



HeyWire® Business Messenger® for Salesforce

The Most Powerful Texting App for Sales and Service Teams

Your Mobile Customers Want to Text with You!

Texting has become the preferred method of communication for millions of mobile consumers. So, it's no surprise that mobile consumers want to text businesses.

Accelerate Sales & Increase Customer Satisfaction

Customers consistently report faster response times and greater satisfaction when companies use texting for customer sales and support.

Texting helps you connect with your customers 'in the moment' — wherever they are. Start sales conversations or solve customer problems with less 'phone tag.'

*"Over half of today's businesspeople are already texting with customers and 33% of business texters have closed a deal via text" **

Your customers get more personalized service, compressing business cycles as you strengthen your trusted relationships and improve customer retention.

Key Features

- Use your existing business phone number
- Easily text to Salesforce leads and contacts
- Auto-identify existing leads & contacts when receiving texts
- Automatically retain text conversations in Salesforce with one tap
- Quickly link to Salesforce1 mobile app to access & update records
- Set a personal signature and a custom auto-reply
- Lock your app with Touch ID or Passcode to keep messages safe
- Text from your desktop, tablet, phone or watch



HeyWire Business Messenger lets you text with customers from wherever you are using your desktop computer or mobile device, all synched together.

HeyWire Easily Text-Enables Your Business

HeyWire Business Messenger text-enables your existing business office numbers, not your employees' personal mobile numbers, letting customers text using the phone number they already know.

Business Messenger fully integrates with Salesforce, letting your teams text with leads and contacts from right within Salesforce and keeping all text conversations synced with your customer records. HeyWire Business Messenger provides full multi-device support so your sales and service professionals can continue texting with customers when on the go or away from their desks.

Text or Call 1-844-HeyWire for a Free Pilot

Enhance All Your Mobile Customer Touchpoints

Inside Sales Teams – Accelerate Sales

Respond to leads or inquiries from your mobile customers by conducting a 1-to-1 dialog via text. Or initiate conversations with mobile customers in the channel they prefer.

"Our customers see us as faster and more efficient as we get into sales conversations with less phone tag."

Client Management Teams – Increase Satisfaction

Create a new level of personalized service through texting conversations with your key clients. Dramatically increase satisfaction by reaching your mobile customers "in the moment".

"My clients can reach me from wherever they are so I can meet their needs in the moment."

Service Technicians – Responsive Support

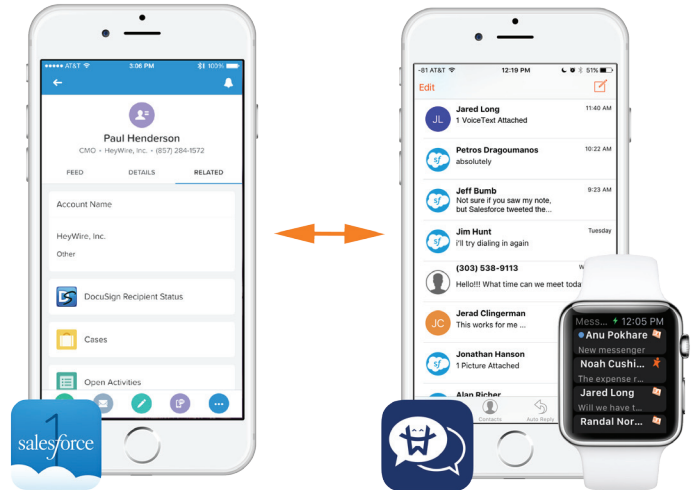
Enable your mobile workforce with texting for easier customer coordination, faster service, and higher satisfaction.

"I fell in love with it from day one! It is so easy to use ... We are now able to easily relay information back and forth. Every business should have this app!"

Support Escalation Teams - Faster Resolution

Arm your advanced support experts with an immediate communication channel to your mobile customers. Combine it with voice for "Dual Channel" support - text instructions while on the phone!

"[Texting] allows two way communication like nothing before ... you can be on the phone with a customer and just text them the steps to fix their issue!"



Business Messenger works along side the Salesforce1 mobile app for customer texting from phone or watch.

Works with Salesforce Mobile & Apple Watch

The HeyWire Business Messenger app lets enables multiple key features for use on the Apple Watch:

- Receive and review message notifications.
- Synch with Salesforce1 to identify leads and contacts.
- Monitor multiple text conversations.
- Compose texts with 'hands off' dictation to Siri.
- Easily respond with customizable preset messages, Emoji, or Siri dictation.
- Save text conversations and prospect phone numbers to Salesforce1 with one tap.

About HeyWire

HeyWire provides the leading customer-texting solutions for Salesforce that help companies deliver a complete and more engaged omni-channel experience for their mobile customers. The company is a pioneer in bringing 2-way texting to office phones and toll free customer service numbers, and provides award winning messaging apps spanning mobile devices and the desktop.

*RingCentral 2014 Study

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