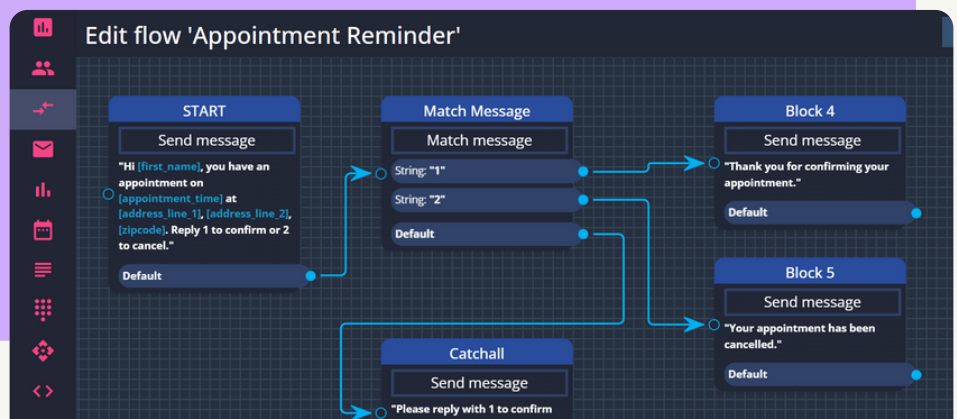# Sharpen

Powerful Campaign Management

An advanced campaign manager; with intelligent reply control, for sending and receiving messages across an organization, allowing multiple campaigns to be created and run simultaneously from multiple databases or platforms.

A powerful advanced campaign manager for sending and receiving messages across an organization, allowing multiple campaigns to be created and run simultaneously from multiple databases or platforms. This module has advanced reply control for forwarding messages and replies to contact center agents, AI bots or databases. Automated voice callback requests are also possible.

→ High capacity, scalable throughput

→ 2-way messaging

→ Drag & drop campaign builder

→ Multiple concurrent campaigns

→ Intelligent campaign routing

→ Expressive rule engine syntax

→ Replies can be forwarded to contact center agents/AI/databases

→ Full API control

→ Message flow can be tailored to contact center capacity

→ Multiple source numbers supported

→ Escalation or forwarding based on multiple parameters

→ Dynamic fields control (message personalization)

→ Contact management

→ Customizable PII redaction

→ Real-time monitoring & reporting

→ Enterprise single sign-on (SSO)

Use cases

Medical appointment reminders: Sending appointment reminders using Sharpen reduces no-shows and allows for confirmations or immediate rescheduling.

Order/process status updates: Keep customers informed by SMS of order deliveries or the current/next step in the process and support calls to your contact center.
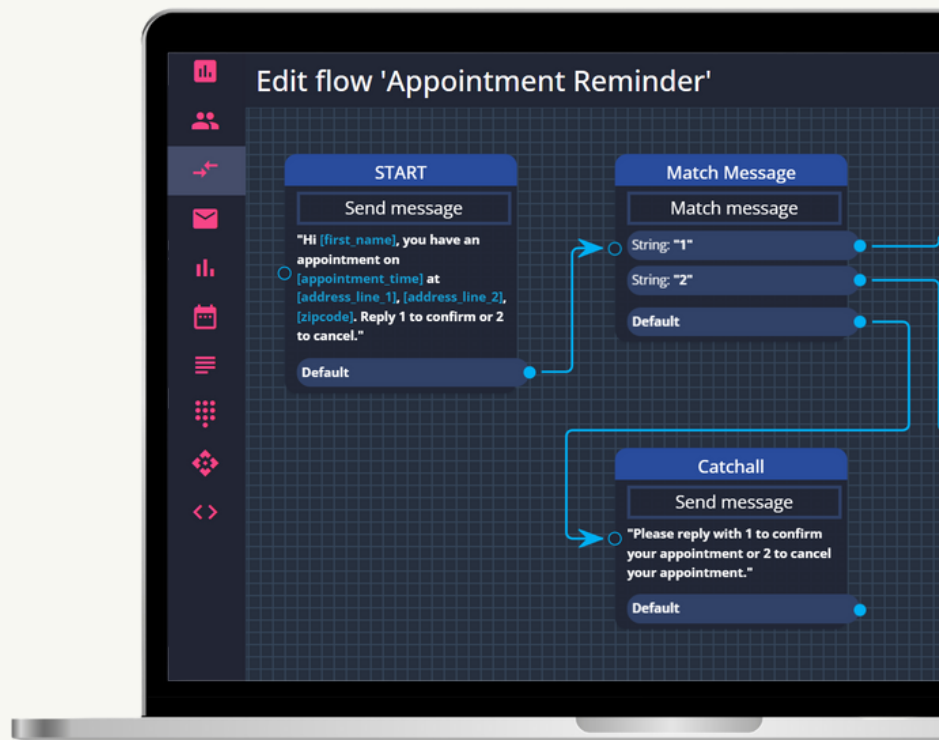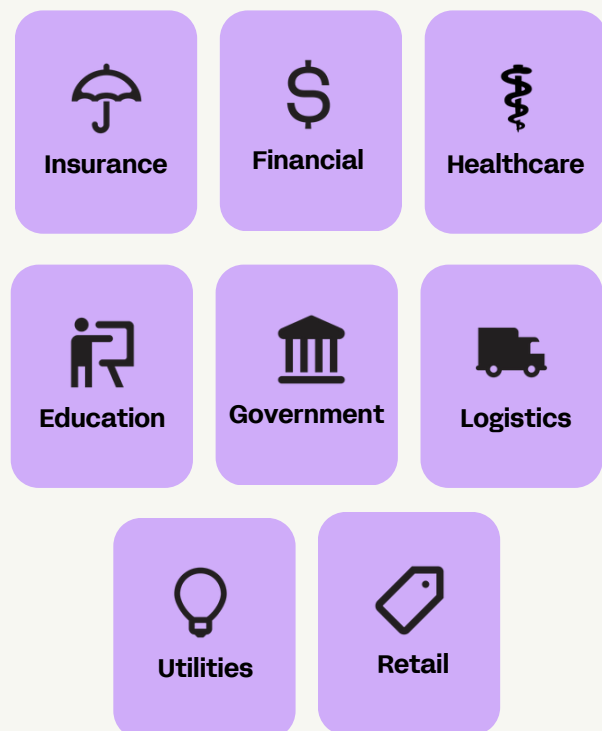
Account management & billing notifications: proactive & preventative account management by text message streamlines a business and reduces costs.

- Appointment reminders
- 2-factor authentication
- Employee notifications
- Emergency notification
- Account management
- Billing notifications
- Fraud prevention
- Order/process status updates
- Technical support
- Customer service

Advanced campaign management with intelligent reply control

The Sharpen platform contains a 100% cloud-based SMS campaign manager with integrated SMS gateway. Designed for high volume automated SMS campaigns that can be sent from different databases of commercial applications with message formatting and delivery as directed. Our intelligent reply control can forward messages and their replies based on criteria such as time/content, etc. to databases, live contact center agents or AI virtual agents. Sharpen has an advanced API feature set that is pre-deployed in the cloud and is ready for immediate use by enterprise size customers without any license restrictions.

Verticals

Insurance

Financial

Healthcare

Education

Government

Logistics

Utilities

Retail

Edit flow 'Appointment Reminder'

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.

www.sharpencx.com
855.249.3357