

zendesk

Software for Better Customer Relationships

ZENDESK FOR THE CONTACT CENTRE



Bringing companies and their customers closer together

Zendesk Products allow businesses to be more reliable, flexible, and scalable. They help improve communication and make sense of massive amounts of data.

With Zendesk you can provide great customer support, scale with self-service options, and improve support operations with powerful analytics. Zendesk centralises customer data and touchpoints to make personalisation, even at high volumes, possible. The result is customer relationships that are more meaningful, personal, and productive—all at a lower cost. Above all, they work together to help turn interactions into lasting relationships. More than 94,000 companies use Zendesk to provide better customer experiences in over 150 countries and 40 different languages.



Multi-channel Support

An elegant system for dealing with inbound requests from any channel — email, web, social, phone, or chat.



Online Self-Service

An easy way for customers to help themselves & quickly find what they need without picking up the phone.



Powerful Analytics

A powerful suite of analytics and benchmark tools to measure, monitor, and improve support operations.

“Zendesk gives our support team freedom to operate in a way that best serves our customers. The platform has improved the agent experience with greater transparency, simpler workflows, and increased sense of ownership.”

— Customer Support Program Manager at Gilt Group



NINE WEST



zendesk

Contact centre management made beautifully simple

Zendesk seamlessly integrates with 30+ major telephony and contact solution providers. With Zendesk in the contact centre, companies can centralize customer data and multichannel touchpoints for elevated customer experiences, improved agent productivity, and stronger business metrics -- all from one easy to use, affordable customer service platform.

With Zendesk in your contact centre you can:

- Deliver quick, personalized and consistent service across email, web, social, phone, and chat from one agent interface, with instant screen pops that provide full customer profiles and cross-channel interaction history.
- Increase agent productivity with easy access to internal knowledge base and pre-built data integrations, as well as time-saving business rules, automations, and macros.
- Monitor and manage real time metrics that are critical to your support operations with powerful analytics, custom dashboards, and industry benchmarking tools.



Get started - sign up for a 30-day free trial.

zendesk.com/enterprise

