

UNITY SMS INTEGRATION

Combining SMS and MMS with Unity's existing IM capability

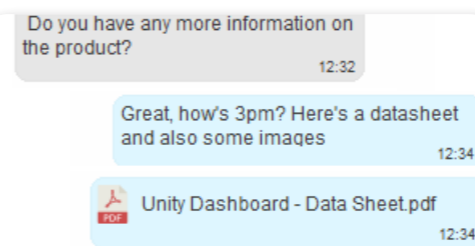
Send SMS messages ad-hoc to any number or to a contact in your BroadWorks directory, Salesforce, Microsoft Dynamics or other leading CRM platform.

Unity SMS Integration is an add-on option for Unity Desktop, Reception, Agent and Supervisor. As a point-to-point text solution it allows users to send and receive SMS messages from within their Unity application direct to customer's cell phones.



SMS Integration Unity Application Suite

Send and receive SMS and MMS messages from within Unity.



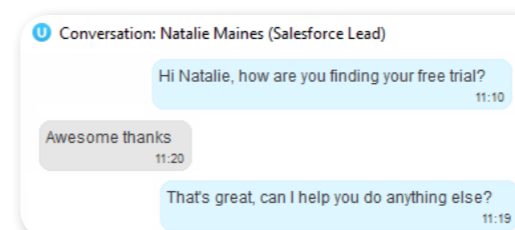
Multi-Media SMS

Non-text media can be sent to customers as links, meaning that you can send images and PDFs within your text-only bundle.



Ad-hoc SMS Messaging

Instantly send ad-hoc SMS messages by using the dial box without having to save the number into the directory first.



Integrate With Your CRM

Send and receive SMS and MMS to and from CRM contacts and leads without having to leave the Unity interface.

SMS INTEGRATION

View all previous SMS messages

Use the dial pad to send ad-hoc SMS

Send and receive SMS and MMS messages

Send SMS to CRM contacts within Unity

Manage SMS the same way you manage IMs

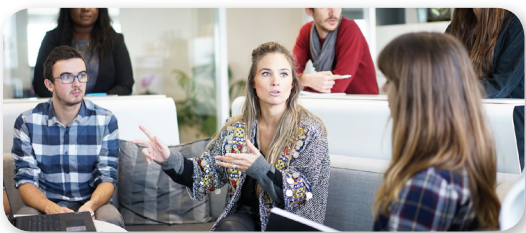
Send images and PDFs as links or as MMS

Hey, are we still on for 3pm?

Yes for sure. Here is the updated proposal for the customer

Customer-Proposal.pdf

Thanks, looks good. Talk to you in a bit



View Entire Transcripts

All SMS conversations are saved in the cloud allowing users to access them for deeper analysis and reporting.



Simplified Provisioning

Any numbers assigned from the CPaaS provider can be assigned to a user in the Unity portal quickly and easily.