

# Alerts and notifications: Integrate voice for richer customer engagement



**Easily integrate voice alerts and notifications into your existing systems.**



Going beyond text-based options is key to leading the conversation for a more valuable and personalised experience. With timely voice alerts and notifications, you can overcome key obstacles such as consumer fatigue, access to non-mobile numbers, and opt-outs. Plus, you can reach customers with specific channel preferences.

Twilio voice alerts and notifications re-route the customer journey to help you deliver innovative and intelligent customer interactions.

## **What can you use voice alerts and notifications for?**

### **⊞ Product notifications**

Guide customers through your product with voice notifications triggered by a specific interaction.

### **⊞ Reminders**

Set up time-based appointment reminders and notifications to reduce no-shows.

### **⊞ Mass notifications**

Send voice notifications to customers at scale.

## Why Twilio for your voice alerts and notifications?



### Customisable functionality

It's quick and easy to adapt our low-code and no-code platforms to your needs.

**"Twilio is definitely an enterprise-ready concept. We just signed the contract, used the interfaces, and everything was set up and done. It makes things easier."**

Katrin Lippold  
Operational Business Manager, DriveNow



### Easy to build and integrate

Twilio's voice alerts and notifications are highly scalable. You can integrate the solution into your existing systems quickly, and make an outbound call in minutes.

**"All documentation, all APIs, everything is out there to consume and use very quickly. Whenever we need to build something or address an issue, we can easily find the tool that we need and the documentation on how to use it and get to work as quickly as possible."**

Charles Zhao  
Director of Restaurant Product, Resy



### Round-the-clock reliability

With 99.9% uptime, Twilio has highly reliable infrastructure and unrivalled global connectivity. Your automated alerts will be delivered on time, so customers are always in the loop.

**"Thankfully, with Twilio, we don't frequently think about reliability, because the messages are always going out. They're going out on time, and when they're expected to."**

Charles Zhao  
Director of Restaurant Product, Resy

### Virtual Masterclass

## Instant Connections

Learn more about the power of voice alerts and notifications in our virtual masterclass, which explains how Twilio is pioneering customer-journey-based technology to deliver innovative interactions.



**WATCH ON DEMAND**

## Good business through the art of listening.

Adding voice-based notifications can help drive immediate and better customer interactions.

Ready to start your journey?

**FIND OUT MORE**

