

# Integrate With Zendesk

Five9 gives your contact center agents the experience they expect from Zendesk and delivers the results your customers deserve

## zendesk

Five9 seamlessly connects to Zendesk, creating a single powerful solution that enables agents to be more efficient, improve your bottomline and provide a more meaningful customer experience.

### Five9 and Zendesk Integration

#### Features

- HTML 5 adapter. No Java.
- One-click actions to view & create tickets
- Route calls to the right agent, at the right time based on agent availability
- Automatic agent notifications and configurable “screen pops” of end-user and/or ticket
- Automated ticket creation
- Clickable link to the call recording from the ticket
- Apply routing rules across all voice channels from a single administrative interface
- User-friendly telephony capabilities in a single agent desktop
- Streamlined deployment of remote agents with only a PC, high-speed connection, and USB headset
- Automated record logs of customer details and interactions
- Modern user interface, intuitive-work-flow, and advanced call controls
- New features such as missed calls, priority over preview, TCPA support, SSO, and more
- Enterprise-grade reliability for your contact center agents and operations

### Overview

The Five9® Plus Adapter for Zendesk provides all the capabilities of on-premise call center software and infrastructure, without the constraints or expense. As the largest pure cloud contact center provider, Five9 brings advanced contact center capabilities to Zendesk software. Together, they deliver inbound and outbound customer service, support, and sales, or automated blended operations to maximize employee productivity. .

### How it works

The Five9 Integration for Zendesk provides computer telephony integration (CTI) directly to the Zendesk workspace. Now you get call management and ticket handling all from one screen. Agents no longer have to switch between the Five9 Agent Application for call control and the Zendesk workspace to work tickets.

### Integration features

The Five9 and Zendesk integration empowers organizations/agents to leverage:

- Five9 Interactive Voice Response (IVR), our robust platform for providing inbound callers with self-service applications and menu-driven access to contact center agents.
- Five9 Automatic Call Distribution (ACD), an easy-to-use graphical user interface that routes callers to the best available agent based on agent skills, information about the caller, and business rules defined by the contact center.

- Five9 Predictive and Power Dialing modes so your sales and telemarketing organizations can improve productivity and revenues by reaching more contacts via outbound phone calls.

### Increased productivity

Five9 boosts agent productivity by offering up the customer’s history and the dialer as an integrated experience within Zendesk. No switching between applications and no fumbling around with the phone. Agents get a complete picture of each customer before they even get on the phone, so the agent can better understand the customer’s needs and provide efficient and more meaningful customer service.

### Maximize every contact

Better customer service starts with better communication. The integration of Zendesk with the industry-leading Five9 cloud contact center technology creates a powerful, flexible customer service platform. Together, Zendesk and Five9 allow you to easily maximize every customer interaction. By combining both technologies, organizations can provide the kind of customer experience that sets them apart from competitors while lowering costs and increasing efficiency.

## Five9 Technology

### Features

- Cloud-based virtual contact center with enterprise-grade reliability
- No Java. Built on HTML5, RESTful APIs
- Automatic call distribution (ACD)
- Computer telephony integration (CTI)
- Integrated Voice Response (IVR)
- Customer interaction “screen-pop” notification and user / ticket matching
- Inbound, outbound, and blended voice capability
- Routing and assignment of interactions to best available agent
- Predictive, power, and preview dialing
- Rich administration and supervisor tools
- Call recording
- Visual voicemail capabilities
- Real-time quality monitoring

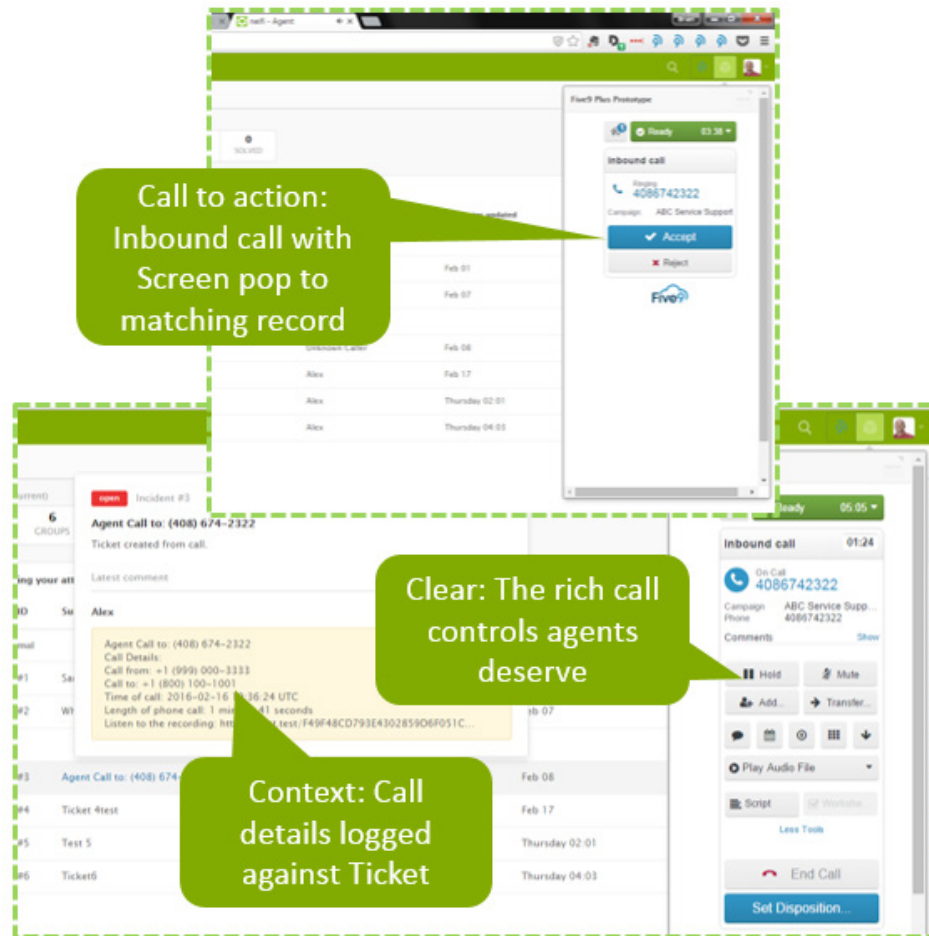


Figure 1: Seamless and simple handling of an inbound call all in the Zendesk desktop.

### A perfect fit

Organizations that choose Zendesk are serious about creating productive customer relationships. That makes the industry-leading Five9 contact center software the perfect complement to the Zendesk platform. Agents enjoy an integrated dialer embedded into their familiar workspace, so no additional training is needed. Solve customer issues quickly and offer relevant information at the right time by empowering your agents with the Five9 Integration for Zendesk.

To learn more, give us a call at **1.800.553.8159** and we'll schedule an in-depth demo just for you.

