



SmartDialog

1-WAY MESSAGING SERVICE

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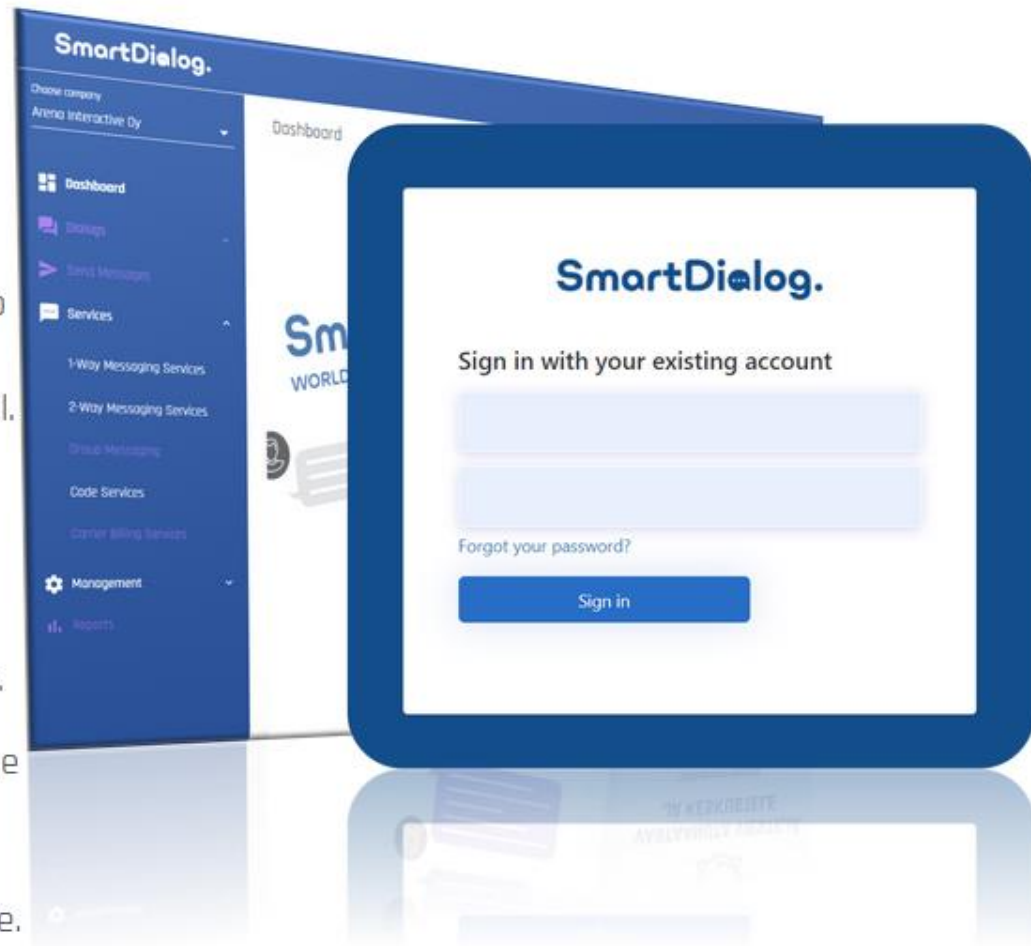
SmartDialog - The next generation intelligent instant messaging platform

SmartDialog, is a next-generation instant messaging platform with ready-made services for intelligent digital communication centrally and globally across a variety of instant messaging channels, such as text messaging and WhatsApp. It allows you to create conversations with your target audience, automate your communications, send passcodes, and bill payments by phone bill.

Comprehensive web management tool for managing services

All SmartDialog services are managed from a single web management tool, where you can, for example, view statistics, manage access to your services, and send and receive messages.

You can compile the content you want into widget windows in the dashboard, which can contain various statistics about your services. In case you need any help, you will be assisted by a chatbot, as well as our customer support by e-mail and telephone.



Reach your customers with 1-way SMS and WhatsApp messages

Our 1-way messaging service is a versatile api interface solution for sending text messages and WhatsApp messages.

It allows you to handle marketing communications, operate campaigns, and send reminders and informative messages. Other instant messaging channels, such as Facebook Messenger, will also be available later.

1-way messaging service is one of the services included in SmartDialog.

All services are managed through the same, easy-to-use interface. You can choose one service for your use, or combine the whole set you need.



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Multiple instant messaging channels

Send SMS and WhatsApp messages directly to consumer phones.

Other instant messaging channels, such as Facebook Messenger, will also be available later.



Reliable and easy communication

Send messages reliably to your destination at any time.

Messages can be sent via the api interface, or directly from the SmartDialog interface.



Versatile additional services

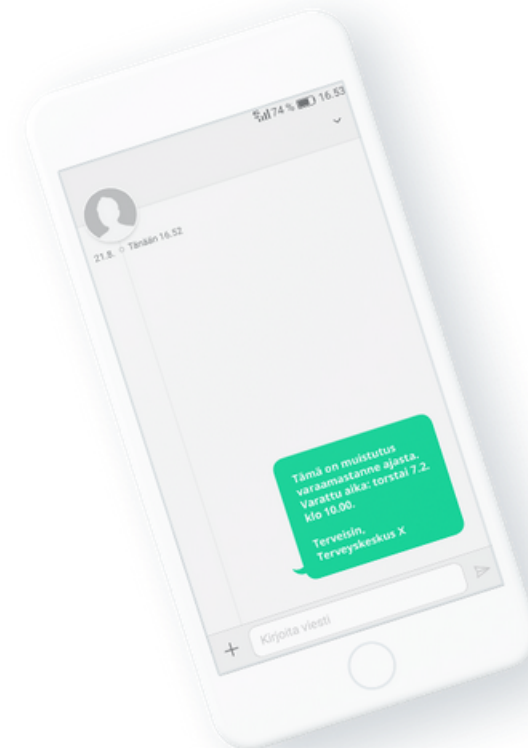
Also connect other ready-made value-added services to the 1-way messaging service, such as the code service that you use to send Äräk codes to your customers.

Take advantage of the 1-way messaging service to inform and remind customers

The 1-way messaging service is great for sending reminders and informative messages, as well as marketing communications. Messages can be text messages or WhatsApp messages.

You can send and receive messages using the versatile and well-documented api interface or alternatively send messages manually via the web management interface.

If, in addition to sending messages, you want to receive your customers' responses back in the system, check out our [2-way messaging service](#).



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Want to take a first step?

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Yes

Definitely!

I have a question

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Possibilities

- Sending messages to Finland and abroad
 - Alphanumeric sender instead of number (eg. Company Oy)
 - Sending a text message to e-mail and sending an e-mail as a text message
 - Message scheduling and automation
- Integration with numerous different background systems



Basic features

- GDPR compatible
 - Strong security
- Withstands large volumes
- Versatile possibilities for reporting and invoicing
 - Web interface with comprehensive features and statistics on messaging
 - Customer support and 24/7 technical on-call service

What can be done with the integration?

Integration allows you to use your customer and stakeholder messages, such as SMS and WhatsApp messages. You can send and receive one-way and two-way messages, and build and manage conversations on these channels.

What is needed for integration?

SmartDialog is required for integration. business account. Receiving messages also requires numbers, which can be short message or longcode numbers or instant messaging accounts, such as a WhatsApp Business account.

Depending on your needs, you can choose either a one-way or 2-way messaging service, depending on who only needs to send messages or also receive replies.

Introduction

Once you have a Company account, you can select and receive messages from Logic Apps, Power Automator, and other Microsoft services. For example, you can issue new messages from Microsoft CRM when a new contact is created or when an offer closes.

See more at: <https://docs.microsoft.com/en-us/connectors/smartdialog/>

Technical documentation: <https://openapi.arena.fi/integrations/microsoft>

