

Zendesk Integration Highlights



- Create Zendesk tickets instantly from within the Bold360 Workspace.
- Search existing tickets to pull up relevant information while chatting.
- Update fields in your tickets directly within Bold360.
- Link an existing ticket to the current conversation.
- Automatically attach transcripts to Zendesk tickets.

Customer engagement is seamless when agents focus exclusively on the customer and not the myriad of systems needed to access information. The simpler, the better.

Connect Disparate Systems

Our Zendesk integration simplifies the agent's workflow by providing agents with the necessary information to effectively communicate with customers from Bold360's easy-to-use interface. By connecting these systems together agents can find information quickly, update ticket statuses, and serve customers more effectively.

With the Zendesk integration, you can:

- Create and edit Zendesk tickets from active or inactive chats
- Link chats directly to Zendesk tickets
- Look up customer information automatically via pre-chat forms or by manual search
- Write information to Zendesk by editing tickets and automatically linking chats with tickets/customer records
- Filter by Folder, Department, User Category, User Status, Custom Fields
- Search by Ticket Number, Visitor Name, Email Address

Increase Agent Efficiency

With Zendesk and Bold360, agents can easily monitor tickets from within the Bold360 interface thereby eliminating the need to toggle between applications – saving costly time. Through one application, agents see all the information they need to be effective, whether they are monitoring statuses or proactively engaging customers.

More efficient agents deliver better results by serving more customers effectively – increasing customer satisfaction and building loyalty.

How Does It Work?

Zendesk can be easily implemented with Bold360 by using your Zendesk API Settings.

For more complex integrations you can leverage Bold360's open Integration API or ask our experienced and knowledgeable Solution Consultant Team for assistance.

[FOR MORE INFORMATION, VISIT BOLD360.COM](https://www.bold360.com)