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Syniverse Engagement for Salesforce

Enable quality mobile communications directly from Salesforce

Common Use Cases



Customer care communication between live agent and end user



Marketing promotions tracking sales conversions



Intelligent, automatic handoff of chatbot to live agent

The Syniverse Approach

A single connector enabling best in class SMS and Social Channel access directly in Salesforce.

Centralized Messaging

From within Salesforce, you can send SMS, MMS, WeChat, Facebook Messenger and more, allowing for campaign creation, live agent messaging, and the ability to weave in customer data for personalization.

Flexibility and Control

From within Salesforce, you can send SMS, MMS, WeChat, Facebook Messenger and more, allowing for campaign creation, live agent messaging, and the ability to weave in customer data for personalization.

Accessible Across Salesforce

From within Salesforce, you can send SMS, MMS, WeChat, Facebook Messenger and more, allowing for campaign creation, live agent messaging, and the ability to weave in customer data for personalization.

Key Features

- Scheduling at the message level
- Template management
- Tracking URL for clicks to measure conversations
- Consent management
- Direct responses and delivery confirmations to several endpoints
- Keyword responses and chatbot enablement

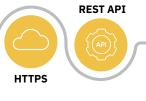
Enterprise





PLATFORM















CHANNELS END MOBILE USER