zendesk

Streamline tasks. Save time. Increase productivity.

With Flex for Zendesk you can improve your employees efficiency by integrating Flex services directly into Zendesk. Allow your agents to focus on the conversation instead of switching back-and-forth between tools. Get the information and functionalities you need inside Zendesk, while saving valuable time and minimizing distractions.

Key benefits

Delight your customers

Flex for Zendesk displays essential customer information before an interaction even begins, enabling a personalised and well-informed customer interaction.

Empower your agents

Flex for Zendesk removes most of the mundane and error prone manual data entry required to keep data consistent offering a more efficient work day with less frustration.

Streamline your work

With Flex for Zendesk, agents no longer need to switch between applications during an interaction, saving time but also maintaining their focus on what matters the most: your customer.

Key features
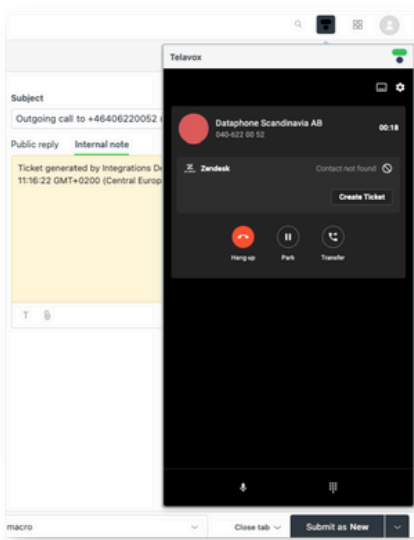
Embedded softphone

Get the whole Flex web app embedded in your Ticketing system with complete softphone capabilities such as receiving, placing and transferring calls (incl. click-to-dial), muting and putting the caller on hold.

One-click creation

Create a new contact, ticket or account for a previously unknown caller with one click inside the call modal and log activities during the call.

Contact lookup & history

For both incoming and outgoing calls, Flex looks up the number and fetches all relevant contact information from your Ticketing system in a pop-up. View the contact's call and ticket history, listen to recorded calls and voicemails, as well as navigate to the contact card with a single click. You can also place a call directly from the contact card.

Easy queue management

Manage availability and queue membership. View live queue statistics, monitor current queue calls and view queue call history.

ÅLCOM
Flex