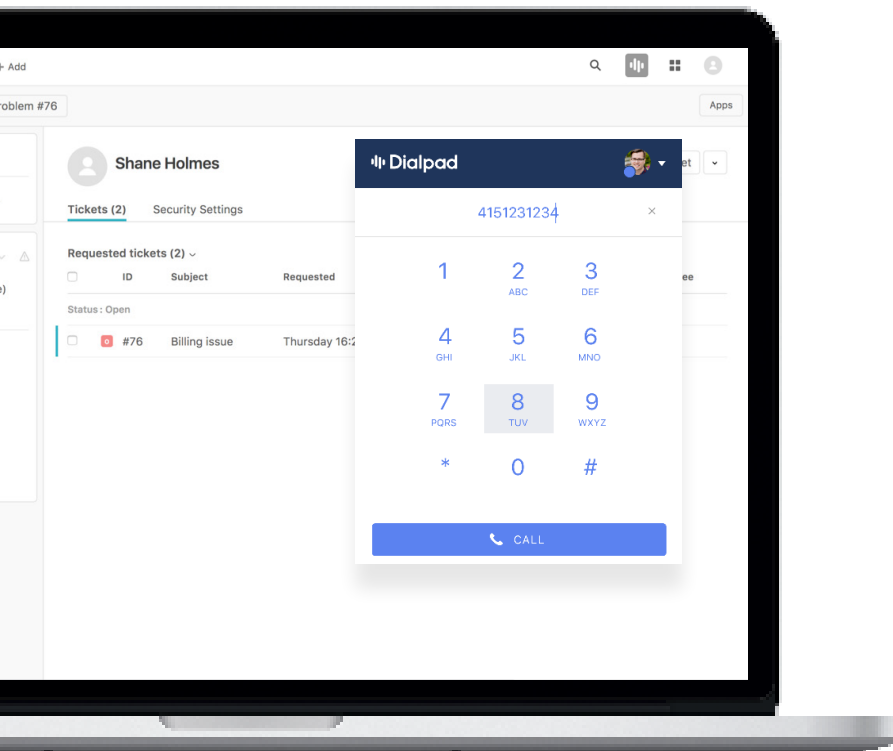# CONNECTED CUSTOMER SERVICE WITH DIALPAD + ZENDESK

Connect everyone. Work anywhere

Empower your employees with seamless customer communication from anywhere and everyone becomes a service agent. Dialpad + Zendesk have re-invented customer service workflows, creating a modern customer service experience that operates from anywhere.

TOTAL INTEGRATION
Dialpad now comes added in the Zendesk CTI, your phone is included as part of the modern customer service platform.

**PHONE AND CUSTOMER SUPPORT TOGETHER**
Create, view, update tickets and call your customers seamlessly through the Zendesk app.

TECHNOLOGY POWERED SERVICE
Leverage Dialpad's intelligence, productivity, and collaboration to service customers better.

OPTIMIZE PRODUCTIVITY
Create smart workflows that delight customers, save employees time and cure IT headaches.
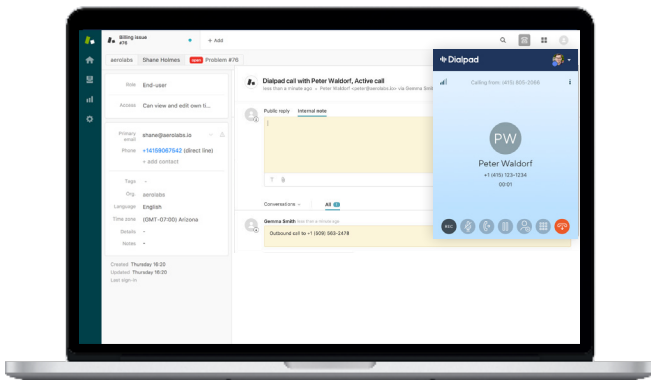
MODERN CUSTOMER EXPERIENCE

- Incoming calls now come with caller context for speedy solutions

- No need for customers to remember reference numbers or repeat details

- Entire customer service platform including your phone lives in either your Dialpad sidebar or Zendesk CTI

SERVICE FROM ANYWHERE

- Solve problems faster by creating, viewing, updating and solving Zendesk tickets without leaving the app

- Get instant access to customer information inside the Dialpad or Zendesk applications

- Admins can customize Zendesk permissions for teams and roles across the organization
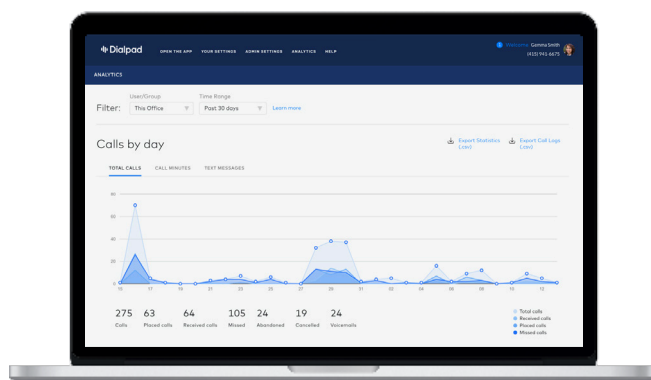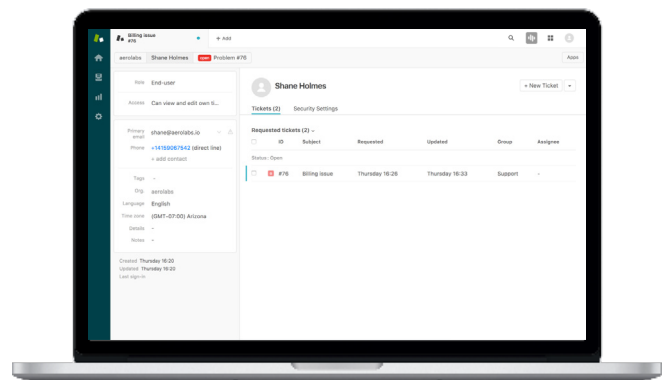
OPTIMIZED ADMINISTRATION PLATFORM

- Deep dive into performance metrics with advanced call analytics

- Easily customize call routing for your business needs

- Connect Zendesk and Dialpad in seconds

Why Dialpad + Zendesk?

BUSINESS DRIVERS

- Modernized customer experience

- Close more tickets faster

- Decrease IT admin costs & time

- Enable connected mobile staff

- Deliver a future-proof system

- Securely service your customers from anywhere

SOLUTION PRIORITIES

- Dialpad now lives inside your support platform

- Get full customer context with every incoming call- no reference number needed

- Create, open, update, follow-up and close tickets within one application

- Eliminate siloed, inaccessible data

- Analyze call volumes and agent performance with advanced metrics

Join over 50,000 forward-thinking companies who choose Dialpad

"Our appetite is to be a technology company, to be a leader, to be an innovator. And to do that, you have to build for the future" — Greg Meyers, CIO, Motorola Solutions

Pricing and Availability

Dialpad for Zendesk is available on the App Marketplace to users with our Pro and Enterprise plans. A Zendesk plan with API access is required. Speak to your account executive for details.

GET STARTED

Ready to experience Dialpad and Zendesk? Get in touch with a Dialpad expert to learn more.

Email us: sales@dialpad.com
Call us: 1-855-DIALPAD