

Business Messaging via text

The direct link to your customers



swiss made software
+ hosted in switzerland

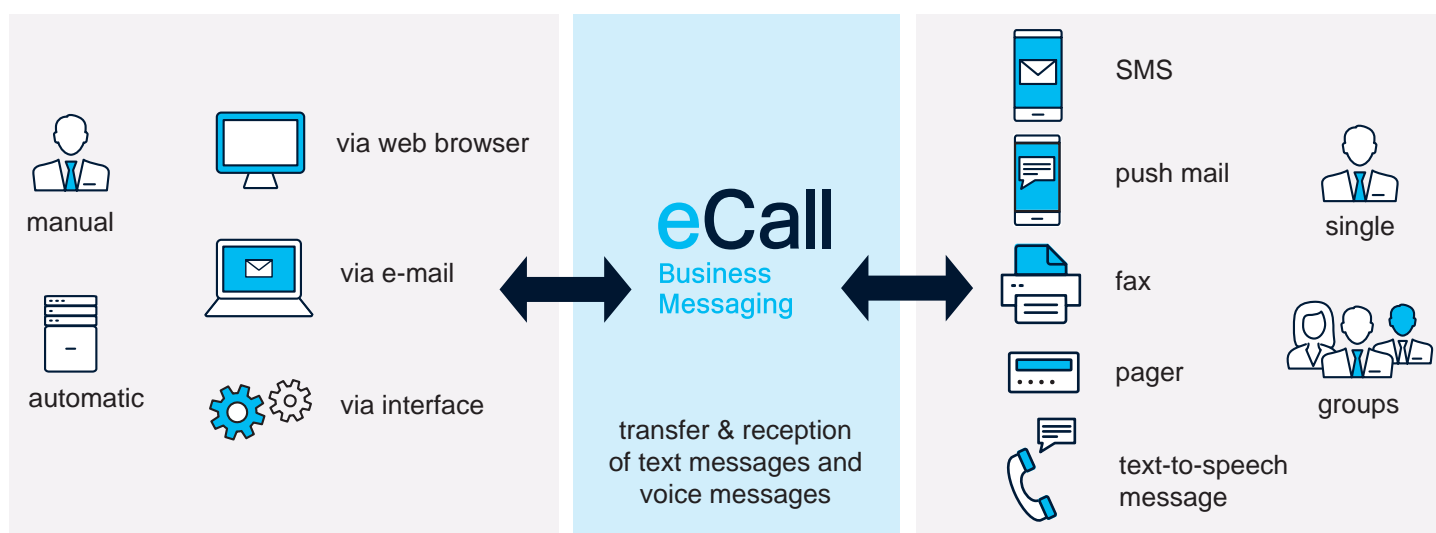


The direct link to your customers

The eCall text messaging service automatically ensures you have direct contact with your customers – quick, easy, flexible.

This is how it works:

- 1 Via email, text, in a browser or via an interface from your own system: You compose the message and choose the recipient.
- 2 Our system accepts your message and forwards it to the recipients in the quickest and most reliable manner.
- 3 You will be notified if your message has been transferred: You can follow the status of the messages in the logbook and will have an overview of the past transmission requests.



Easily implemented ✓

In the browser or via the interfaces: The web-based services are quickly integrated and adapted to your needs.

Reliable & safe ✓

We send message on high quality routes and your benefit from an unrivalled high level of availability. Furthermore, we offer different encryption technologies.

100% Swiss Made ✓

Software, 24/7 personal support and server location: Our service is 100% Swiss made – Your data will remain in Switzerland.

This is how you use eCall

Did you know that text message opening and response rates are up to 100 times higher than with any other means of communication? Take advantages of this benefit as well!



Appointment reminders

Fewer missed appointments: If you remind your customers and patients about appointments via text, you can reduce your loss rate by up to 50%. This helps optimise appointment managements, satisfaction within your target group and you also avoid a loss in sales.



Delivery status and collection invitations

Send and receive automated information about the delivery status of ordered goods or use the automatic pick-up invitations. This helps optimise internal processing, you keep your customers up-to-date – and you save valuable time and money.



Marketing and surveys

Text messages are a very effective but frequently underrated marketing channel. Thanks to the high opening rates, your offers are actually seen and surveys receive a greater return – and this requires very little effort on your part.



Reservations and bookings

Confirm reservations or bookings via text or your guests are informed in real-time. All relevant information, such as place and time, is sent in a manageable format. This is how easy it is to reinforce your guest and customer service.

Tailored solutions for your needs

Thanks to our flexible, powerful interfaces, you can easily connect your own services, websites or apps to eCall. We would be happy to advise you.

This is where you can use eCall

In the doctor's surgery

If patients miss a doctor's appointment, it can be unpleasant for all parties involved. You can remind your patients about appointments via a text message, simply and in good time. The responses are automatically documented and archived. Patients feel you are communicating with them in person, and are delighted about the written confirmation of time and location.

In the pharmacy

The customer is standing in a queue and medication in the warehouse is ready to be picked up. No problem: With eCall you can immediately send a pick-up invitation with the click of a mouse. The time that was previously used to make telephone calls can now be used for consultations – and customers are immediately informed.

In the hairdressing salon

Good appointment management is vital for a hairdressing salon. Nothing is more aggravating that a customer that fails to show up. eCall ensures you are in direct contact with your clientele. A friendly appointment reminder or information on special offers is doubly effective: You keep your turnover healthy and your customers feel well looked after.

In the garage

Mobility is an important asset for the people of today's society. The impatience is great when one's favourite car is in the garage for repairs. For garage owners, a free sport in the garage is often a scarce commodity. With a personal pick-up invitation once the job has been completed, you have inform your customers at any time and quickly accept other requests.

Start & get to know us free of charge

Open a test account free of charge and convince yourself of our service: www.ecall.ch/en/overview-customer-information



F24 – Your reliable partner for emergency notification, crisis management and critical corporation communications.

F24 is the leading software-as-a-service (SaaS) provider for emergency notification and crisis management (FACT24) and for sensitive and critical communications (eCall) in Europe. With FACT24, F24 offers a highly innovative solution and helps customers all over the world to successfully and efficiently manage incidents, emergencies and critical situations. F24 AG is the first and only non-American provider listed in the latest Gartner Report for emergency/enterprise mass notification services (EMNS).

With its headquarters in Munich, Germany, the company is subject to German data protection laws and regulations and hosts its FACT24 SaaS system exclusively in German data centres. Furthermore, applying a variety of additional measures, F24 ensures added protection for both national and international FACT24 customers alike. Enterprises that select FACT24 are ideally prepared for any threat scenario data protection and security included, of course.

Since April 2016, the former Dolphin Systems AG based in Wollerau has belonged to the F24 Group and was renamed F24 Schweiz AG in October 2019. With eCall, the company has more than 25 years of experience in implementing tele-com and IT solutions on the Swiss market. The eCall platform offers solutions for high-volume communications of critical to confidential content in the business environment.

For additional information, please contact us at any time via our website www.f24.com.