ULTATEL

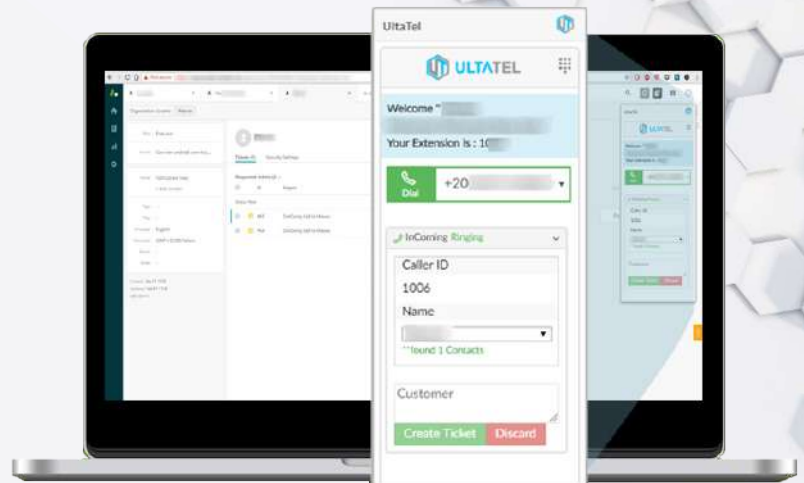## zendesk INTEGRATION

Enhance your Zendesk experience with seamless integration between your ULTATEL cloud phone system and your Zendesk platform, improving workflow and increasing productivity.

With ULTATEL activated on your Zendesk account, you can place calls by simply clicking on contact or account records. Your incoming calls trigger a notification panel with the caller's account information. And you can attach call notes and accurately track call duration on specific contact records.
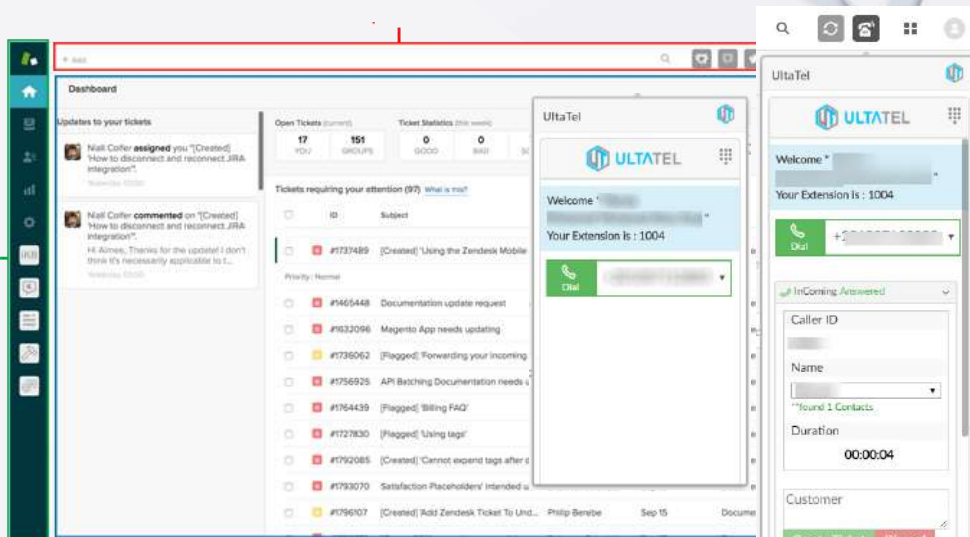
Features

- Complete cloud-based app: no software to install.

- Access from anywhere on both Windows and Mac using any popular browser.

- Easy click-to-dial from within Zendesk by clicking on any contact, saving time and improving call efficiency.

- Instant screen notification panel with caller's account records automatically displayed on incoming & outgoing call.

- Multiple-browser tabs enabling multiple interactions across multiple tabs.

- Real-time call logs saved to corresponding Zendesk record with accurate call duration.

- New records—accounts, contacts, leads—can be easily created while on a call.

ULTATEL

How It Works

Once ULTATEL has been activated, it will appear inside your Zendesk's account. That means you will be able to call leads and customers from within the platform, using the dial pad or simply clicking the contact phone icon to dial out—saving time per dial and eliminating misdials.

Your ULTATEL system rings one of your devices based on your assigned routing rules, so you can answer the call while using Zendesk.

Benefits

Consolidate Knowledge
Store the phone calls and share these records across the company.

Increase Quality
Provide each client with the contact they require, fix missed calls to follow up with every caller.
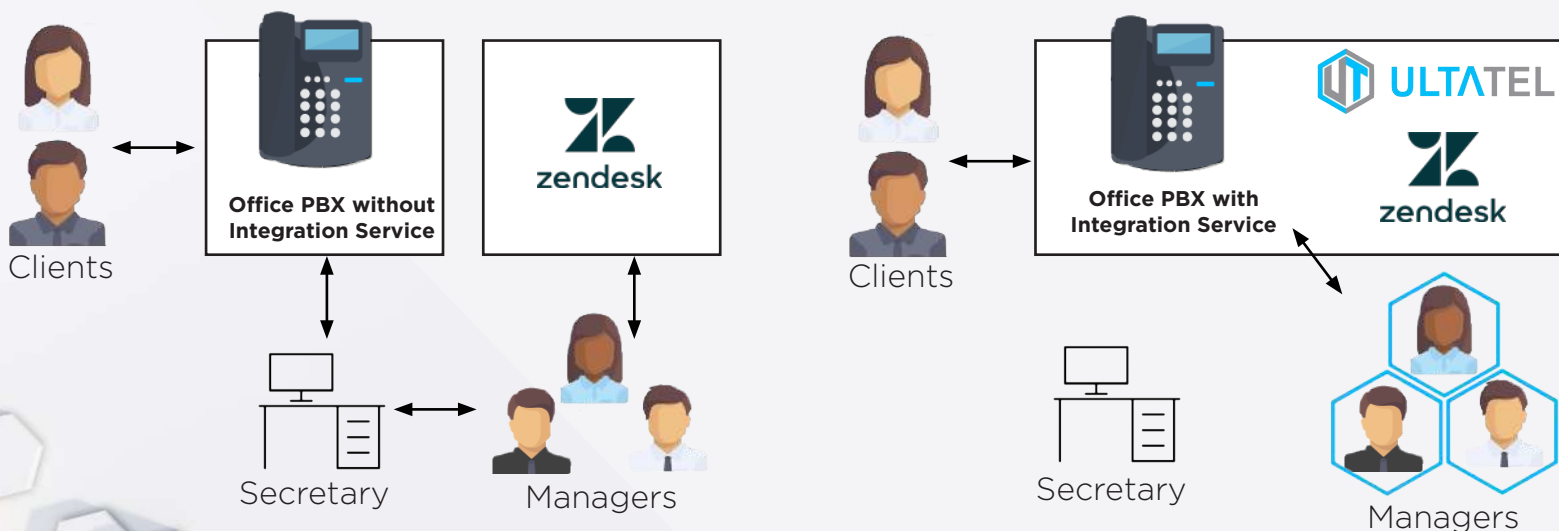
Cut Costs
Automate the forwarding of incoming calls. Let your sales specialists focus on more important tasks.

Shorten Sales Cycles
Make your business more productive by providing the agent handling the call with useful information.

PBX Integration

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zendesk
Secretary
Managers

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Office PBX with Integration Service
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