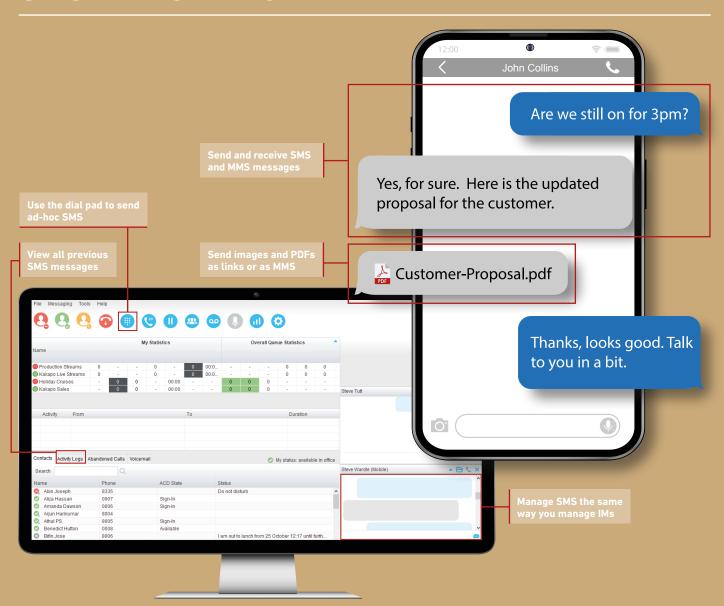


# COMBINING SMS AND MMS WITH UNITY'S EXISTING IM CAPABILITY

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**



#### **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.



## **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



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