



**BECLLOUD**  
Solutions for innovation



# Zendesk CTI Integration



## Call Center Software

We developed a **100% Cloud Customer Engagement solution** to enable simultaneous interaction with all your customers on every contact channel. Using a **single web widget**, agents will be able to handle all interactions and have available all customer information on a single web page, providing a swift experience and improving Customer Experience and daily operations in handling processes. You will be able to keep track of your customer's journey, switching from one contact channel to another, so that **you will always have all the information and statistics of your customers**. Provide your customers with an omnichannel contact center platform and stay up to date with them through Voice, Email, Chat, Social messaging, **WhatsApp, Microsoft Teams** and more.

## All-in-one solution

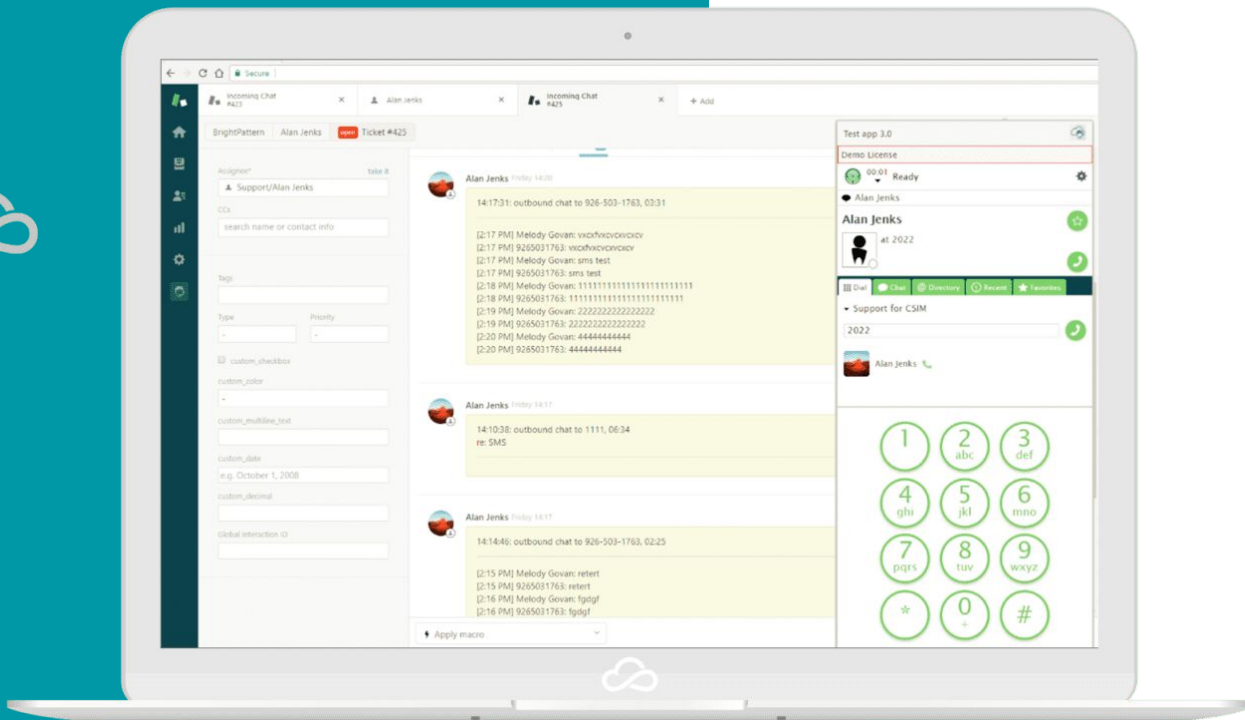
Use the advanced BeInContact solution integrated with Zendesk to develop the communication strategy that best suits your company. The BeInContact solution offers a powerful routing engine with all contact channels unified, fully integrated with Zendesk objects and processes.

In this way, Zendesk agents are able, using the BeInContact CTI Contact Center widget, to manage all the configured contact channels in a single user interface; Integration with Zendesk allows operators to have all customer information on screen, thus optimizing and simplifying daily operations.



# BE IN CONTACT

CTI Zendesk integration







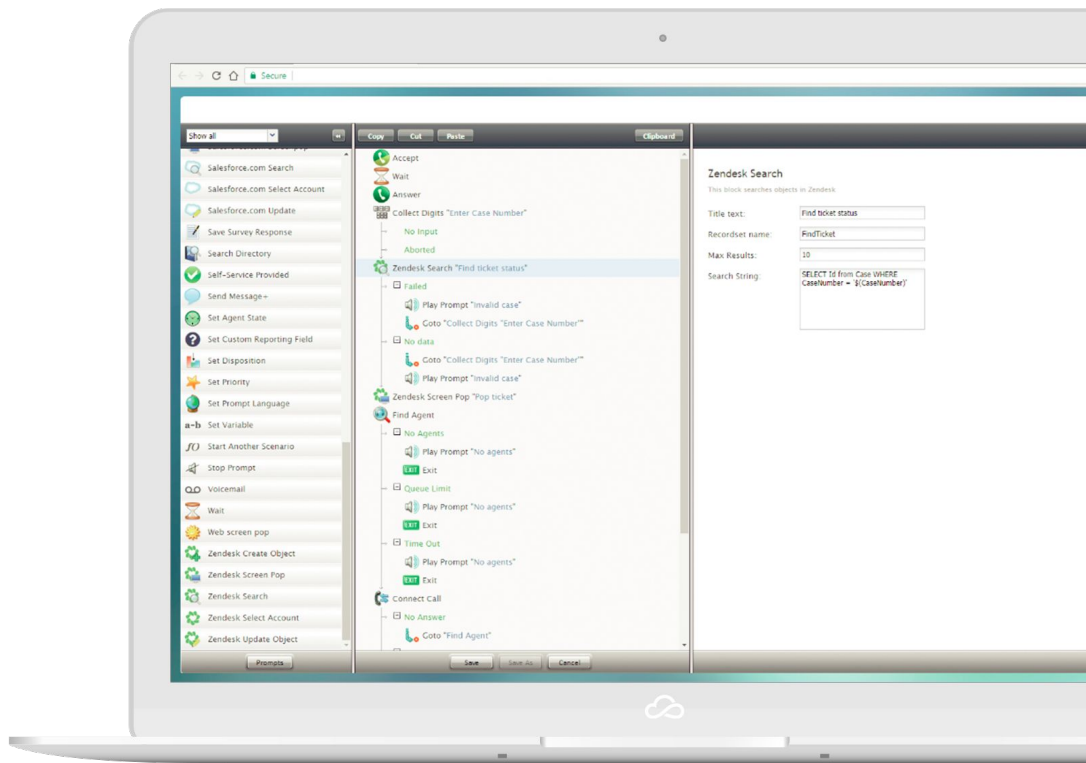


## How the integration works?

Be360° is a **Cloud Integration Platform – iPaaS (Integration Platform as a Service)** that allows you to integrate different applications and the interaction, on each channel, it is managed on a single interface in order to optimize the operations of the agents.

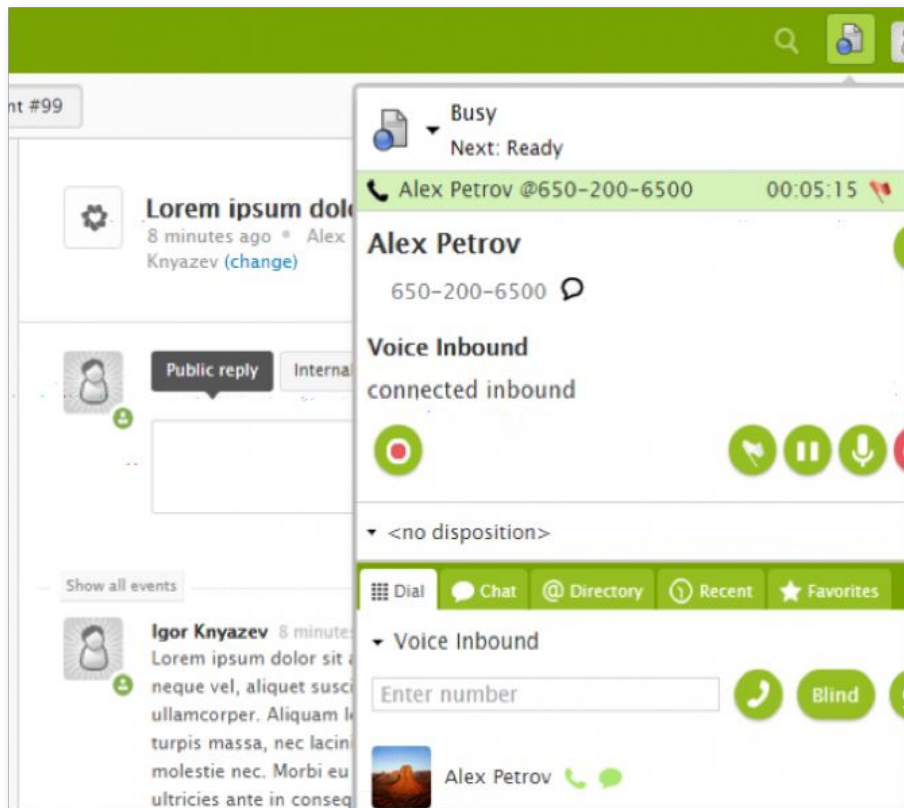
Implements the **CTI Phone bar** within the Zendesk layout to manage communications on all contact channels, also allowing the operator to manage incoming interactions accompanied by all the information recorded within the CRM, optimizing the management of the contact and information sharing.

-  **BROWSER:** Google Chrome, Firefox, Edge or Safari
-  **PHONE:** Softphone embedded to the platform, WebRTC, IP softphone or external phone on PSTN line
-  **CHAT:** Web Chat, SMS, **WhatsApp Business**, **Microsoft Teams**, **Social**
-  **SINGLE SIGN ON:** Login to BeInContact in one-single-step





## How the integration works?



### IDENTIFICATION AND SCREENPOP

Identify the caller on variables such as phone number, incidents, fields and prioritize them based on their data

### SELF-SERVICE & AUTOMATION

Create automatic Tickets for after hour or voicemail calls, read, update or delete cases following a call or chat interaction

### AUTOMATIC SYNCHRONIZATION OF LISTS

Profile the lists in Zendesk to configure a campaign and filter the fields, automatically importing the contents into BelnContact

### PREDICTIVE, PROGRESSIVE OR PREVIEW DIALER

It uses different automatic dialing methods according to business needs

### UNIFIED SUPERVISION

See operator status and monitor calls in real-time

### SINGLE SIGN ON


Automatically log into BelnContact after logging into Zendesk


# Thank you!



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