Sharpen

Send a lot of messages. **Fast**.

When you need to send large numbers of text messages quickly, without the need for programming, our easy to use interface can be used to upload contacts, from a spreadsheet or CSV file, and start messaging those contacts in just minutes.

Overview

Sharpen empowers you, without the need of a programmer, to upload, format, and send messages rapidly with any dynamic content you require (e.g. first names, appointment times, etc.). This easy to use 100% cloud platform is ideal when you need to get messages out rapidly from any office or organization. Messages can be sent immediately or schedule for a later time. If a customer replies to an SMS message, auto-responses can be enabled to send a message back to the user automatically.

- Single SMS-enabled number solution
- High capacity, scalable throughput
- 2-way messaging
- Replies can be forwarded to an endpoint
- Dynamic fields control (message personalization)

- Opt-in/opt-out list management
- Full API control
- Message history exporting & filtering
- Auto response
- Enterprise single sign-on (SSO)

Use cases

Urgent notifications: If there is a service outage or an emergency, non-technical users can send these messages quickly.

Order/process status updates: Keep customers informed by SMS or order delivery status; or the current/next step in the process and support calls to your contact center.

Account management & billing notifications: Proactive & preventative account management by text message streamlines a business and reduces costs.

Appointment reminders

2-factor authentication

Employee notifications

Emergency notifications

Account management

Billing notifications

Fraud prevention
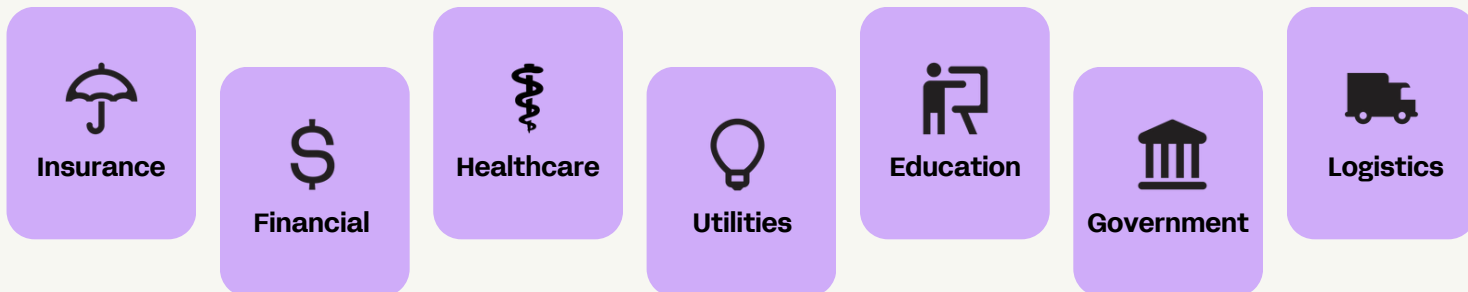

Order/Process status updates

Technical support

100% cloud solution

The Sharpen platform is a 100% cloud solution that enables bulk SMS messages to be sent to customers' cellphones via a secure web portal to quickly reach hundreds or thousands of customers within minutes.

Contact lists are quickly loaded from an Excel spreadsheet, CSV file, or pulled from a database (API). Messages can be written freehand or can come from a template. By using contact fields, Sharpen will dynamically insert relevant information into each message.

Verticals

Insurance **Financial** **Healthcare** **Utilities** **Education** **Government** **Logistics**

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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