

KAKAPO

SYSTEMS



# SMS INTEGRATION

**Unity Application Suite | Send and receive SMS and MMS messages from within Unity**

# COMBINING SMS AND MMS WITH UNITY'S EXISTING IM CAPABILITY

Send SMS messages ad-hoc to any number or to a contact in a BroadWorks directory, Salesforce, Microsoft Dynamics or other leading CRM platform.

Unity SMS Integration is an add-on option for Unity Desktop, Reception, Agent and Supervisor. As a point-to-point text solution it allows users to send and receive SMS messages from within their Unity application direct to customer's cell phones.

## SMS INTEGRATION

The diagram illustrates the SMS integration between a desktop Unity application and a mobile phone. The desktop application shows a messaging interface with a dial pad icon highlighted. The mobile phone screen shows a conversation with John Collins, including text messages and a PDF attachment labeled 'Customer-Proposal.pdf'. Callouts explain the functionality: using the dial pad for ad-hoc SMS, viewing previous messages, sending images/PDFs as links or MMS, and managing SMS the same way as IMs.

**Use the dial pad to send ad-hoc SMS**

**View all previous SMS messages**

**Send and receive SMS and MMS messages**

**Send images and PDFs as links or as MMS**

**Manage SMS the same way you manage IMs**

**Are we still on for 3pm?**

**Yes, for sure. Here is the updated proposal for the customer.**

**Customer-Proposal.pdf**

**Thanks, looks good. Talk to you in a bit.**



### MULTI-MEDIA SMS

Non-text media can be sent to customers as links, meaning that you can send images and PDFs within your text-only bundle.

### AD-HOC SMS MESSAGING

Instantly send ad-hoc SMS messages by using the dial box without having to save the number into the directory first.

### INTEGRATE WITH YOUR CRM

Send and receive SMS and MMS to and from CRM contacts and leads without having to leave the Unity interface.

### VIEW ENTIRE TRANSCRIPTS

All SMS conversations are saved in the cloud allowing users to access them for deeper analysis and reporting.

### SIMPLIFIED PROVISIONING

Any numbers assigned from the CPaaS provider can be assigned to a user in the Unity portal quickly and easily.



“SEND AND RECEIVE SMS AND MMS TO AND FROM CRM CONTACTS AND LEADS WITHOUT HAVING TO LEAVE THE UNITY INTERFACE.”

## ABOUT KAKAPO SYSTEMS

At Kakapo Systems, we are software solutions providers developing apps that enhance call and contact center offerings for the Cisco® BroadSoft® platform.

Our solutions are built for small to medium businesses, with an ethos that puts genuine human connection and intuitive, feature-rich, yet accessible applications at the forefront of our design decisions.

We are an international company, with offices in London and India, supporting clients all over the world.

## NEXT STEPS

To request a free trial or demo of **SMS Integration**:



**Visit** [www.kakaposystems.com](http://www.kakaposystems.com)



**Contact** [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com)

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