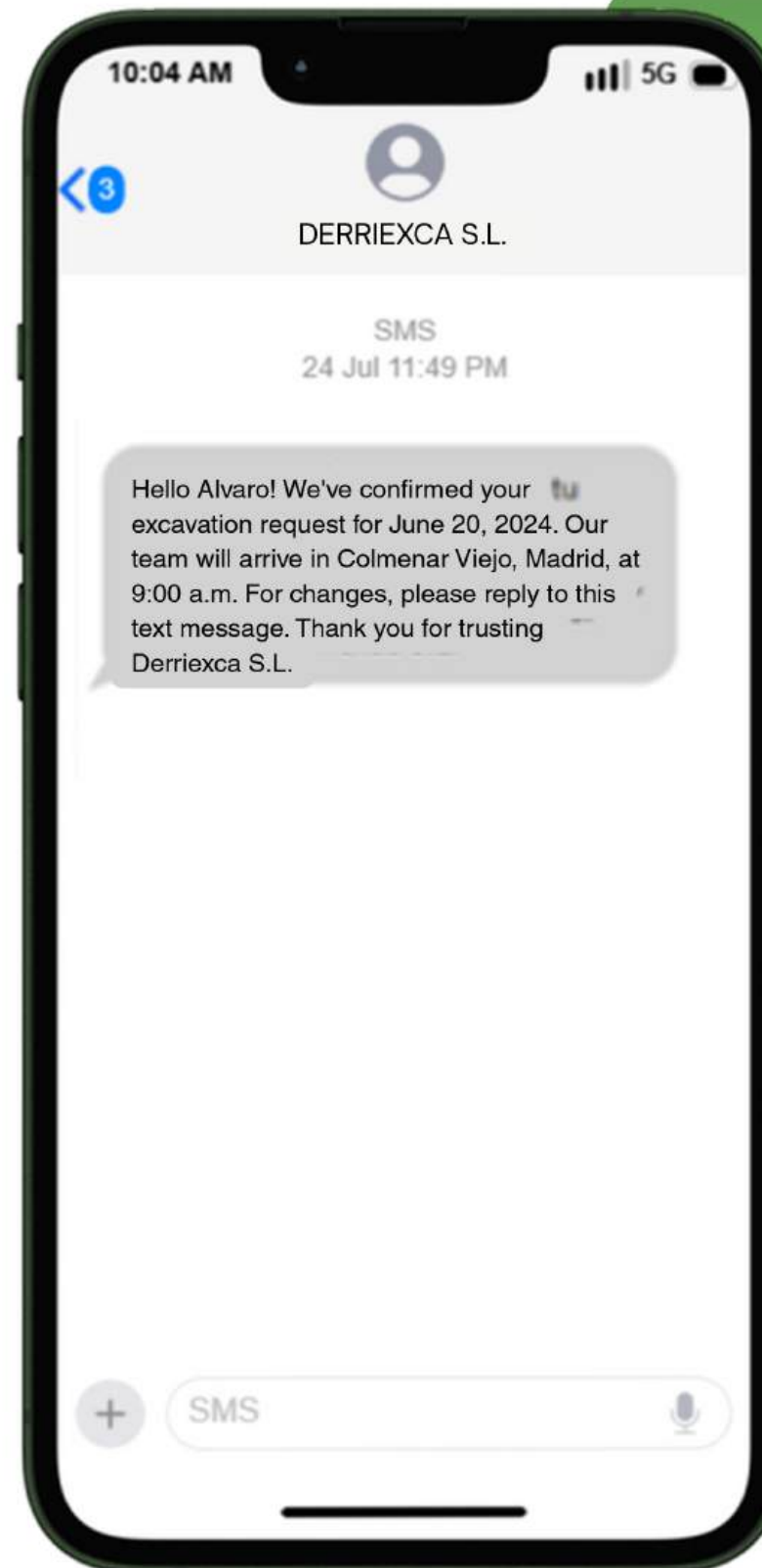
- ▶ Objective: Confirm details and reduce no-shows.

SMS Coordination with the Client

- ▶ Objective: To expedite agenda changes due to unforeseen events.

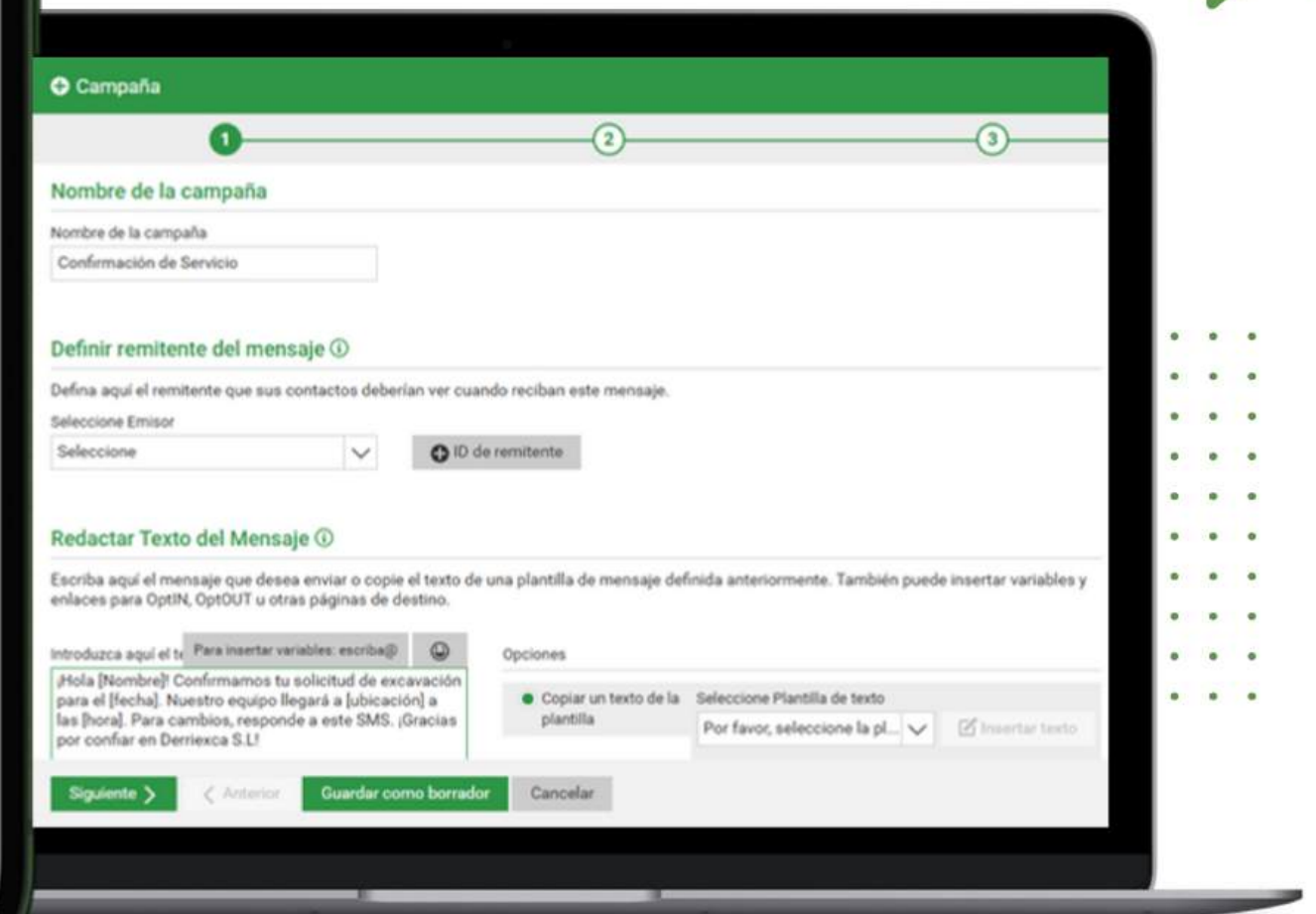
SMS Alert for Teams (Internal)

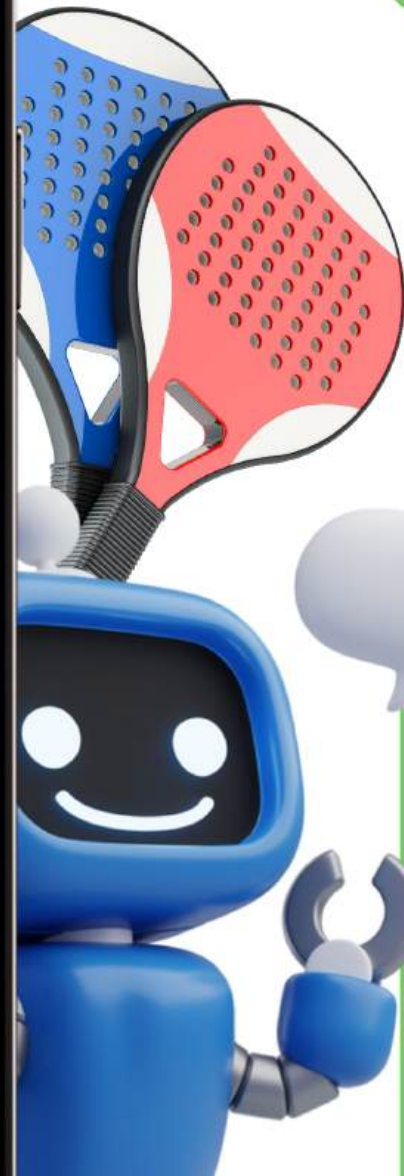
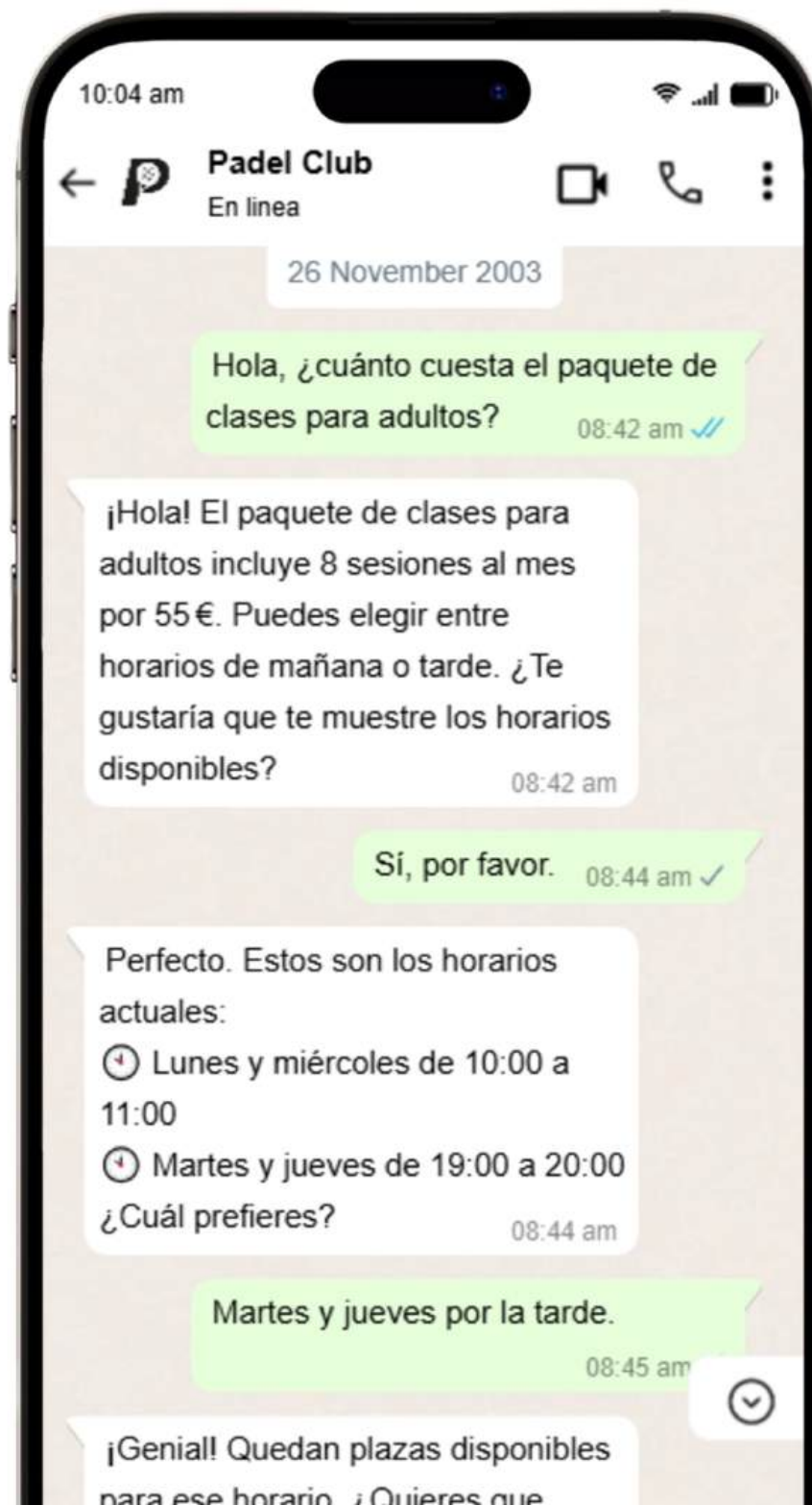
- ▶ Objective: Rapid communication with operators.



DERRIEXCA S.L.

Camiones basculantes, Excavaciones,
Zanjeo y Demoliciones





Padel Club: Automating responses with a chatbot

Implementation of an automated chatbot that responds instantly on WhatsApp, RCS, or webchat, addressing common questions such as:

- ▶ **Class packages:** Types, available schedules, levels, and prices.
- ▶ **Court reservations:** Availability check and immediate confirmation.
- ▶ **Events and tournaments:** Information on registration, schedules, categories.
- ▶ **Holidays and closures:** Automatic response regarding non-working days.
- ▶ **Special activities:** Children's campus, private lessons, promotions.

Benefits:



- ✓ 24/7 support without human intervention.
- ✓ Reduction in repetitive calls and messages.
- ✓ Smooth and personalized customer experience.
- ✓ Integration with CRM or club management system.

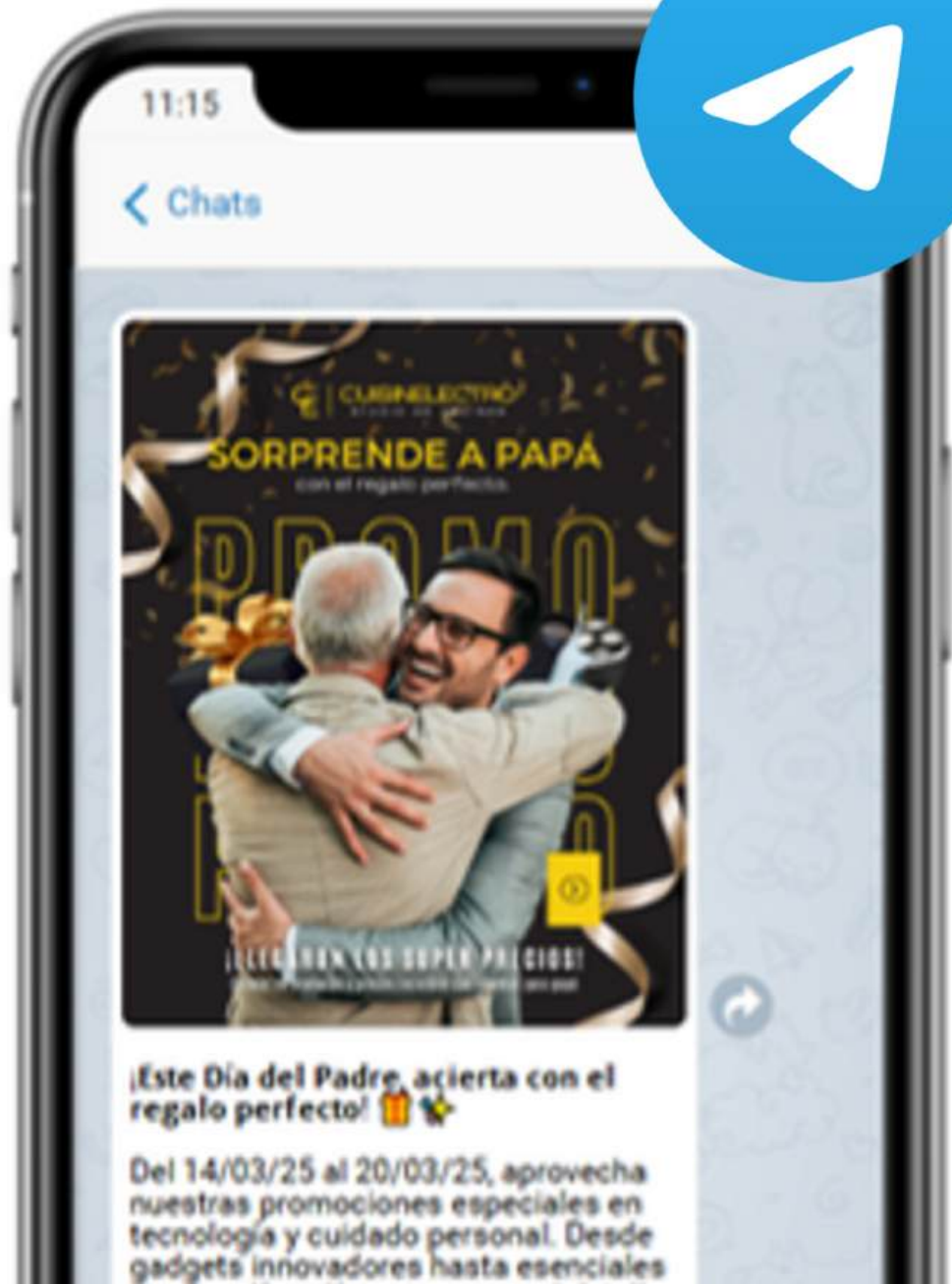
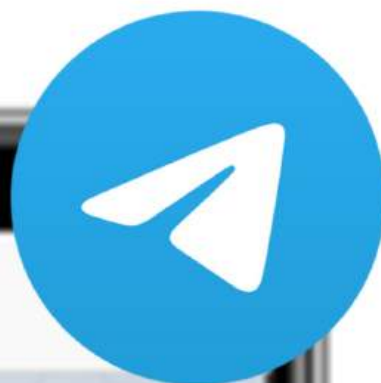


Customer use cases

Cpaas

Omnichannel campaigns for contests and offers.

Telegram

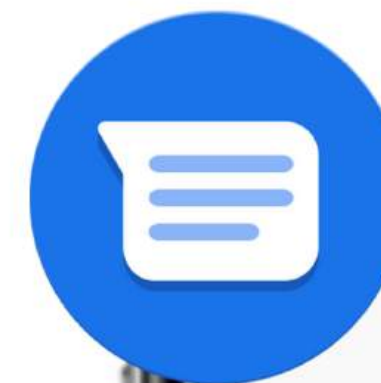


Groups/Channels = 24/7 Loyalty

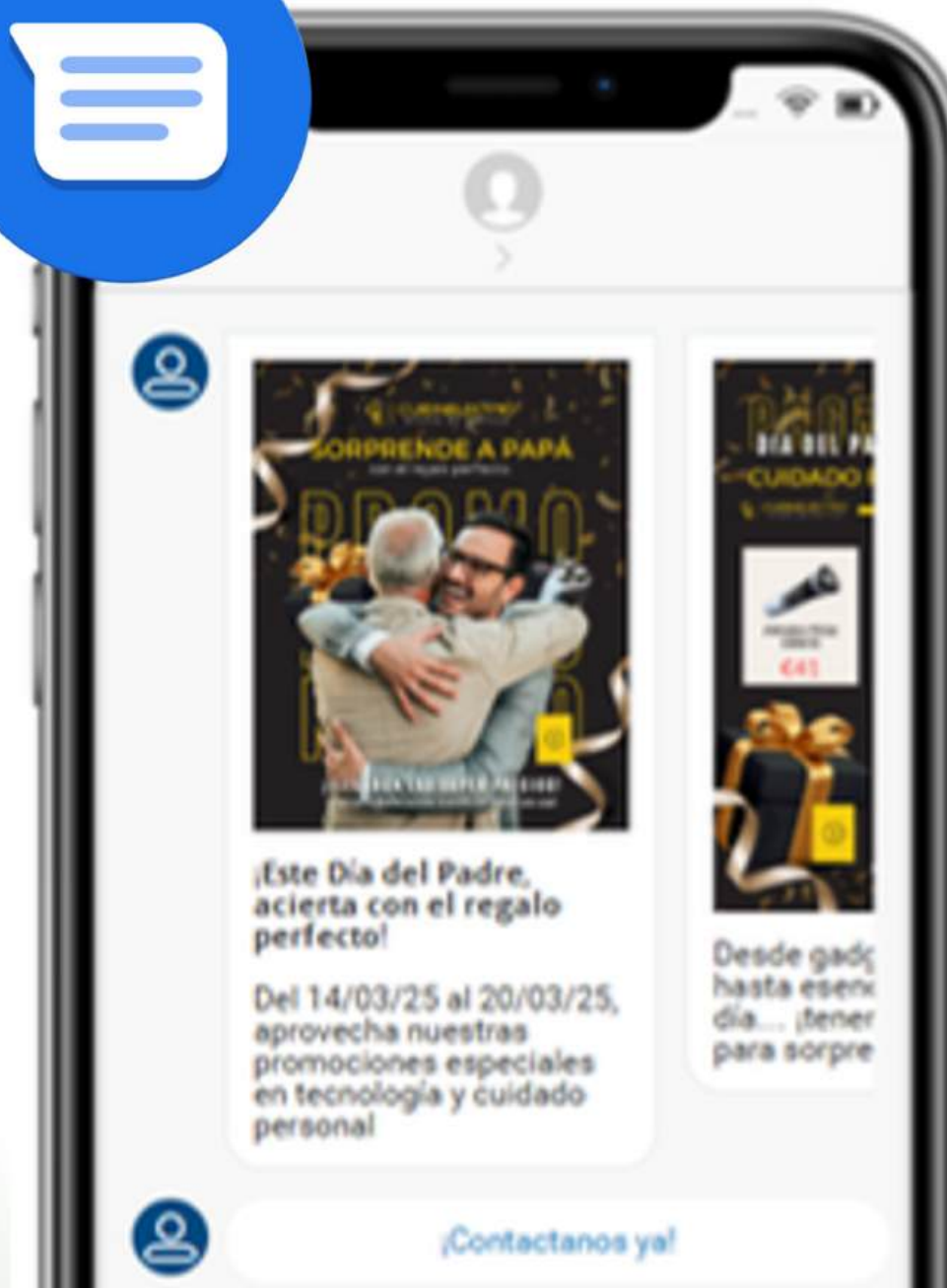
Exclusive content with pre-launch designs, organization tutorials, trends, interactive polls, offers and promotions

Interactivity without Apps = Higher Conversion

Use integrated buttons ("Contact us now!", "View Catalog", "Schedule Appointment") and image carousels without redirecting to external websites.



RCS





CpaaS

Use Cases for Various Businesses

Restaurants: Automatic reservations and promotions with WhatsApp/SMS.

Clothing Stores: RCS with images and interactive buttons.

Small Businesses: AI Chatbots for Automated Support.

Clinics and Offices: Appointment reminders via SMS.

Gyms: Promotions and tracking with Telegram/Whatsapp/RCS.

E-commerce: Cart recovery via email/WhatsApp.





Our solutions
Messaging for Businesses

AI Chatbot Agents

Powered by: OpenAI

Artificial intelligence platform designed to optimize communication and automate business processes.

- ▶ Scalable and adaptable solution for different sectors such as retail, banking, telecommunications, and more.
- ▶ Integration with multiple digital channels to offer an omnichannel experience.



Key Features

Intelligent Automation

24/7 operations without human intervention, allowing greater efficiency.

Personalized Interactions

Contextual responses tailored to each customer in real time.

Integration with APIs

Compatible with CRM, ERP and other business platforms for unified management.

Advanced Security

Regulatory compliance and data encryption to ensure privacy.



Benefits of the AI Agents



Operational Efficiency

Cost reduction and time optimization in repetitive tasks.



Scalability

Adaptability to companies of any size and sector.



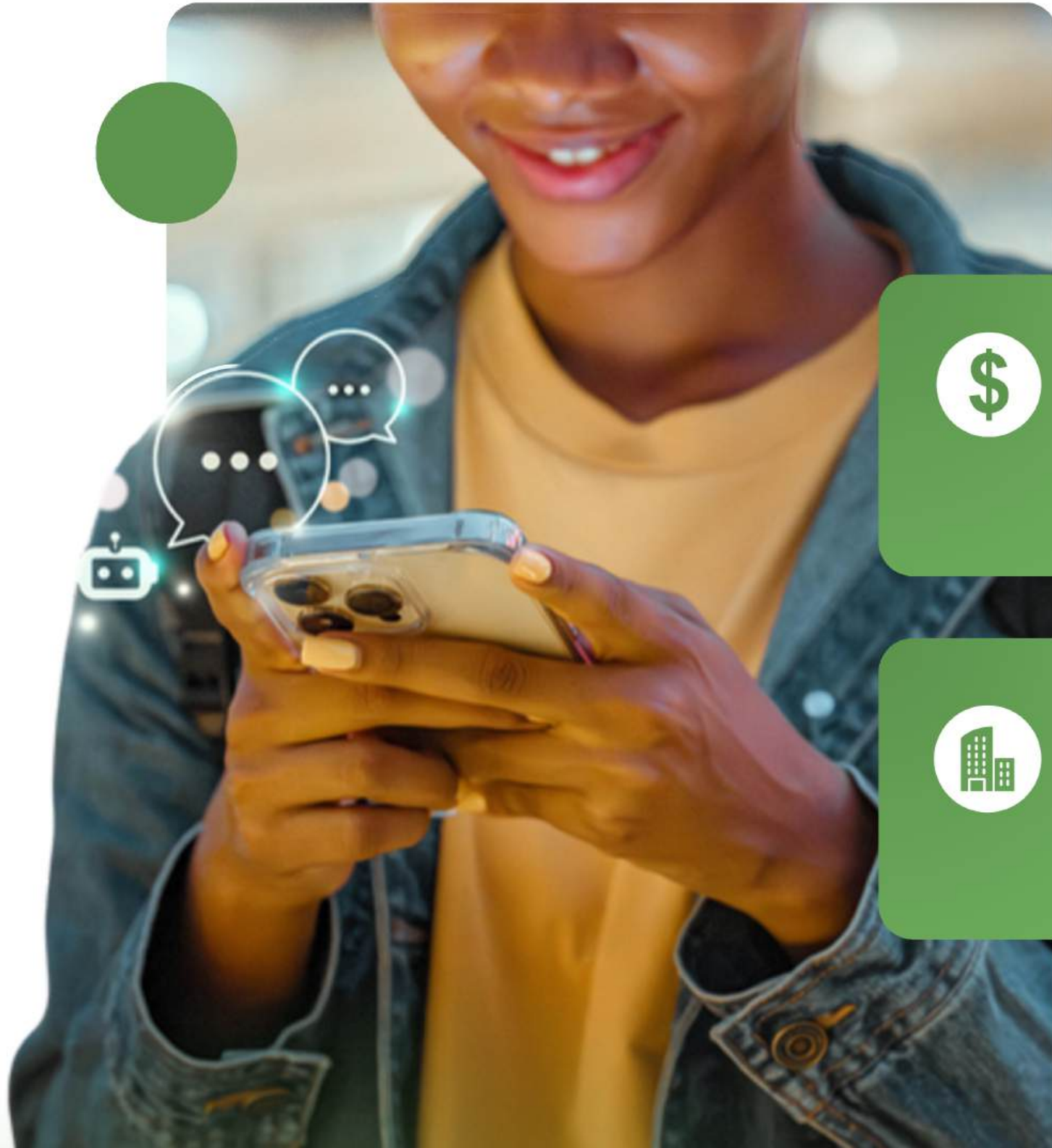
Improving Customer Experience

Immediate, personalized, and frictionless attention.



Greater Conversion and Customer Retention

More effective interactions that generate loyalty and sales.



Cases of Use



Customer Service

Implementation of chatbots and virtual assistants to manage queries and requests.



Personalized Marketing

Advanced segmentation and automation of targeted campaigns.



Operations Management

Automation of tasks such as invoicing, scheduling, and order tracking.



Technical Support

Incident resolution through specialized virtual agents.



Predictive Analysis

Using AI to detect trends and optimize business strategies.





Impact and Key Benefits

From our Business Messaging solutions

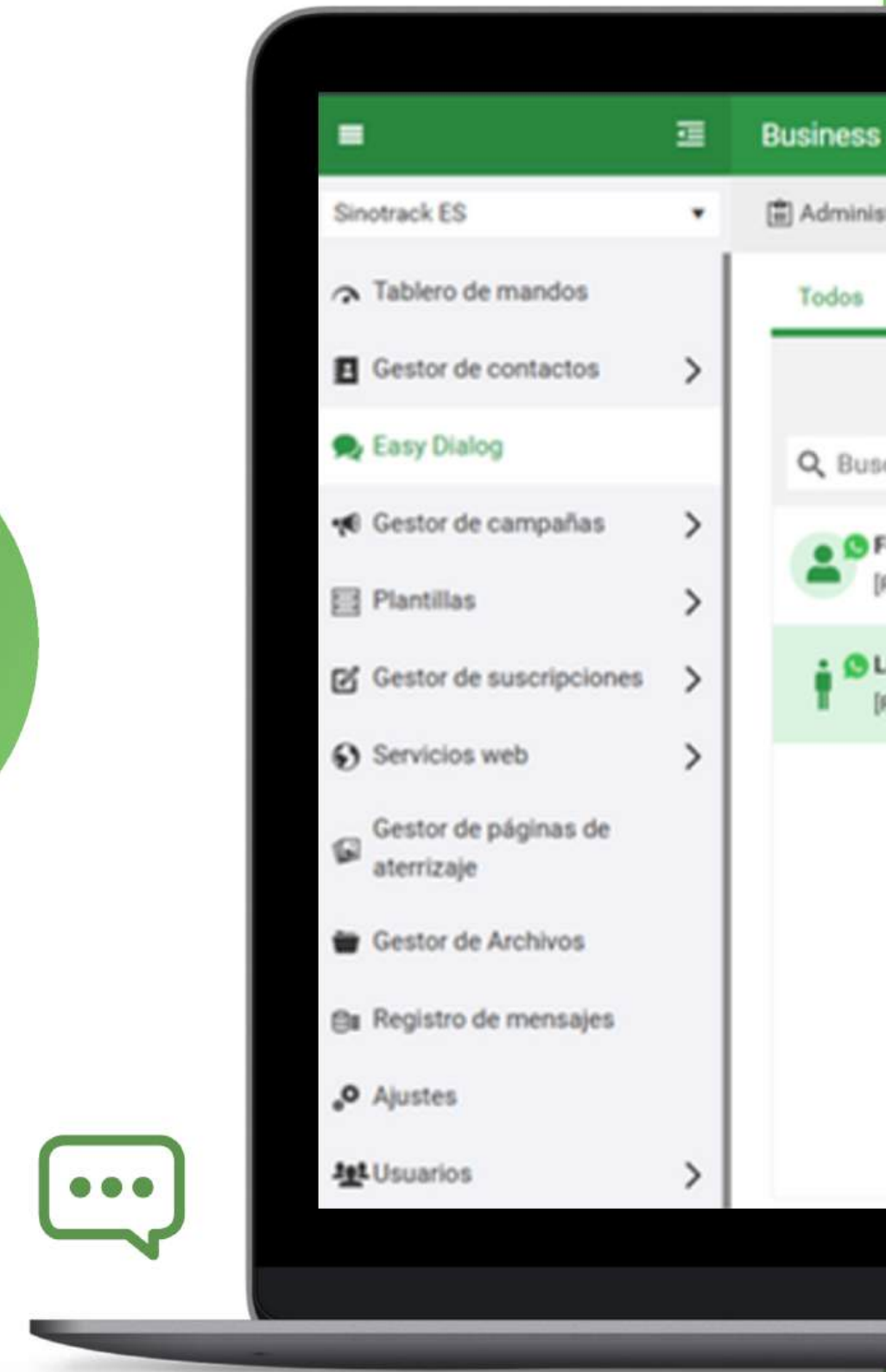
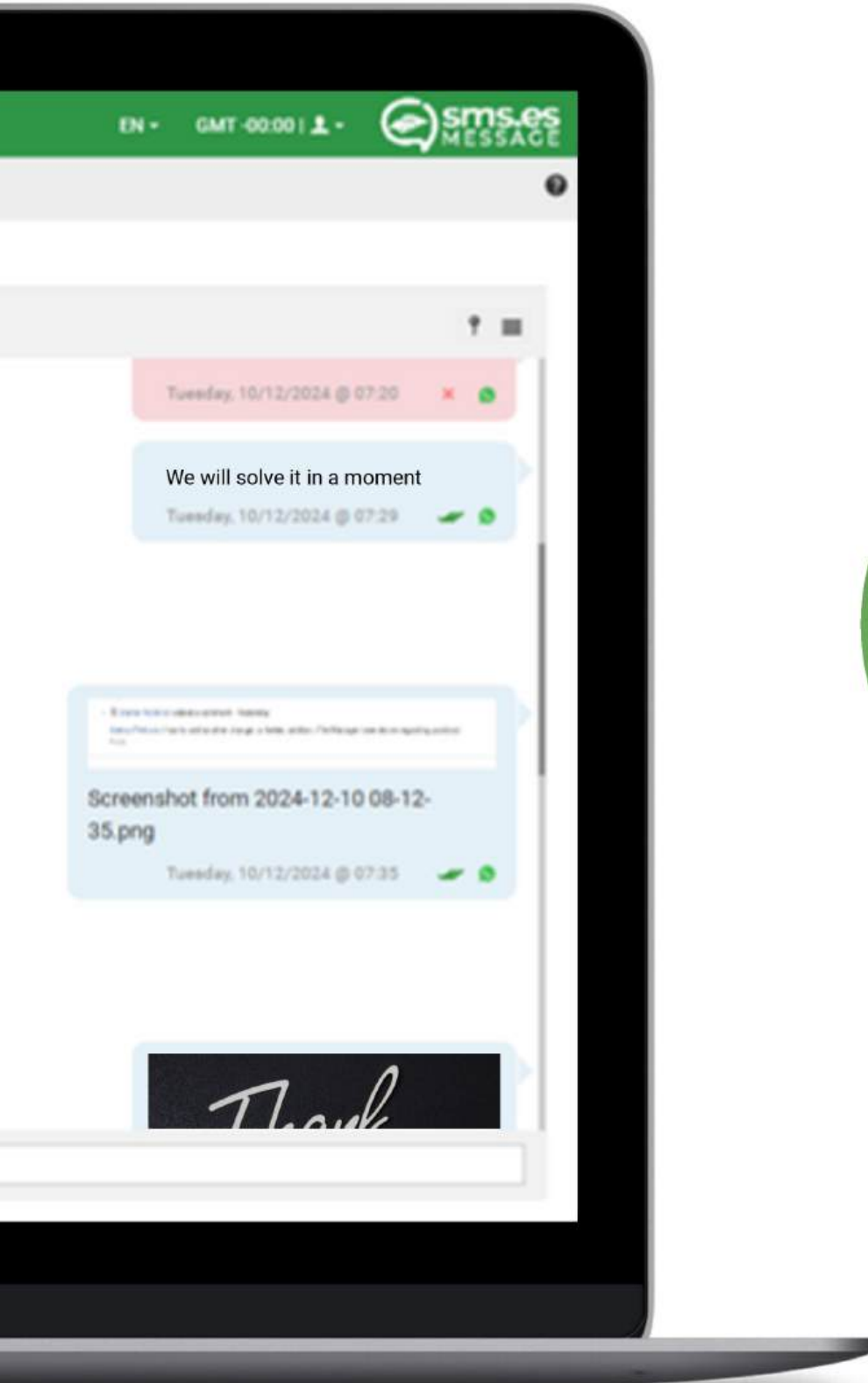
40% less time spent on campaign management.

25% savings in operating costs.

30% improvement in audience accuracy and personalization.

50% higher customer satisfaction thanks to automated interactions.

20% increase in sales conversion with AI-based strategies.





Why Choose Us?

- ✓ Global coverage with more than 190 countries and 150 operators.
- ✓ Security and Reliability in every shipment.
- ✓ Customized solutions tailored to your needs.
- ✓ 24/7 Attention and Support to guarantee your success.





Contact us

Turn your company into a leader in automation and intelligent communication!

At SMS.es, we are committed to providing you with the best mobile messaging solutions. If you would like more information about our services, personalized advice, or a demonstration of our platform, please don't hesitate to contact us.



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