

Send & receive SMS text messages using one of our messaging APIs

This service allows any application to use either HTTPS or SMPP protocols, ideal for those programming and writing their logic or seeking a gateway for service for their application.



Overview

Use either our HTTPS or SMPP APIs to send and receive messages from your program or application. Use sample code generator to get going quickly, or assign your own parameter names.

We have designed this product following years of experience addressing our customers' needs.

- High capacity, scalable throughput
- 2-way messaging
- Send API - Dynamic API builder
- Sample code generator
- "Dip API" (aka number scrub) - check if a number is a landline or cellphone
- Reply routing control
- Receipt destination point
- Configurable parameter assignment
- Also plugs straight into many campaign managers (e.g. Avaya, Acqueon, Adobe, etc.)

SMPP

Sharpen runs a global network of SMSC (Short Message Service Centers), the native messaging protocol used to connect to the SMSC is SMPP (Short Message Peer-to-Peer). This protocol allows 2-way communications from 3rd party applications such as campaign managers (e.g. AAEP, Acqueon LCM, etc.)

HTTPS

Leverage the power of messaging within your applications using our HTTPS APIs. All our HTTPS APIs are secure and available over TLS1.2. HTTPS is ideal for use in situations where your applications do not have access to an SMPP client.

Number Lookup & Scrubbing

Available via HTTPS (TLS 1.2) this facility allows you to check your contacts database to see if phone numbers are, in fact, mobile numbers or not. Number-scrubbing can be used in parallel with our real-time sending APIs, e.g. call deflection.

Develop or plug in

Sharpen's Messaging API exposes a robust API, which can be leveraged by your development team to harness the complete power of SMS text messaging via the logic you have written within your own applications. Alternatively, you can plugin the messaging API to text enable many of your existing vendor applications (e.g. AAEP, Acqueon LCM, Adobe Campaign, etc.).

With access to the power of Sharpen's messaging API, developers can construct custom interfaces and experiences as well as integrate with, and expand, the abilities of their own, existing, business systems.

```
cURL Python
curl --request GET -G 'https://smgw.webtext.us.c
-d api_id=byhsd94Y \
-d api_pwd={API_PWD} \
-d dest={DEST} \
-d txt={TXT} \
-d json=0
```

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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