



## Enhance text, voice, and video communications seamlessly and efficiently

### BENEFITS

Whether you offer a contact center platform, emergency contact platform, or telecom company, PubNub makes it easy to enable better team and customer collaboration. With PubNub, users can sync communication channels (voice, social, messaging, etc), use sentiment analysis to gauge conversations and provide easy escalation, and route data/messages to all relevant dashboards.



Resolve customer requests quickly and easily with sentiment analysis. Gauge conversations and provide simple escalation using access management, including to 3rd parties



Route data and messages to Salesforce, dashboards, or other systems



Take your user experience to the next level through third-party integrations to add audio and video, language translation, chatbots, and more

### WHY PUBNUB?

Our robust APIs allow you to implement real-time functionality fast.

- 50+ SDKs
- <100ms latency
- 99.999% uptime SLA
- 65+ pre-built integrations
- ISO 27001, SOC 2 Type II, GDPR, and HIPAA compliant
- 24x7 technical support
- Free for POC development
- Global replicated PoPs
- Architecture reviews
- Supports millions of concurrent users

### FEATURES

- In-app chat
- Data streaming
- Time-critical alerts
- Sentiment analysis
- Third-party integrations
- Presence & state detection
- Mobile push notifications
- Enterprise-grade security & compliance
- Cross-communication channel sync
- Task management
- Multi-user collaboration
- User & content moderation



*With PubNub, we know that we get a quality, robust solution and a mature platform that solves all of our problems.*

**Mark Waldron**  
Senior Engineering Manager  
at Kustomer

### TRUSTED BY LEADING COMMUNICATION PLATFORM BRANDS ACROSS THE GLOBE

Over 2000 companies worldwide choose PubNub because we provide a comprehensive set of core building blocks to easily create interactive and connected experiences that are secure, scalable, and reliable. Looking to learn more about building with PubNub? [Get in touch with our team.](#)