

SMS



A more engaging way to connect

Deliver feedback requests straight to your customers' mobile devices, with Feefo SMS.

Reach your customers directly with personalised text messages

Increase response rates and receive more feedback

Schedule messages to arrive at the perfect time

Reviews Insight



[Or click here to view our knowledge base article](#)

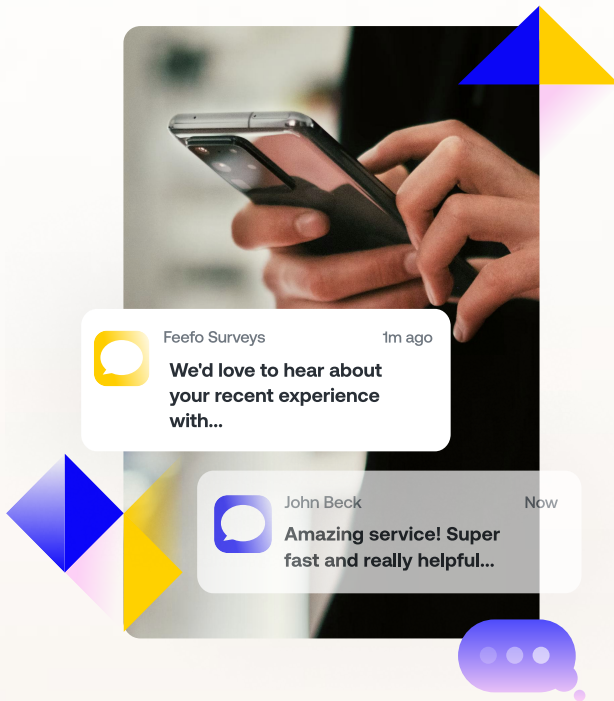
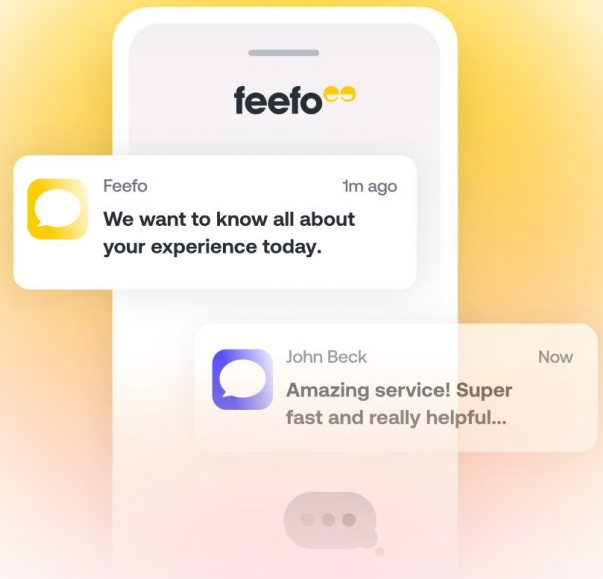
How does it work?

Send feedback requests via SMS

Grab your customers' attention by sending feedback requests directly to their mobile devices.

Personalise every message

Tailored texts mean each message will be personalised to customer's experience with your business.



Schedule texts to arrive at the perfect time

Improve response rates by scheduling messages to arrive when your customers are most likely to read them.

Don't just take our word for it...

Your customers may not check their emails every hour of every day, but they are looking at their phones. Smartphone owners touch their devices 2,617 times a day and text messages are read within 90 seconds of being received on average (dScout, 2006).

More feedback means more valuable insight. By sending your feedback requests via SMS, you can tap into a more engaged audience and increase the likelihood of them writing a review.

Speak to one of our friendly consultants to find out more and we can get you set up with SMS at the start of the next calendar month.

To find out more, contact a consultant

[Book a demo](#)

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