broadvoice

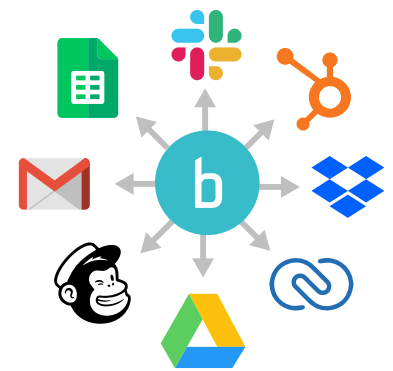## Broadvoice now integrates with Zapier,

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

b·hive + _zapier

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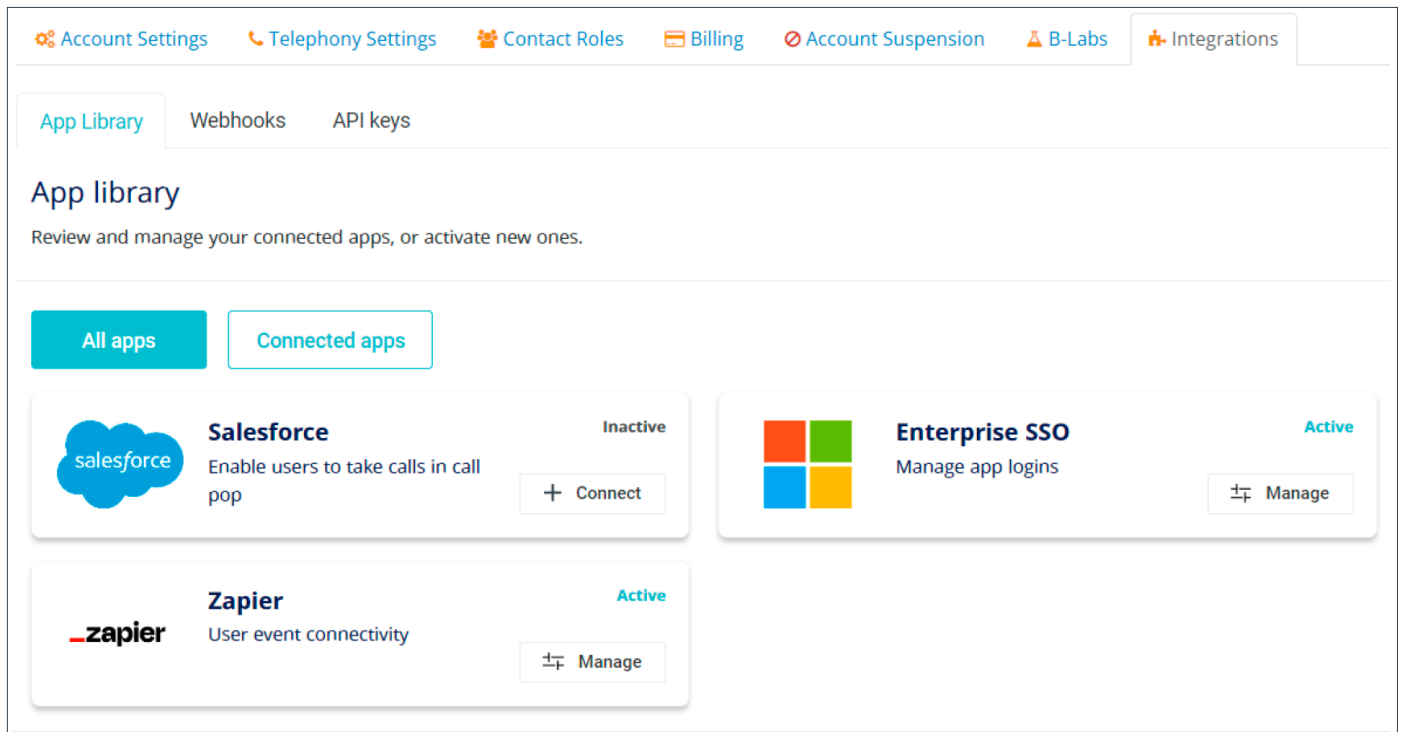
Selecting the "Connect" button on the Zapier App Card will display the Zapier configuration screen for Broadvoice Zap Triggers.

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.

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Events	Description	Status	Actions
Call Ended	Call ended	Active	Manage
Message Received	Message received	Active	Manage
Message Sent	Message sent	Active	Manage
Call Recording Ready	Call recording ready	Active	Manage
Fax Sent	Fax sent	Active	Manage
Fax Received	Fax received	Active	Manage
Voicemail Ready	Voicemail ready	Active	Manage

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.

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With Zapier, Broadvoice customers can take their communication and collaboration to the next level, streamlining their workflows and increasing efficiency.
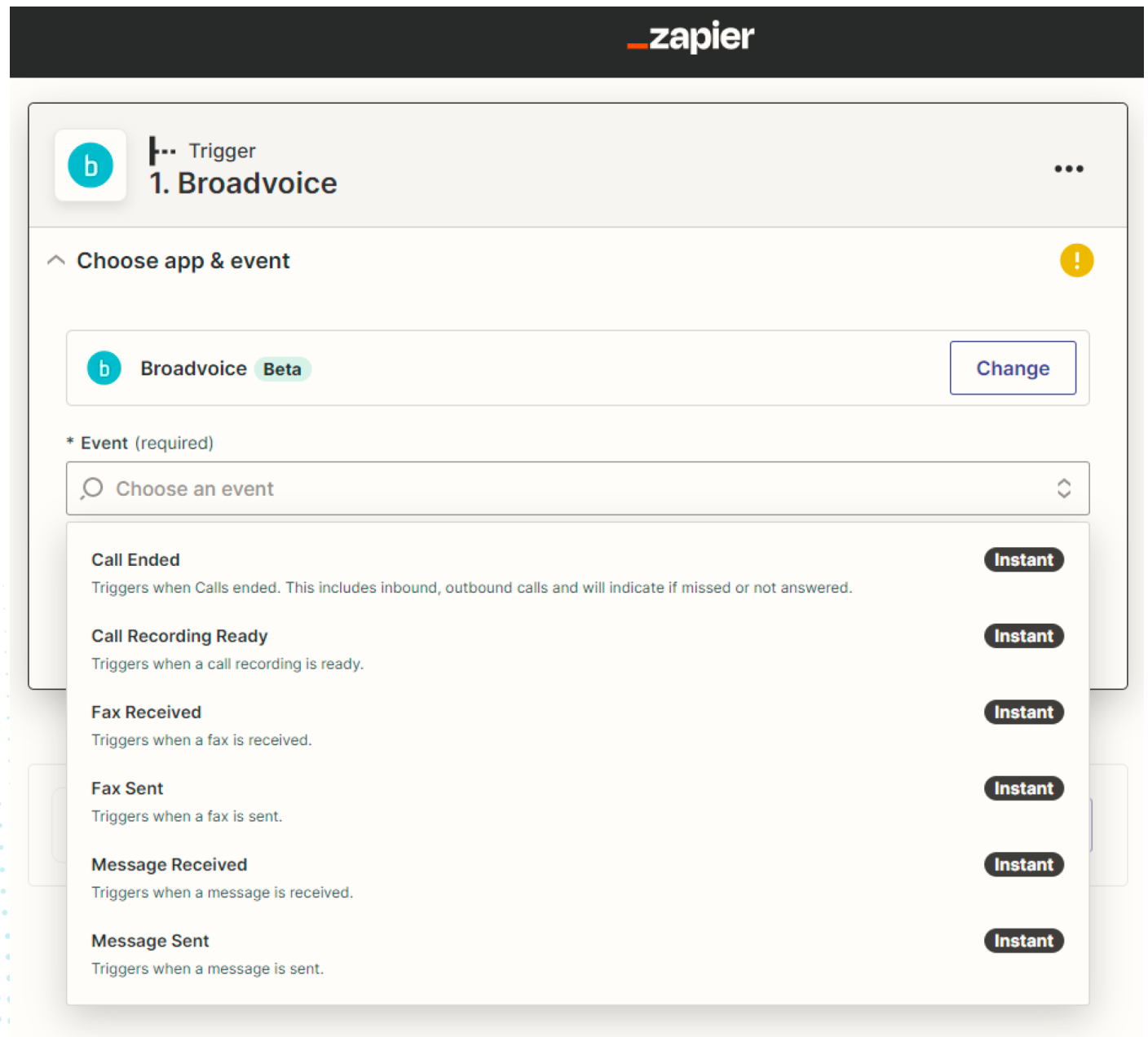
To learn more,
visit **www.broadvoice.com**
or call sales at **866.839.1745**