Integration with Zendesk
from Interactive Intelligence®

Improve the customer experience and agent productivity by combining the power of Interactive Intelligence and the simplicity of Zendesk.

The Interactive Intelligence Customer Interaction Center (CIC) integration with Zendesk partners a comprehensive contact center solution with an easy-to-use service platform to create a simple and powerful way to deliver remarkable customer experiences.

Increase first call resolution rates.

Information from the CIC interactive voice response (IVR) system identifies and routes a customer to the agent best able to assist them.

A Zendesk screen pop then automatically provides customer information and recent ticket history for faster first-call resolution.

Improve the customer experience.

Zendesk screen pops automatically populate with customer information – which means agents ask fewer questions and resolve customers issues faster.

Get simple integration.

Count on integration written and maintained by Interactive Intelligence to eliminate the need for third-party middleware and reduce deployment cost and complexity.

Key features

Data retrieval options
- Retrieve end-user by phone number
- Retrieve organization by organization ID, organization end-user ID, or organization end-user phone number
- Retrieve most recent ticket by end-user ID
- Retrieve ticket by ticket ID

Configurable screen pop
- On alert
- On connect
- Pop end-user record
- Pop ticket record

Key benefits

Enhanced customer experience
- Faster response times and first-call resolution
- More precise, informed, and personalized agent responses
- Consistent experience across media channels

Greater sales and service efficiency
- Screen pop speeds agent responsiveness
- One screen to view multiple integrated data sources
- Access to prior customer interaction history
- Fewer duplicate tasks

Ease and flexibility of deployment
- Minimal effort to implement and maintain
- No agent desktop install required
- Agents can be anywhere
- Built, maintained, and supported by Interactive Intelligence – no middle-ware vendors
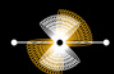
INTERACTIVE INTELLIGENCE®

Increase efficiency. Add ticket management to apply business rules and automation and decrease repetitive tasks. Zendesk's Help Center facilitates ticket deflections and enables customers to self-serve.

Deploy quickly and easily. Integration requires minimal IT resources to implement and maintain.

Software prerequisites

- Interactive Intelligence Customer Interaction Center® (CIC) 4.0 SU4 or later
- Interaction Client .NET Edition or Interaction Client Web Edition
- Interactive Intelligence® Bridge Server
- Zendesk Data Operations Bridge Plug-In
- Zendesk Screen Pop Bridge Plug-In

Client login support

- Support remote workers as well as those in an office.
  - Workstation
  - Remote workstation
  - Remote number
  - SIP soft phone
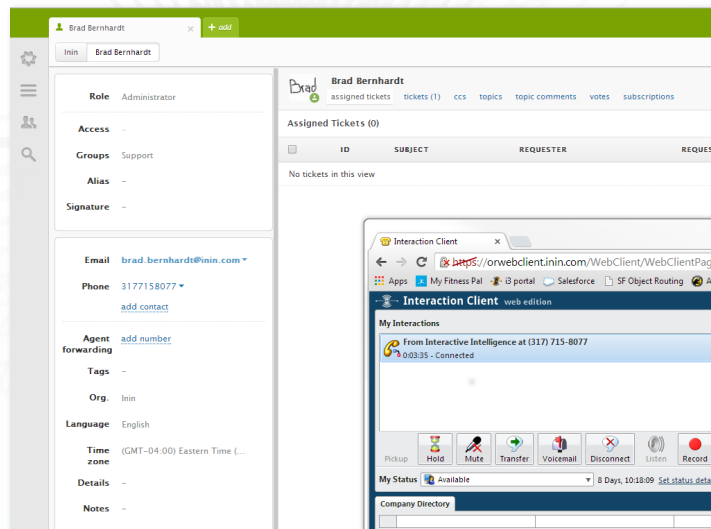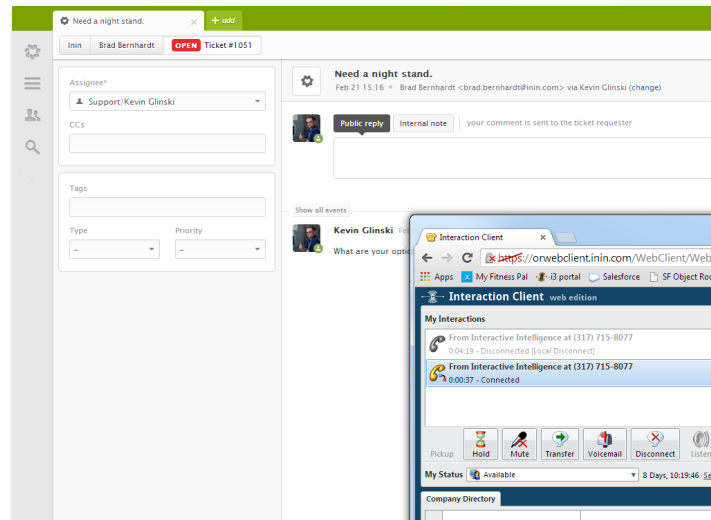
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