sendQuick®
Integration with Social Messengers & Collaboration Tools

Send messages to users on their preferred communication channel

The growth of social messengers as a preferred mode of communication amongst millennials has opened a new channel of interaction for companies. Similarly, many companies are using collaboration tools for internal employee messaging. With different dominant chat platforms in different countries, it poses challenges to businesses to manage multiple messenger apps on diverse platforms.

Companies need a single platform to manage all these apps to reduce complexity and enhance the user experience.

sendQuick integrates with all messenger platforms using a single API. Companies can leverage sendQuick's multi-channel messaging capability to send out messages via social messengers, collaboration tools, email, and SMS. This ensures a cohesive communication stream.

Slack

WhatsApp

Telegram

Viber

LINE

Email

Microsoft Teams

Facebook Messenger

Text Message

WeChat

Cisco Webex

Key Features

Integration
Integrates easily with all applications including ERP, CRM, monitoring systems, security systems and other network servers

API
Unified messaging gateway to push alerts & notifications with a single API for SMS, social messengers, and collaboration tools. The messages are routed to all applications

SMS Auto Fall Back
Multi-messaging capabilities with SMS fall-back in case of network failure

User History
Capture historical transaction with users to make informed business decisions

Cost
Lower cost for messaging service (social messaging is free)

Interactive Messaging
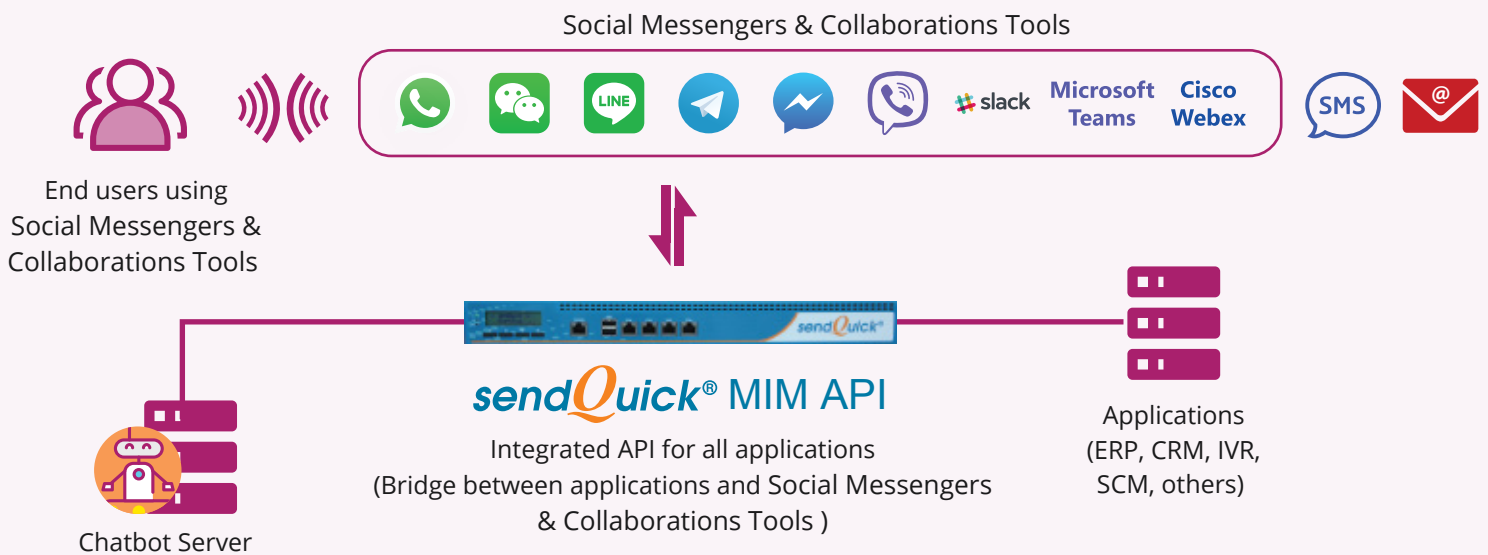2-way messaging for interactive and spontaneous conversation

How Does It Work?

Register a Business Account with selected social platform, and ensure you have internet access for sendQuick. Once end users have subscribed to receive your messages, you're set to go.

- ✅ **Register a Business Account with the social platform**
- ✅ **Internet access for sendQuick**
- ✅ **Valid SSL certificate (Web service)**
- ✅ **Valid domain name (For webhook)**

Workflow

Social Messengers & Collaborations Tools

End users using Social Messengers & Collaborations Tools

Chatbot Server

sendQuick® MIM API
Integrated API for all applications
(Bridge between applications and Social Messengers & Collaborations Tools)

Applications
(ERP, CRM, IVR, SCM, others)

Authorised Distributor/Reseller