Messaging API

Engage with customers through their preferred channel

Build communications and account security into web and mobile applications with one API

WhatsApp
Reach more than 2M monthly active users worldwide on the most popular OTT app available today. Enrich user engagement with default or custom message templates. Deliver engaging text, media, and location communications.

SMS & MMS
Provide timely, personalized information through SMS and/or MMS-based alerts, reminders, notifications, invites, one-time-passcodes (OTPs), and other automated messages directly from websites or mobile applications.

RCS
Unlock additional messaging power through branding, pictures, gifs, video, chatbots, and more on the next-gen A2P. Leverage pre-defined templates, suggested replies, suggested actions, and the introduction of AI for a more engaging messaging experience.

Two-way Messaging
Easily facilitate two-way conversations with direct connections for improved engagement

Configurable Channel Failover
Create a workflow of fallback channels to complement the user experience

Real-time Customer Notifications
Provide personalized customer experiences with appointment and event reminders

Programmatic Communication
Maintain control of communications and improve response time while removing the human factor
Build omnichannel engagement throughout the customer experience, marketing, and notifications with integrated SMS, RCS and WhatsApp all in one powerful and easy to use solution

**Save Time**
Eliminate repetitive efforts and achieve scalable growth with a single, unified API. Deploy with flexibility by choosing from the communication channels you need with WhatsApp, SMS, and RCS under one hood.

**Customer Communications**
Automate alerts, notifications, and responses to decrease support calls by as much as 20%* while increasing customer satisfaction. Easy to deploy templates make delivering your use case a breeze.

**Personalized Experience**
Integrate your customers’ preferred communication method throughout their journey for a frictionless experience, and support customer care inbound communications with WhatsApp.

“Working with TeleSign allowed us to quickly and effectively integrate SMS text messaging into our application. The users that signed up for The Sims Mobile were more engaged, had stronger retention rates, and higher monetization rates. The technical implementation was straightforward and easy for our team, and the business ROI was very strong.”

Rob Bauman
EA Director, Partner Engagement & Operations

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**Communication Leader**
TeleSign is a pioneer of data-driven authentication and critical communication solutions that combine intelligence, analytics, and machine learning through the customer lifecycle.

**Best-in-class Deliverability**
Reach maximum deliverability with hundreds of direct-to-carrier routes. TeleSign provides unmatched global coverage with the highest completion rates.


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Our platform connects and protects online experiences with sophisticated customer identity and engagement solutions. Through APIs that deliver user verification, data insights, and communications, we solve today’s unique customer challenges by bridging your business to the complex world of global telecommunications.

For more information, please visit telesign.com
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