




## 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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