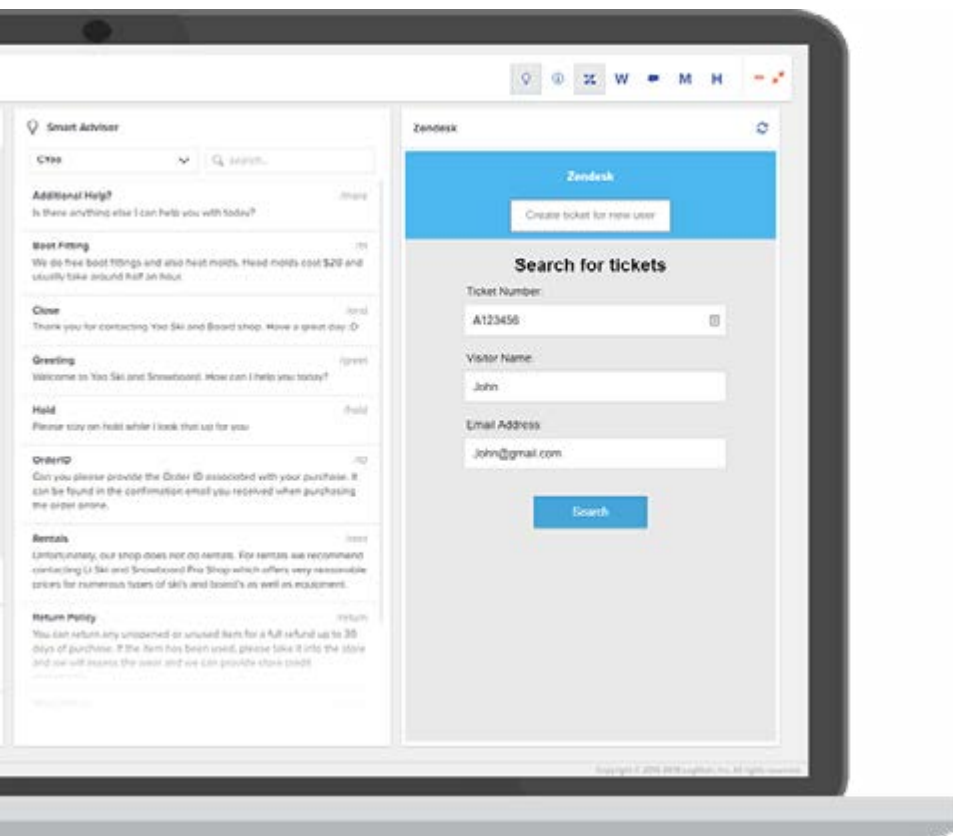


Zendesk Integration

Get more out of your existing ticketing system.

Customers get the best outcomes when agents can spend more time focusing on their problem and less time searching various systems for information.

Bold360's out-of-the-box integration with Zendesk simplifies agents' day-to-day tasks by providing them with all of the information they need to solve customers' issues quickly and efficiently. When disparate systems are integrated, agents can spend less time searching and more time solving problems.



Highlights

- Manage Zendesk tickets right in the Bold360 workspace while chatting with customers.
- Automatically link engagements with Zendesk tickets and customer records
- Increase agent efficiency by eliminating toggling between systems
- Resolve tickets faster with the help of Bold360's Smart Advisor

How does it work?

Zendesk can easily be integrated with Bold360 using the Zendesk API Settings. For more complex integrations, you can leverage Bold360's open Integration API or ask our experienced and knowledgeable Solution Consultants team for assistance.

With the Zendesk integration, you can:

- Create and edit Zendesk tickets from active or inactive engagements directly in Bold360
- Automatically attach transcripts and link engagements directly to Zendesk tickets
- Filter by Folder, Department, User Category, User Status, Custom Fields
- Search by Ticket Number, Visitor Name, Email Address
- Set up multiple integration instances when each department in your organization requires a unique Zendesk account

Increase Agent Efficiency

With Zendesk and Bold360, agents can easily manage tickets from within the Bold360 interface, eliminating the need to toggle between applications. Whether they are monitoring statuses or proactively engaging with customers, agents have all the information they need resolve customer issues in one window. Plus, by bringing Zendesk into the Bold360 workspace, agents can take advantage of assistance from our Smart Advisor, and AI-powered agent assistant working behind the scenes to serve up relevant responses instantly.

