

KAKAPO

SYSTEMS

ZENDESK INTEGRATION

Unity Application Suite | Unity completely unifies all customer contact, including calls, emails and web chats at a user level within Zendesk

COLLATE YOUR CONTACTS WITH UNITY AND ZENDESK

Unity seamlessly integrates with Zendesk to facilitate contact lookup and 'popping' for inbound and outbound calls, searching for CRM contacts within Unity and click-to-dial both from within Unity and the CRM platform.

Unity CRM Connector will pop the record in Zendesk, either automatically or when the user clicks the call notification. Outbound calls can be made from within Zendesk direct, or through Unity Contact Search.

ZENDESK INTEGRATION

Identify incoming Zendesk calls

File Messaging Tools Help

My Statistics

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Web Chats Received	Chats Answered	Chats Missed	Total Calls	Answered Calls	Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time	Web Chats Received	Web Chats Missed	Web Chats Queued	Callback s Received	s Answered
Bolts Sales	0	0	0	00:00	00:00	0	0	0	4	0	4	1	00:11	00:00	00:00	0	0	0	0	0
Kakapo Systems	-	-	-	-	-	1	1	0	-	-	-	0	-	-	-	1	0	0	0	0
Nuts Sales	0	0	0	00:00	00:00	-	-	-	0	0	0	0	00:00	00:00	00:00	-	-	-	-	-
	0	0	0	00:00:00	00:00	1	1	0	4	0	4	1	00:11	00:00	00:00	1	0	0	0	0

Activity From To Duration Status

Call Natalie Maines (Agile CRM Contact) Kakapo Systems 08:39 Reserved

Call Jaik George (Agile CRM Contact) Bolts Sales 00:11 Queued at position 1

Contacts Activity Logs Abandoned Calls Voicemail

Search

Name Phone

George Harrison 02033456789

George Orwell (Agile CRM Contact) 0790774566

George Orwell

Jaik George

Shan George

Call number

Send email

Show CRM contact

Copy number

Answer call

Promote call

Transfer

Show agent activity

Reset column widths

Show gridlines

My status: available in office

Search Zendesk within Unity

Open Zendesk user

Prioritise Zendesk users in queue

Identify incoming Zendesk calls

Andrew Doe

Johnson LLC

Role End-user

Access Tickets requested by user

Primary email andrew@johnsonllc.com

Phone +18566778

+ add contact

Tags zendesk

Org. Johnson LLC

Language English

Time zone (GMT-07:00) Pacific Time (US ...

Details -

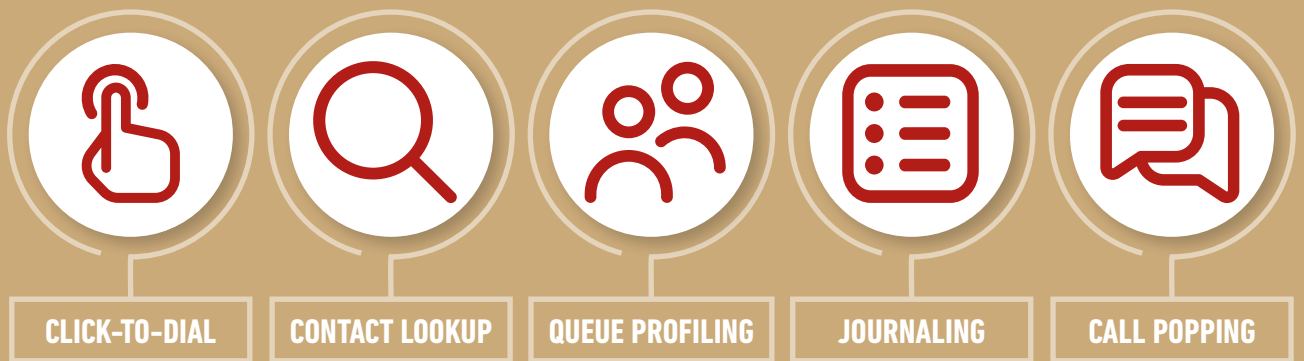
Notes -

Tickets (2000)

Requested tickets (2000)

ID	Subject	Requested	Updated
#2140	Incoming Call	Apr 15,	Sep 03,
#1956	Incoming Call	Mar 28,	Sep 03,
#2176	Incoming Call	Apr 15,	Sep 03,
#2175	Incoming Call	Apr 15,	Sep 03,
#2173	Incoming Call	Apr 15,	Sep 03,
#2169	Incoming Call	Apr 15,	Sep 03,

Automatic call logging



CONTACT SEARCH

Perform a contact search and Unity will not only check all directories, but it will also dynamically search your Dynamics contacts.

AUTOMATIC CALL POP

The user can easily view the contact in Zendesk and Unity can also be configured to automatically pop the CRM on answer.

ADD CALL LOG ENTRY

Easily configure Unity to automatically add a call log entry for any calls. Users can then add further notes manually, which will then be stored in Zendesk.

PRESENCE

Set your presence to alert colleagues to your current availability. Predefine routing, such as diverting calls to your mobile if you are out of the office.

“DO IT ONCE AND
GET IT RIGHT
FIRST TIME. UNITY’S
ZENDESK INTEGRATION
COMPLETELY UNIFIES
ALL CUSTOMER CONTACT,
INCLUDING CALLS, EMAILS
AND CHATS AT A USER LEVEL
WITHIN ZENDESK.”



Do it once and get it right first time. Unity's Zendesk integration completely unifies all customer contact, including calls, emails and chats at a user level within Zendesk.

All calls are journaled within Zendesk, including the direction of the call, with the option to edit the task log and leave the call log open or closed. Zendesk can be polled directly from Unity Search, combining all Outlook, group, personal and Zendesk contact numbers in one place.

PRIORITIZING QUEUED CALLS

- Prioritize contacts in queue
- Transfer Zendesk users to VIP queue
- Intelligently manage important calls



CLICK-TO-DIAL

- Click-to-dial from within Zendesk
- Turn web chats into calls instantly
- Flexibility for ad-hoc dialling



MULTI-CHANNEL INTEGRATION

- Web chat and email profiling
- View previous CC conversations
- Screen popping on all media



AUTOMATIC CALL JOURNALING

- Log all calls, web chats and emails
- Manually edit automatic log entries
- View full transcripts in Zendesk





ABOUT KAKAPO SYSTEMS

At Kakapo Systems, we are software solutions providers developing apps that enhance call and contact center offerings for the Cisco® BroadSoft® platform.

Our solutions are built for small to medium businesses, with an ethos that puts genuine human connection and intuitive, feature-rich, yet accessible applications at the forefront of our design decisions.

We are an international company, with offices in London and India, supporting clients all over the world.

NEXT STEPS

To request a free trial or demo of **Zendesk Integration**:



Visit www.kakaposystems.com



Contact tellmemore@kakaposystems.com

FIND US ON





KAKAPO

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T +44 (0)207 084 6845

E tellmemore@kakaposystems.com

W www.kakaposystems.com

International House | 36-38 Cornhill | London | EC3V 3NG

FIND US ON

