



CENTRALIZED COMMUNICATION

Having to flip through multiple tabs and organize disparate communication channels creates errors and slows response times. With a centralized workspace, you can deliver the same excellent customer experience through text, email, fax, or web chat.

Say goodbye to long hold times and lost business. Let your customers send in pictures of orders directly to the next available sales rep.



TEXT ENABLED LANDLINE

Let customers text pictures and orders to your counter computers.



SHARED EMAIL INBOX

Route emails to your Prokeep dashboard for faster response times.



INTEGRATED WEB CHAT

Collect sales and start conversations right from your website.



DISTRIBUTORS DO MORE WITH CENTRALIZED COMMUNICATION



"Managing our sales distribution email account in Prokeep has worked much better because now customer texts and emails are all in one place, everyone sees them when they come in, you know who's claimed it and we are able to respond to the customer much faster."

Branch Manager, Gerry Wyers
Bartle & Gibson Co. Ltd.



INSIGHTS & ENGAGEMENT

Harness more business intelligence with customer and company records automatically stored and updated in your Prokeep CRM so you can deliver a more personalized customer experience and create bigger sales opportunities.

Plus, with broadcast messaging, you can reach more customers than ever with an even greater open and response rate. Just create a list of contacts and send promotions directly to a large audience via text.



CONVERSATION RECORDS

Accurate customer records for less mistakes & more personalization.



SMS MARKETING

Increase open and response rates with targeted SMS marketing.



COLLECTIONS COMMUNICATION

Create more visibility & accuracy around customer payments.



DISTRIBUTORS DO MORE WITH PROKEEP INSIGHTS & ENGAGEMENT



"I'm able to monitor the communication behind the scenes and provide support. Before Prokeep I didn't see the emails coming through to the reps. I didn't see the text messages going through their personal phones or to their provided phones. Now, I've got it set to where if something sits in [Prokeep] for more than 20 or 30 minutes, it's coming back to me."

Assistant Manager, Martin Wood
Stokes Lighting and Electric Co.



CONNECTED TECHNOLOGIES

When you activate a Prokeep integration with your ERP or other system, you'll be saving time on manual processes while delivering a better customer experience with more transparency around order updates and instructions.

Here are a few of our many Integration Partners:



Dynamics 365

Prophet 21



ORDER NOTIFICATIONS

Send automated order status updates and instructions via text.



CONTACT SYNCs

Automatically update contact information across vital systems.



ALERTS & ACTIVITIES

Connect Prokeep to your dashboards and monitor performance.



DISTRIBUTORS DO MORE WITH PROKEEP'S INTEGRATIONS



"Since we've implemented Prokeep, we've seen a roughly 65% to 70% increase in outbound communication on non-stock orders. Once they either A, arrive to us, or B, as they're leaving us to go to the end customer, they're getting updates. And we intend for that to be 100% in the near future."

Manager of Operational Excellence, Corey Fehribach
Yancey Bros. Co.