

INTEGRATE ZENDESK WITH CALLTRACKINGMETRICS

Service teams all over the world are using Zendesk to manage their customer interactions. Now, you can streamline and enhance your communications by syncing your Zendesk account with CallTrackingMetrics.



Automatically sync Zendesk contacts with your contacts in CallTrackingMetrics, and view their Zendesk ticket history inside the call log



Create new tickets in Zendesk directly from the CallTrackingMetrics call log, complete with a custom subject and description



Easily search through Zendesk tickets from within the CallTrackingMetrics platform, using custom search criteria



Map your CallTrackingMetrics agents and fields to matching criteria inside Zendesk, allowing for real-time updates across both platforms



If you have specialized support team members, you can set up FormReactors to allow clients to send Zendesk tickets directly to that person. For example, a form that instantly submits name change tickets to the agent who is assigned to that particular department.

Your customer service agents can quickly search for and generate new tickets based on their phone calls directly from the CTM call log, while their memory of the issue is fresh. They can even log the recording of their call in Zendesk as part of the ticket.

The Zendesk integration is available to users of our Contact Center plan. It requires an existing account with Zendesk, which may have associated fees.