

QMan SMS Hero

A Text Messaging Cost Example

You may be surprised how inexpensive it can be add text messaging to your Salesforce org with QMan SMS Hero. In fact, Forrester reports that text message conversations costs pennies, while traditional voice calls cost several dollars per conversation. This coupled with the fact that customers actually prefer text messaging conversations over phone calls makes adding QMan to your service offering an easy decision.

To help you understand just how inexpensive it is to make QMan SMS Hero part of Salesforce, the below table provides an example illustration using a customer service organization. Keep in mind that, because QMan text messaging can be used with any Salesforce standard or custom object, the same costs apply whether you are using QMan to text a contact, a lead, a customer, or even another Salesforce user.

The below cost estimates makes these simple assumptions:

- a) The calculations show per day costs and assume that the service rep works full time, which means on average, 22 business days per month
- b) The fictitious service rep sends and receives 150 messages per day and receives 15 text message attachments per day



		Daily Cost
QMan subscription fee	\$10 per user per month / 22 days per month ¹	\$0.46
Twilio Phone number	\$1.00 per month / 22 days per month ²	\$0.05
Text Messaging cost	\$0.0075 per message X 150 messages per day ³	\$1.13
Text Messaging Attachments	\$0.01 per attachment X 15 attachments per day ³	\$0.15
Total messaging cost per day ⁴ for the service rep:		\$1.79

¹QMan Service Suite pricing is \$10/month for 1 to 10 users. From the 11th user on, the per seat pricing drops to \$7.50 per user per month.

²A typical Twilio non-800 number costs \$1 per month and typical 800 numbers are \$2 per month. This calculation assumes one service rep is exclusively using one US non-800 number. This will probably will never be the case because QMan allows a single phone number to be shared across multiple Salesforce users, which makes the monthly phone number cost negligible.

³Twilio SMS/MMS pricing for local calling. See [Twilio pricing pages](#) for full details.

⁴This is an example. Your costs will vary.