Broadvoice now integrates with Zapier,

allowing you to automate your work flows and streamline your communications.

With Zapier, you can connect Broadvoice to over 5,000 commercial applications, including popular tools such as Dropbox, Google Drive, Zendesk, Slack, and Gmail. This allows users to automate repetitive tasks and create custom workflows, saving time and increasing productivity.



Here are some of the automations you can create with **Broadvoice Zapier:**

- Log calls in Google Sheets in real-time
- Log new text messages and images as a note in Zendesk Sell
- Create ReadyCloud Suite contact notes for missed calls
- Create Zendesk tickets from new SMS messages
- Send an email for Broadvoice voicemails

- Archive call recordings in Dropbox
- Send a Slack message for new SMS messages
- Log received faxes in Google Sheets
- Send faxes to Dropbox for storage and archiving
- Add contacts to Google Contacts with a phone line validated by Phone Validator when a call is missed

bhive + _zapier

The integration is easy to set up using the Communicator's admin panel. Users simply configure Broadvoice to enable Zapier Triggers at the account and user levels via the "Integrations" tab under settings.

📽 Account Settin	ngs 🕓 Telephony Settings	<mark>삼</mark> Contact Roles	🚍 Billing	O Account Suspension	👗 B-Labs	📥 Integrations	
App Library	Webhooks API keys						
App library Review and managed	ge your connected apps, or activa	te new ones.					
All apps	Connected apps						
salesforce	Salesforce Enable users to take calls in cal	Inactiv	e	Enterpris		A	ctive
	pop	+ Connect		Manage app	logins	± <mark>∓</mark> Manag	e
	Zapier	Activ	e				
_zapier	User event connectivity	±– Manage					

Selecting the "Connect" button on the Zapier App Card will display the Zapier configuration screen for Broadvoice Zap Triggers.

Zapier Status Display

This displays how many active Triggers are enabled and allows account admins to connect, manage, activate, deactivate Triggers and control which users can link their Zapier credentials to their Broadvoice account.

- If a Trigger/Event is not defined or has been removed, it will show an "Inactive" status and display the "Connect" button.
- If a Trigger/Event is defined but has been deactivated, it will show an "Inactive" status and display the "Manage" button.
- If a Trigger/Event is active, it will show an "Active" status and display the "Manage" button.

Click on the "Connect" button to get started, or click on the "Manage" button to update the configuration.

📽 Account Set		ny Settings	皆 Contact Roles	🚍 Billing	Account Suspension	👗 B-Labs	h-Integrations
App Library	Webhooks						
— Back							
Zapier							
Add and manag	e zapier events.						
Active zapier	triggers: 7						
Events		Description				Status	Actions
Call Ended		Call ended				Active	± _∓ Manag
Message Recei	ved	Message rec	eived			Active	± _∓ Manag
Message Sent		Message sen	t			Active	± _∓ Manag
Call Recording	Ready	Call recordin	g ready			Active	± _∓ Manag
Fax Sent		Fax sent				Active	± _∓ Manag
Fax Received		Fax received				Active	± _∓ Manag
/oicemail Read	ly	Voicemail rea	ady			Active	±∓ Manag

Activating a Trigger

Setting the Zap to "Active" will enable the Zap for all account-level events and enable it for the selected users.

IMPORTANT: This allows account admins to connect Zapier to Broadvoice via their account admin credentials, and it will send ALL data tied to that Zap from ALL phone numbers on the account. You will get ALL calls, faxes, messages, recordings, voicemails, etc., on the account.

When enabled, account admins will be able to receive all data for the account. If you want to limit the data to just the account admin user, enable the individual user account.

For individual users, you can scroll or find users and enable or disable their ability to connect their Zapier account to their Broadvoice account. This will allow them to receive Zaps for their numbers.

With Zapier, Broadvoice customers can take their communication and collaboration to the next level, streamlining their workflows and increasing efficiency.

 Trigger 1. Broadvoice 	
Choose app & event	•
b Broadvoice Beta	Change
Event (required)	
O Choose an event	0
Call Ended Triggers when Calls ended. This includes inbound, outbound calls and will indicate if missed or not answered.	Instant
Call Recording Ready Triggers when a call recording is ready.	Instant
Fax Received Triggers when a fax is received.	Instant
Fax Sent Triggers when a fax is sent.	Instant
Message Received Triggers when a message is received.	Instant
	Instant

To learn more, visit **www.broadvoice.com** or call sales at **866.839.1745**