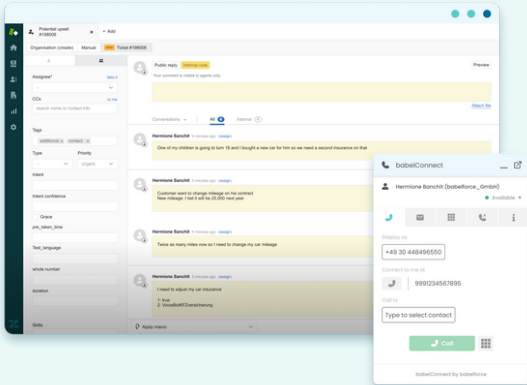




ZENDESK TELEPHONY

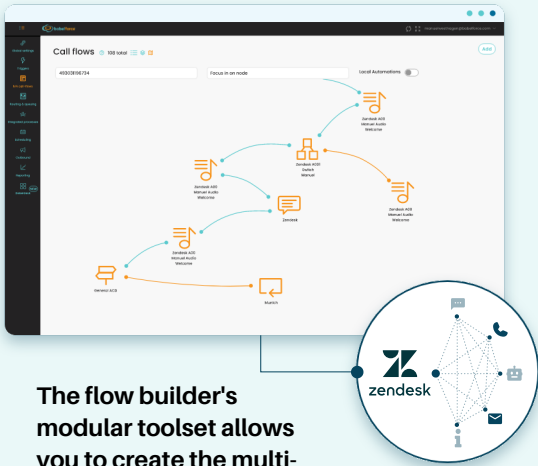
Integrated ticketing and call handling

babelConnect



Your agents can handle calls, see caller information and trigger actions such as call transfers without leaving Zendesk.

Call flow builder



The flow builder's modular toolset allows you to create the multi-channel workflows your contact center needs.

WHY INTEGRATE TELEPHONY?




Modern customers expect a true omnichannel experience, and by connecting your contact center channels you benefit both customer and agent. babelforce's Zendesk integration takes 60 seconds to connect and brings siloed data together to deliver a seamless customer journey.

The babelManager app's versatile automation builder links telephony and ticketing to your other systems. This allows you to build intelligent workflows that free your agents from repetitive tasks and automatically serve them the information they need to resolve their calls more easily.

INTEGRATE, AUTOMATE, SUCCEED.

- One-click calls from within Zendesk**
The babelConnect app allows agents to handle calls from within Zendesk, eliminating the wasted time of swapping between systems to search for information.
- Customer recognition and call whisper**
babelforce compares caller details with Zendesk data. If a match is found, an automatic audio whisper can inform the agent of key details about the caller (such as their language).
- Omnichannel context visible in Zendesk**
babelforce pulls intent data from every channel the caller has interacted with and displays it in Zendesk. Voicemails and call/caller details can be automatically saved to tickets.
- Flexible integration for true omnichannel routing**
Create your ideal contact center workflows without replacing existing systems. babelforce call flows integrate with the logic you have in Zendesk for true omnichannel call routing.

WHY WORK WITH BABELFORCE?

-  **Deploy over 70 languages out of the box**
-  **Go live in under 8 weeks**
-  **Design, test and implement your ideal workflows**
-  **Automate up to 90% of repeated tasks**



Easy for customers
Easy for agents
Easy for you

babelforce.com

