

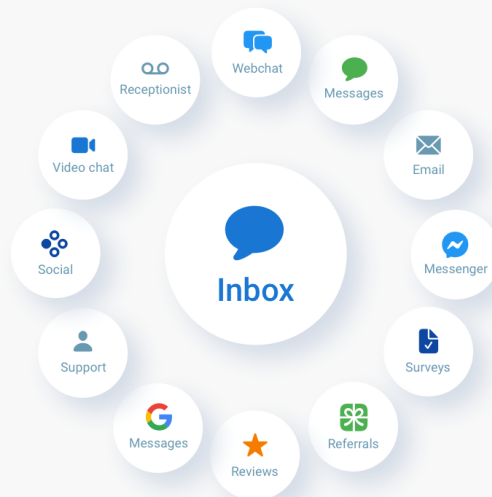


Landline Texting in your Unified Inbox

Improve retention, build trust and power a robust communication strategy

Organize all interactions from every channel in **one place**, and **streamline the process of responding** to customers which requires coordination across multiple teams in the org.

Send the perfect response to every customer interaction, stay organized in one place, and engage teams across the company to deliver a great customer experience.



Do you use your landline phone to stay connected with your customers?

When your customers get a call from your number, they know it is a call from your office. Now there's a new way to communicate with your customers — **text** from your landline.



1 (800) 497-9292

I need a blow dry this Saturday. Is Lena available?

Yes she is! Would you prefer morning, afternoon or evening?

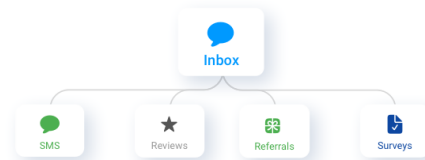
Afternoon at 4pm would be great!

You're confirmed! See you at 4pm!

Landline Texting + Unified Inbox benefits

Every interaction, one inbox

Give your teams access to every type of customer interaction in one spot — reviews, referrals, surveys, texts, email, voicemail, video chat, Facebook and more.



See the full history before you respond

View the full interaction history with each customer, and send the perfect response every time.


10 Dave Connor

Dinner Reservation
Hi! I would like to make a reservation for 8 people for 7:30pm tonight.

3:10 PM

Re: Dinner Reservation
Reservation confirmed, we'll see you and your party at 7:30pm tonight!

3:05 PM

 **★★★★★**
Dave Connor 10:30 PM
The food was delicious. But they took over 25 minutes to seat us at a table, even though we arrived on time.

Palo Alto, CA

Type your text message...

Updated customer sentiment at every touchpoint

Quickly gauge how happy each customer is in real time by checking their Experience Score. Send referral requests to your happiest customers; deliver targeted responses to those who need a boost.

10 Julie Rodriguez


Nov 10, 2020

10
Thank you for the follow up and free wipers. Loved it! Everything was really fast and efficient, really appreciate it!

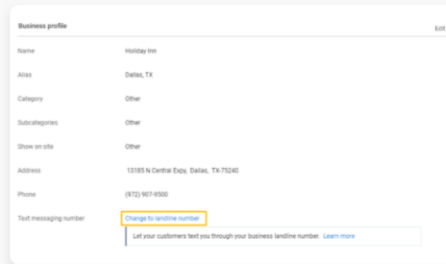
Nov 7, 2020

7
Score: 7

Oct 20, 2020

6
 **★★★★☆**
Had to wait a few hours just to get a quick oil change, but the staff was very nice and friendly.

Palo Alto, CA



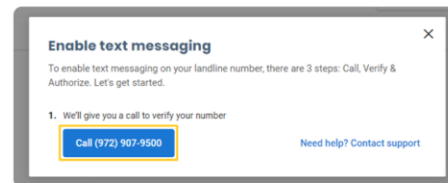
Business profile	
Name	Holiday Inn
Alias	Dallas, TX
Category	Other
Subcategories	Other
Show on site	Other
Address	13185 N Central Exp, Dallas, TX 75243
Phone	(972) 907-9500
Text messaging number	Change to landline number <small>Let your customers text you through your business landline number. Learn more</small>

Getting started in 3 easy steps

Landline Texting can be enabled right from the Birdeye dashboard. Log in to your Birdeye account, and click the 'Settings' tab on the left navigation rail. Once in the 'Settings' page, under the 'Business profile' section, click on the 'Change to landline number' link.

Step 1 - Verifying your number

You will receive a call to verify your number and a code will be displayed on the screen.



Enable text messaging

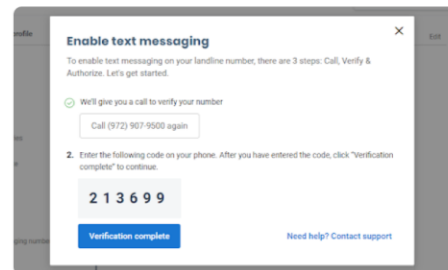
To enable text messaging on your landline number, there are 3 steps: Call, Verify & Authorize. Let's get started.

1. We'll give you a call to verify your number

[Call \(972\) 907-9500](#)
[Need help? Contact support](#)

Step 2 - Entering your code

Once the code is entered on your phone, click on 'Verification complete'



Enable text messaging

To enable text messaging on your landline number, there are 3 steps: Call, Verify & Authorize. Let's get started.

2. Enter the following code on your phone. After you have entered the code, click "Verification complete" to continue.

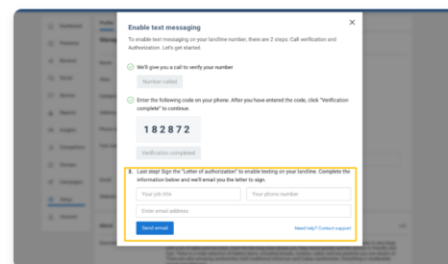
2 1 3 6 9 9

[Verification complete](#)
[Need help? Contact support](#)

Step 3 - Authorization

Sign the letter of authorization. Enter your 'Job Title', 'Phone Number' and 'Email Address'. Once done, click the 'Send Email' button to complete.

NOTE: The letter of authorization will be sent to the email you provided in this step.



Enable text messaging

To enable text messaging on your landline number, there are 3 steps: Call verification and Authorization. Let's get started.

3. Let our App Sign the Letter of authorization to enable texting on your landline. Complete the information below and we'll email you the letter to sign.

1 8 2 8 7 2

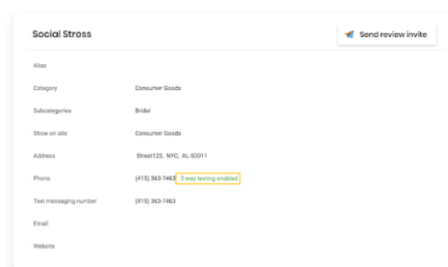
Verification complete

Your job title
 Your phone number

Enter email address

[Send email](#)
[Need help? Contact support](#)

After the authorization request is complete, a confirmation message will appear under your business profile.



Social Stress

[Send review invite](#)

Alias	
Category	Consumer Goods
Subcategories	Bridal
Show on site	Consumer Goods
Address	Street123, NYC, AL 50011
Phone	(913) 363-7463 3 way texting enabled
Text messaging number	(913) 363-7463
Email	
Website	



Frequently asked questions

Does the service incur any additional charges to my Birdeye billing?

No, you do not incur any additional charges for the service.

Does it change the way I use my landline today for voice?

No, nothing will change with your current services. Landline texting just adds the ability to text.

Does it change any carrier billing or terms?

No, it does not change anything related to your carrier's billing or terms.

Is there any special hardware or technical expertise needed?

No, Birdeye ensures you do not need any special hardware or technical expertise to set the service on your business landline.

Want to know more? Call us at **(248) 270-5372**