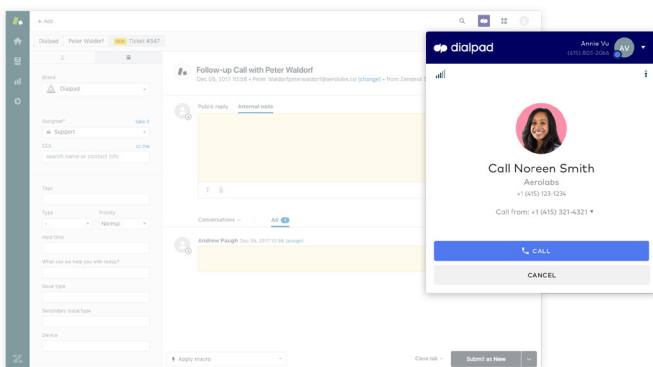


Dialpad + Zendesk

Drive higher performance with a call center built inside Zendesk

If your tools don't work together, how can you expect your agents? Drive higher agent productivity and nix distractions with a cloud based contact center built right inside Zendesk. Click to call, pull contextual customer information, and automatically generate new tickets.



CLICK. CALL. CONNECT.

With click to call, agents can stay focused on the task at hand and not switching between apps.

ALL IN ONE PLACE

Access all your customer's information in one convenient place (where your agent's already are working).

KEEP TRACK

Receive a call in Zendesk and we'll automatically generate a new ticket plus log call details.

CLICK. CALL. CONNECT.

- Click to call straight from within Zendesk
- Receive a call in Zendesk and automatically populate caller information
- Toggle between Call Center IDs or switch to DND

ALL IN ONE PLACE

- Access customer information from one central place
- Place or receive calls on mobile and have them log automatically
- Create tickets from the desktop or mobile app and push to Zendesk

KEEP TRACK

- Generate a new ticket with each inbound call your Agents receive
- Automatically log voicemails, recordings, and agent's notes to tickets
- Get the full picture of your customer's journey with Dialpad + Zendesk call details

Plans & Availability

The Zendesk integration is available on Dialpad Pro or Enterprise plan types. The integration will require a Zendesk Talk - Partner Edition license.