botsplash

The Vonage SMS API provides timely and efficient delivery of text messages and assists in document collection.

VONAGE

KEY BENEFITS

About Botsplash

The Botsplash omnichannel platform provides customizable, digital solutions for mortgage lenders and revenue centers seeking better communication opportunities with their customers. Through automation or live chat, conversations can happen across digital channels seamlessly. And with CRM integrations, those conversations are never lost.

Vonage APIs In Use

- SMS Messaging API
- MMS Messaging API
- Caller ID Detection API

● New Lead Engagement & Nurturing

Send TCPA-compliant, personalized text messages. Schedule them or activate them in real time. Get real-time SPAM reports to reduce and address any deliverability issues instantly.

● Employment Verification & Document Collection

Send and receive documents critical for the mortgage process. Engage with the borrower from lead to close, all within one SMS thread. Send disclosures as a text!

● Call Forwarding & ID Detection

Borrowers can call and talk with an assigned agent at any time! We forward all calls to the assigned agent or the call center. Never miss a call, and generate more calls outside TCPA hours.

Onboarding* Procedure

1 Botsplash and Vonage have a one-click integration.

2 Once the client is successfully onboarded on Vonage, connect them with Botsplash by contacting us via **support.v@botsplash.com**.

3 Botsplash will provide a platform overview and discuss best use cases.

4 Provide Vonage API information to Botsplash.
Account ID |Secret Key | Brand ID | Campaign ID

5 Perform testing with Botsplash to ensure that the integration works.

*Typical Botsplash onboarding duration is **2 weeks or less**