



OMNICHANNEL MESSAGING

Consumer demand requires high-performance solutions

Consumer expectations are evolving at lightning speed. Gone are the days when a single phone number or email address sufficed for customer interactions. As businesses strive to build lasting relationships with their customers, the need for diverse communication channels has never been more crucial. Offering multiple avenues for interaction—be it through SMS, WhatsApp, email, Viber, or even social—allows businesses to meet consumers where they are and cater to their unique preferences. An omni-channel communication strategy is not just a luxury, but a necessity for businesses aiming to enhance customer satisfaction, drive engagement, and ultimately boost their bottom line.

WHY OMNICHANNEL? HERE ARE 5 GOOD REASONS

73% of consumers use multiple channels during their purchase journey, boosting their overall spend and loyalty

65% of consumers start a conversation on one channel and expect it to continue seamlessly on another

90% of consumers are more likely to stay loyal to brands offering a consistent experience across all their preferred channels

85% of consumers expect faster responses across all communication channels (omnichannel strategies can reduce response times by 30%)

86% of consumers trust brands more when they use secure and familiar messaging platforms like SMS and WhatsApp

PLUS...

According to Forrester, brands who are advanced in their communications have...



HIGHER NPS SCORE

19-point higher NPS
on average



INCREASED CSAT

9.5-point
higher CSAT score
on average



HIGHER REVENUE

3.4x more likely to have
increased revenue
on average

ARE YOU READY TO EMBRACE THE POWER OF OMNICHANNEL?

It's Never Been Easier, With Mitto

BUILT FOR YOUR STACK

Add omni-channel capabilities through the platform you're already using.



CONNECT TO ANY ENVIRONMENT

With our easy-to-integrate API, extensive documentation, and dedicated onboarding, we can connect directly with any SaaS platform.

```
1 curl -X POST \
2 https://rest.mittoapi.net/ \
3 -H 'Content-Type: application/json' \
4 -H 'X-Mitto-API-Key: Xdgnjsewsear' \
5 -d '{
6   "from": "Mitto SMS",
7   "to": "41751231234",
8   "text": "Hello, World!"
9 }'
```

YOUR TRUSTED GATEWAY TO UNLOCK THE POWER OF SMS, WHATSAPP AND VIBER

Seamlessly integrated and maximized for cost and quality efficiency, there's a reason top brands choose Mitto's SMS, Viber and WhatsApp Business solutions.



High Quality, Efficiently

Unmatched cost-effectiveness, maintaining high-quality standards – a rare find in the omnichannel communication landscape.



Global Reach

Mitto's equipped with extensive connections and localized expertise for messaging, anywhere in the world.



Messaging Expertise

We empower the world's largest brands with SMS and WhatsApp messaging. We're ready to deliver.

READY TO GO
GET STARTED?

Let's Connect

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