**Birdeye**

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.

Receptionist · Webchat · Messages · Video chat · Email · Social · **Inbox** · Messenger · Support · Surveys · Messages · Reviews · Referrals
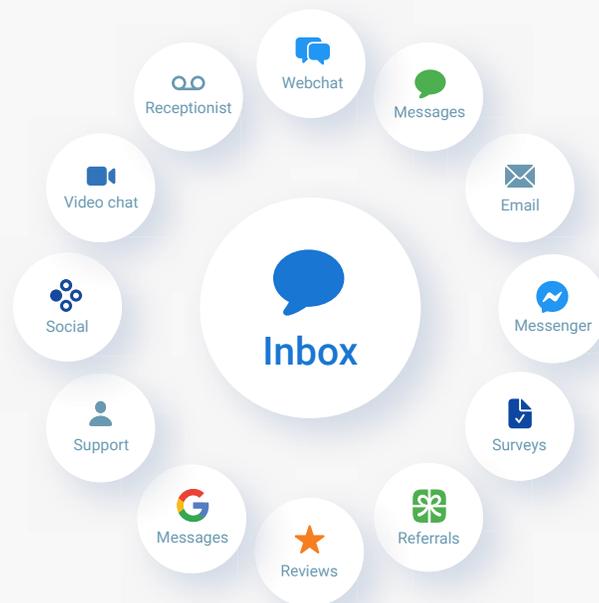
Do you use your landline phone to stay connected with your customers?

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.
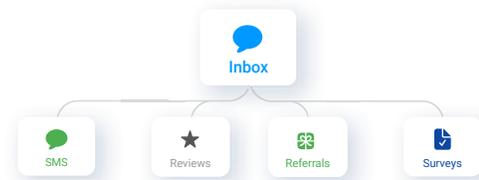

See the full history before you respond

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

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.
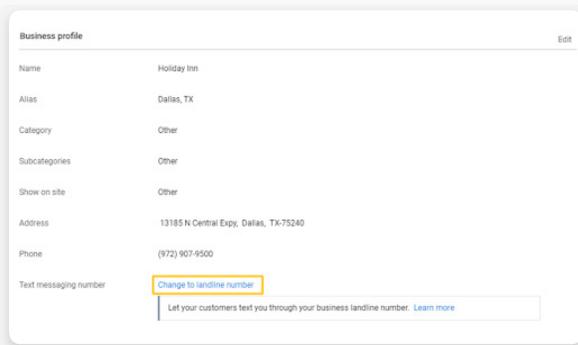
Getting started in 3 easy steps

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.
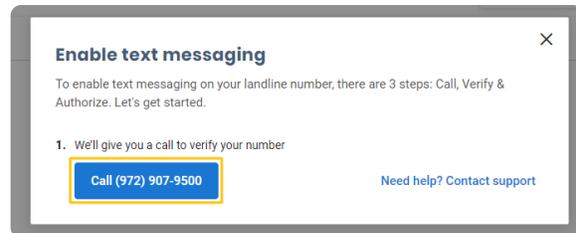
Step 2 - Entering your code

Once the code is entered on your phone, click on 'Verification complete'
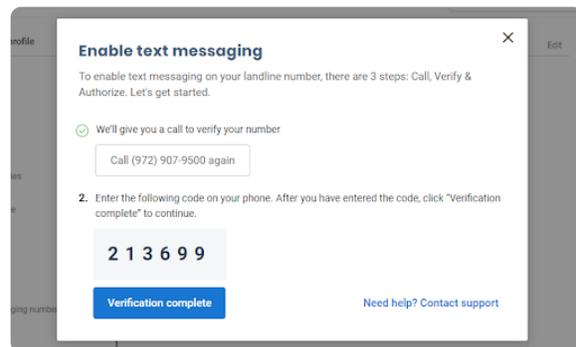
Step 3 - Authorization

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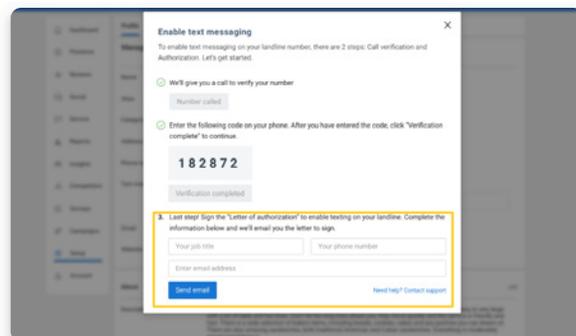
After the authorization request is complete, a confirmation message will appear under your business profile.
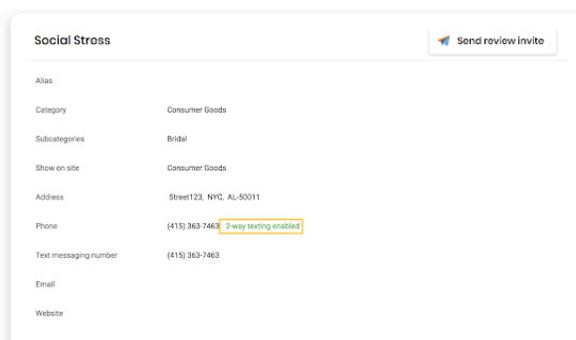
Frequently asked questions

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.

What type of numbers are supported?

The service is exclusive to landline numbers only. Birdeye does not support business texting on numbers that are mobile phones, toll-free, VOIP or any extension lines. For more information, please reach out to partnersupport@birdeye.com.

Birdeye

Birdeye is an all-in-one customer experience platform that provides businesses with the tools to deliver great experiences at every step of the customer journey. More than 60,000 businesses of all sizes use Birdeye every day to be found online and chosen through listings and reviews, be connected with existing customers using text messaging, and deliver the best end-to-end customer experience with survey, ticketing and insights tools.

Call us at **1-800-561-3357, schedule a demo** or visit **www.birdeye.com** for more information.