

Supercharge your contact center

Add text messaging to your existing contact center. This module plugs into your existing contact center and CRM desktop.

-  **2-way agent chat**
-  **Call deflections**
-  **Voice agent texting**



Overview

Sharpen provides a rapidly deployable cloud-based messaging capability to your existing contact center. Text messaging is added to three touch points: agents via chat, call deflection from the IVR, or provide voice agents the ability to send information by text message to callers.

- High capacity, scalable throughput
- 2-way messaging using your chats systems of choice
- Voice agent messaging screenpop/gadget
- Deflect voice callers from IVR to 2-way chat
- Integration with leading CRMs & contact centers (Cisco, Avaya, Five9, Salesforce, Oracle, etc.)
- Real-time configuration and testing
- Enterprise Single Sign-On (SSO)

Plugins-in to your existing contact center or CRM

Our cloud-based solution plugs into your existing on-premise or cloud contact center and/or CRM.

Add messaging to your Cisco, Avaya, Five9, Oracle, Salesforce, etc. environments. Sharpen works with dozens of different vendors.



Call Deflection (CD)

GET <https://ccutilsus.webtext.com/scrpop/func/dip.html>
Check if a selected number is text-enabled

number **term** ** required*

Number to test

18449627842

string **auth** ** required*

Account auth code

fybqh50W2aDA706G

Use cases

Agent handling of automated message replies: allow replies to automated messages (e.g. appointment changes) be handled by agents.

Long hold times: if your hold times are long then using our call deflection solution will allow callers to dequeue to chat, allowing a single agent to handle multiple customers simultaneously.

Reduce callbacks: empower voice agents to provide written information by text messages (e.g. ref. numbers, street addresses). By providing information by text message callbacks are reduced.

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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