



Botsplash is a first-class company with a top-notch product.

For our company, the immediate need was a tool that would equip our Client Engagement Team with a way to quickly and efficiently transfer text & chat leads. In many cases this had to occur mid-conversation and direct to a specific loan officer smoothly without a ton of thought or confusing steps. We also needed something that could automatically follow up with leads real-time with just enough AI to create the appropriate initial engagement and steer the client/lead into a conversation. Botsplash delivered on both accounts.

The Botsplash platform goes beyond the chat feature that they are probably best known for. Their product can drive engagement via chat, text (SMS), social and even through Google Business Profile (formerly GMB) with a direct integration to Google chat which is still pretty rare with most tech providers.

Something else worth noting is that Botsplash is driving LIVE interaction with the lead/client. There are a lot of chat widgets out there that will tease strong website conversion numbers when it comes to capturing lead data points, but there's a major difference between capturing information and capturing LIVE lead conversation. Botsplash allows our front-line team the ability to engage with the lead and go straight into a sales conversation.

Plus, if the lead needs to be transferred internally, our team can seamlessly hand them off warmly within the same SMS/chat to the appropriate team or home loan advisor.

Velocify Integration - Our team loves the direct integration to Velocify so that's been an added win. They've recently added an update that allows real-time two-way milestone updates between their product and Velocify which has been a hit with our Loan Officers. Botsplash also brings an amazing mobile app that makes lead engagement away from the desktop fairly seamless.

Meeting Customer On Their Terms - The true omni-channel approach that Botsplash offers allows our teams the ability to communicate with the customer exactly where and when they want to be communicated with. This helps us start the sales process off on the right foot each time.

Strong Partnership - They have an awesome team and have been outstanding vendor partners from the beginning. Their platform is incredibly easy for our team to use and has enabled us to become super effective in cultivating lead & client relationships at scale with just enough thoughtful automation. They're very receptive when we've asked for modifications for our specific needs and quick to deliver some impressive and thoughtful changes. On top of that the Botsplash team is always quick to respond and provides MVP level support when we need an assist which is so important for a company like ours.

Botsplash has been a welcome add to our tech stack. Thanks for everything, team. Keep up the great work!



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Lending

