omniatext

Elevating Borrower Engagement.

Enhancing Customer Experience.

OmniaText is your one-stop-shop for a cutting-edge software solution that will revolutionize the way you do business. With it's easy-to-use platform, you'll be able to boost productivity, enhance customer experience, and drive growth like never before.

OmniaText provides an integrated platform that enables consumer finance companies to better connect with their customers, and streamline critical business processes like payment reminders, collections, and customer communications through the convenient use of text messaging. OmniaText takes the stress out of communication compliance and cyber security with its first-in-class monitoring, detection, response, and compliance standards.

About OmniaText

- Provides a platform that enables real-time engagement, interaction, and transactions between consumer finance companies and their customers through text messaging.

- Offers services such as welcome messages, payment reminders, and promotions through a variety of both preset and custom marketing and account workflow triggers.
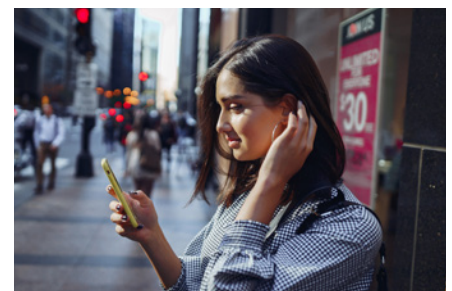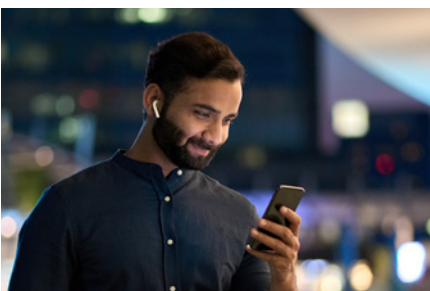
Key Products and Features

- OmniaText platform integrates text messaging and managed communication workflow capabilities for consumer finance businesses.

- Offers features like one-way and two-way SMS messaging, MMS for secure document exchange, and URL shortening.

- Focuses on compliance, with features to ensure messaging templates and processes adhere to industry regulations.

Target Customers and Industries

- Primarily serves consumer finance companies like banks, credit unions, lenders, and accounts receivable management (ARM) firms.

- Helps these businesses improve customer engagement, increase on-time payments, and streamline operations through text-based communication and payments.

- Lenders stay ahead of the curve with cutting-edge technology that sets them apart from the competition.

Why Choose OmniaText?

- Increased Efficiency: Streamline your workflows and boost productivity with our innovative software solutions.

- Enhanced Customer Experience: Improve communication and engagement with your customers through our platform.

Experience the OmniaText Difference with Intuitive Text-Based Messaging.

The OmniaText messaging platform allows you to communicate with your customers, clients, and team members in a seamless and efficient manner. With features like automated responses, group messaging, and real-time notifications, you can ensure that your messages are delivered promptly and effectively, increasing on-time payments and streamlining operations.

TWO-WAY TEXT CONVERSATIONS

- Communicate with your customers in real-time through our user-friendly two-way text messaging functionality.
- Customize your messages or utilize pre-built workflows to streamline your interactions.

COMPREHENSIVE TRACKING

- Keep a detailed record of all customer text communications occurring on the platform.
- Enjoy easy access to this information directly on the Customer Profile, making it easy to reference and analyze.

COMMUNICATION MANAGER

- Automate your communication workflows with our advanced Communication Manager.
- Custom triggers, templates, and mass-texting capabilities ensure customers receive timely messages.

CUSTOMER MANAGED PREFS

- Give your customers control over their communication preferences with our STOP and STOPALL functionality.
- Customers can easily opt-in or opt-out of marketing and business communications.

CUSTOMER DATA VERIFICATION

- Users can easily verify customer phone numbers directly within the platform.
- Vergent's Customer and Retail Portals provide customers and retailers the convenience of real-time text communications.

UNPARALLELED COMPLIANCE

- Built-in compliance features ensure your communication and payment processes adhere to the strictest industry regulations.
- SOC1, SOC2, SOC3 accurately and efficiently.