

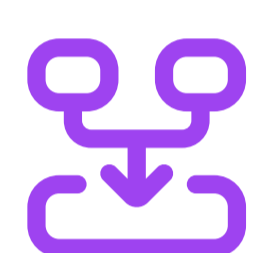
# Text Messaging for Dynamics 365 Field Service



## WHAT WE OFFER

Text Messaging for Dynamics 365 Field Service transforms field operations by enabling real-time communication with field engineers and customers through automated SMS and MMS. By Using Power Textor as a connector within Power Automate, this solution streamlines SMS workflows, reducing manual tasks and improving operational efficiency.

## Features



### Integrable with Power Textor

Utilize Power Textor as a connector within Power Automate to automate SMS notifications triggered by events in Dynamics 365 Field Service, such as case creation, technician dispatch, and work order updates.



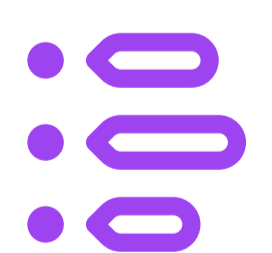
### Automated Updates

Instantly notify customers and field engineers about case progress, technician dispatch, and work order completion, ensuring timely communication and minimizing response times.



### Direct & Bulk Messaging

Coordinate with customers in real-time through various channels, including case timelines and chat windows in contact forms. Activate message flows to send bulk messages to contacts and contact groups, ensuring effective and timely communication.



### Case Timeline

Holistically view customer interactions and case updates in the timeline section enabled in the case and account form.



### Compliance & Security

2 A2P 10 DLC compliant numbers configured to send automated messaging and handle 1:1 customer interaction, respectively.

## Benefits

1

### Faster Service Response

Real-time notifications enable engineers to act swiftly on assignments, leading to quicker resolution of service requests.

2

### Enhanced Customer Transparency

Customers receive timely updates at every stage, reducing the need for follow-up inquiries and building trust.

3

### Operational Efficiency

Automation reduces manual workloads, freeing up time for strategic tasks. Bulk messaging allows for fast, scalable communication with teams and customers.

4

### Scalable Communication

Whether for personalized messaging or large-scale coordination, the solution adapts to varying business needs, ensuring seamless communication across all operational sizes.