





An omnichannel solution for voice contact centers

Lets your customers connect in ways that are convenient for them:

-  **SMS text messaging**
-  **Video calls**
-  **Web chat**
-  **Messaging apps & social**



Overview

Sharpen offers a cloud-native platform that rapidly enhances your existing contact center with omnichannel customer experience capabilities. Now, customers have the flexibility to connect through their preferred digital channels, making interactions more convenient.

- Queue-based messaging
- Chat transfer
- Internal agent chat
- Contacts and 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. drivers licenses, passports, etc.

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

Remote support: Equipment can be viewed remotely such as broadband modems, appliances, etc. avoid the need for costly remote site visits.



Identity verification



Fraud prevention



Telemedicine



Recruitment



**Teaching/
Tutoring**



Remote support



Technical support



Customer service



Stock checking

Add multiple digital channels & upgrade your customer's experience

An agent can have multiple conversations with people via SMS and MMS, video, webchat, and social (e.g. Facebook Messenger, X DM, etc.) at the same time. The solution is 100% cloud-based and instantly deployable. The solution works with your existing contact center voice service.

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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