

Add SMS, MMS, and WhatsApp to Your Salesforce

Vonage Conversations for Salesforce is an application that brings SMS, MMS, and WhatsApp communications across any Salesforce object. This includes contacts, accounts, opportunities, and even custom objects.

Benefits

Chat with your customers on the channels they prefer: Send SMS, MMS, or WhatsApp and enjoy the convenience of storing conversation threads directly in Salesforce.

Leverage the Salesforce database for speed and engagement: Reference the full customer engagement potential across channels to send fast and personalized customer communications.

Customize conversation flows: Simplify custom conversation flows within the familiar Salesforce system and interface.

salesforce

Agents can stay in Salesforce to engage customers and personalize their communications over text

Turn Salesforce
into a customer
engagement tool.

Seamlessly blend bots and agents to reach customers at scale across SMS, MMS, and WhatsApp from Salesforce.

Use Cases



Push notifications: Send alerts or notifications.



Customer marketing: Retain customers and stay top-of-mind.



Customer service: Respond to inbound inquiries and route to the right person or team.



Response automation: Trigger automated flows to send transactional notifications and forward customer responses.



Customer Relationship Management: Use everyday chat applications to request customer reviews, manage product returns, and receive feedback.



Personalized recommendations: Leverage customer data to personalize suggestions and tips.

Learn more

vonage.com/communications-apis/conversations-salesforce