

Office@Hand for Zendesk®



Enhance your customer service experience, improve workflow and increase productivity with seamless integration between the Office@Hand cloud phone system and Zendesk.

With Office@Hand for Zendesk, you make or receive calls through the Office@Hand phone system, directly from your account within Zendesk, without the need for software.

Office@Hand for Zendesk is available for Premium and Enterprise customers.

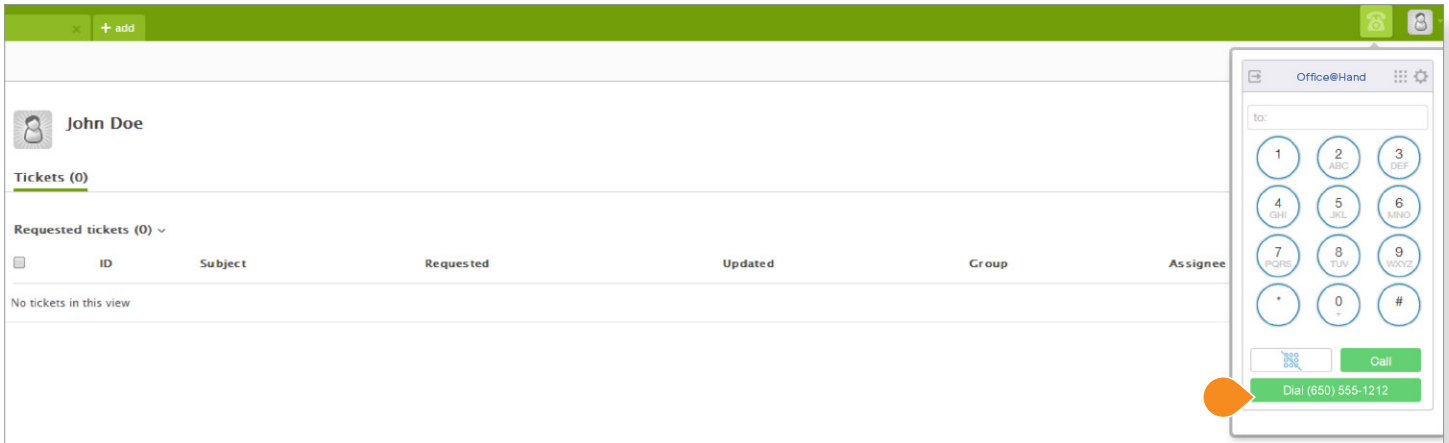
Features & benefits

- Make and receive calls through the Office@hand phone system, directly from your account within Zendesk.
- Work right in your favorite browser on Windows® and Mac®; no software required.
- Eliminate misdials with easy click-to dial buttons for contacts in your Zendesk account.
- Incoming calls trigger instant pop-ups, displaying matching customer records, so you're ready to provide insightful customer service.
- Tickets are created automatically when a call arrives for service efficiency.

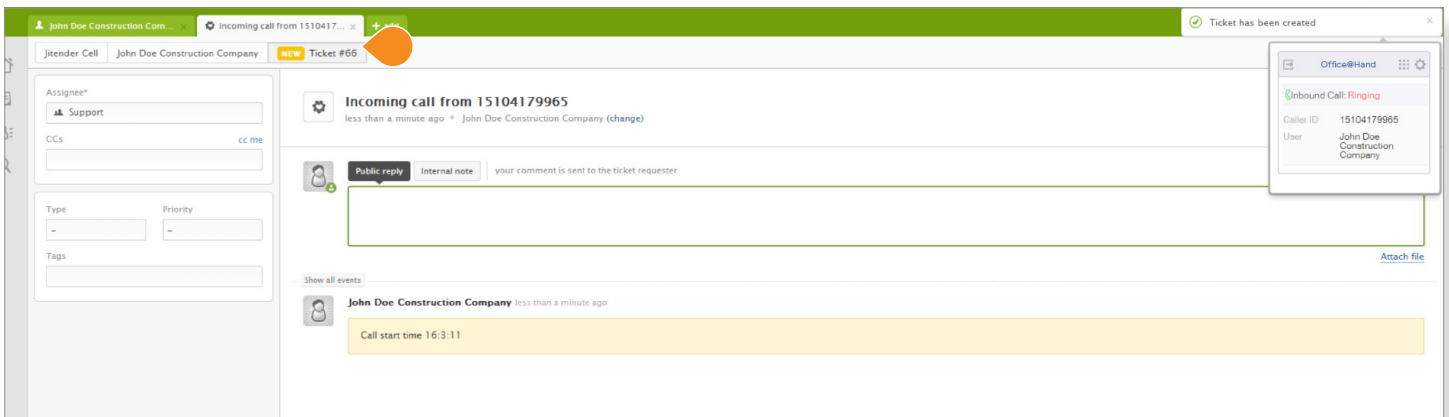
How it works

Once Office@Hand for Zendesk has been activated, it will appear inside your Zendesk account. When you select an end user in Zendesk, Office@Hand for Zendesk automatically loads the phone number to the Dial button. That means you will be able to call an end user from within Zendesk simply by clicking the Dial button – saving time per dial and eliminating misdials.

It will deliver the call to any Office@Hand endpoint you choose – a desk phone, softphone, or mobile app.



When an incoming call is received, you are notified by Office@Hand for Zendesk. A matching end user and a new ticket for that end user automatically pops up in a new tab. Once the phone is answered, the call timer will start and you can easily take notes on your conversation.



System requirements

Supported browsers: Internet Explorer 10 + (Windows), Firefox 25 + (Windows, Mac), Chrome 30 + (Windows, Mac), Safari 6.0.5+ (Mac)

