

Add messaging & video calls to **any** office

A cloud-based application providing messaging and video call capabilities for individuals or multiple small groups without a central contact center.



 **SMS text messaging**

 **Video calls**

Overview

Bring your office communications into the 21st century with Sharpen's cloud-based platform. Allow individuals or multiple small groups, who may not work in a contact center but have a messaging & video call requirement, to be connected. Enable toll and toll-free lines and get them up and running within days.

- Queue-based messaging
- Chat transfer
- Internal chat
- Contacts & case/private notes
- Video calls to cellphones - no app needed
- Screen sharing
- Supervisor monitoring & assistance (barge-in)
- Reporting & statistics
- Out of hours control
- Enterprise single sign-on (SSO)

Use cases

Identity verification & fraud prevention: Identities can be confirmed using video calls with screenshots taken of identification documents, e.g. driver's licenses, passports, etc.

Telemedicine: fully encrypted video consultations between patients and medical providers allowing both visual examination and sharing of results (via screenshare).

Teaching/Tutoring: Allowing 1 to 1 teaching or tutoring sessions via video to any cellphone with the ability to share a desktop.



Identity verification



Fraud prevention



Telemedicine



Recruitment



**Teaching/
Tutoring**



Remote support



Technical support



Customer service

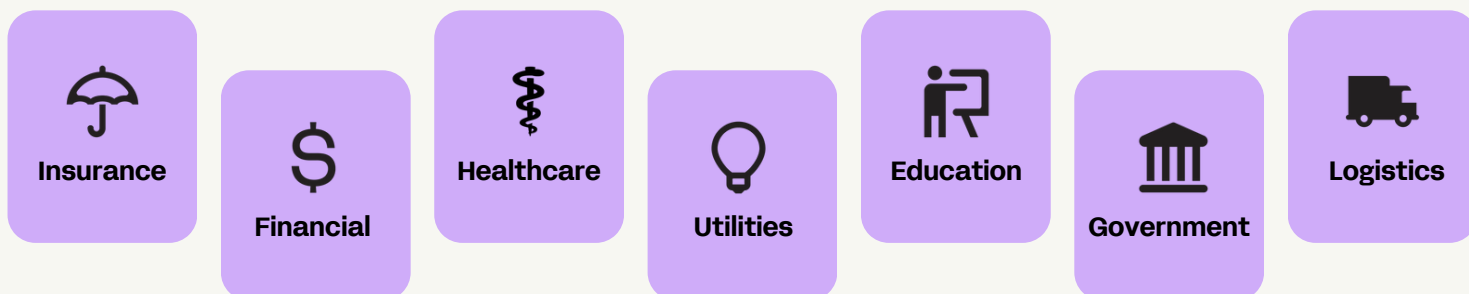


Stock checking

Add messaging and video calls to improve your customer's experience

An individual or small group can have multiple conversations with people; via SMS and MMS, at the same time, or escalate to a video call. Messaging is a gentle tap on the shoulder or a reminder that avoids “phone tag” and full voicemail boxes and avoids employees having to use personal cellphones to conduct business communications, thereby reducing potential liability for your organization. The solution is 100% cloud-based & instantly deployable.

Verticals



The efficient way to connect with your customers

Connect with your customers in a way that's convenient for them - and effective for you.

Messaging API

Send and receive SMS messages using our messaging API. This allows any application to use HTTPS or SMPP protocols, ideal for programming or writing logic.

Campaign Manager

Create and run multiple campaigns simultaneously from several databases or platforms with intelligent reply controls for sending and receiving messages.

Agent

Let your customers connect in ways that are convenient for them with the ideal omnichannel solution for any voice contact center.

**SMS text messaging | Webchat |
Messaging apps & social | Video calls**

Quick Campaign

Build your campaign quickly. Send large numbers of SMS messages quickly, without the need for programming, in an easy to use interface.

Contact Center Connect

Plug SMS chat natively into your existing contact and/or CRM application.

**Cisco | Five9 | Oracle | Avaya | Amazon |
Salesforce | Other partners**

Office

Designed for non-contact center staff, add SMS and secure video-calls to any office or department using your existing phone numbers.

SMS text messaging | Video calls



As your partner in performance, productivity, and empowerment, Sharpen delivers better outcomes: better outcomes for customers, agents, and your business. Our contact center platform is intentionally designed and masterfully engineered for a seamless, intuitive experience across the board for a CX difference you can see—and feel.



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