

talkdesk®

Talkdesk for Zendesk

The Enterprise Cloud Contact
Center Built for Zendesk



**“By automating agent tasks with Talkdesk for Zendesk,
we have decreased average wait times by 85%.”**

- MELINDA WYATT, DIRECTOR OF OPERATIONS | WEGOLOOK

Talkdesk for Zendesk pairs the power of Talkdesk with Zendesk’s leading support platform, bringing contact center functionality into Zendesk so contact centers can consistently provide top-notch service. Time-saving automations, comprehensive reporting and easy access to contextual customer information improve agent efficiency and customer satisfaction.

Automate Agent Tasks to Improve Efficiency

Pre-built and customizable automations between Talkdesk and Zendesk eliminate the need for agents to perform repetitive tasks between the two systems.

- Ensure all contact center and support data is always up-to-date
- Set up automations with a few simple clicks
- Reduce average handle time

Personalize Every Support Experience

Talkdesk for Zendesk presents customer support information to agents in real time, empowering them to personalize interactions quickly and effectively.

- Display Zendesk data in Talkdesk as soon as a call comes in
- Drill down into a customer’s Zendesk record with a single click
- Improve first-call resolution

Reduce Headaches with Easy Administration

Setting up Talkdesk for Zendesk takes minutes and everyday administration doesn’t require help from IT or technical resources.

- Get started with Talkdesk for Zendesk with a few simple clicks
- Make changes on the fly — no coding required
- Cut costs by eliminating the reliance on dedicated technical resources

Features



**Time-saving
Automations**



**Two-way
Data Sync**



**Single
Sign-on**



Screen Pops



**Ease
of Implementation**



**Work out of a
Single Interface**