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

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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

Contact tellmemore@kakaposystems.com

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