






syniverse.

# 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

Two-way messaging routing

