

What Experiences Can you Build?

With the BlackBerry CPaaS solution, BBM Enterprise SDK, you can go beyond basic chat to build powerful communications experiences for your users, simply and securely. Here are a few ways you can transform your apps:

Messaging

Instant communications: immediate one-click chats

Integrated messaging services: customer service and sales support

Capabilities:

- 1:1 chat
- Group chat
- Messaging quoting, edit, retract, delete

Voice and Video

Integrated call services: get in touch with support with embedded calling

Call center: create a virtual call center for large scale call traffic

Hidden number calling: enable calls without revealing phone numbers

Personalized customer support: live real-time face to face support

Capabilities:

- 1:1 voice and video
- Accept a call when app is running in the background
- Thumbnail and full-screen view of calls

Real-Time Notifications

Notifications and reminders: emergency and collaboration-related alerts

Capabilities:

- Push notifications

Data Sharing and Collaboration

Chat bots: machine to human interactions via automated messages

Conversation routing: customer service routing via chat bots for live support

Live bulletin boards: enable real-time visual collaboration

Location sharing and tracking: track expected times and stages of arrival

Peer-to-peer data sharing: receive peer information through the application for expedited services

Authentication: customer authentication upon login via username and password or fingerprint

Trackable communications: track and report messages, calls, and files

Capabilities:

- Share files, text, contact cards, media
- Location services
- Share other data structures

