# INTERMEDIA® CONTACT CENTER

Intermedia™ Contact Center for Zendesk™

zendesk

INTEGRATE INTERMEDIA CONTACT CENTER WITH ZENDESK TO DRIVE BETTER CUSTOMER SATISFACTION.

Features:

- **Log call details:** Easily annotate and capture key details from a call; save the call outcome/classification to the customer's account.

- **Screen pops:** Pull up existing customer account record from incoming calls.

- **Record calls:** Capture audio and screen recordings of interactions with customers and automatically store them in their account record within Zendesk.

- **Case lookups:** Access ticket status for clients or build a call flow that lets them self-serve.

- **Prioritize inquiries:** For customers with open cases, you can sort incoming inquiries into queues based on the status of their ticket.
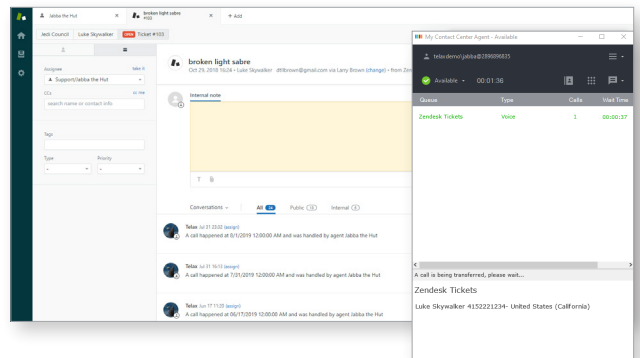
Benefits:

Improve customer journey:
Access relevant customer data at the right time to deliver a more personalized experience to each customer.

Increase productivity:
Embed Contact Center functionalities into everyday business applications to streamline workflows and maximize agent efficiency.

Easy to use:
Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Intermedia Contact Center for Zendesk is available for Intermedia Contact Center Pro and Elite plans.

Contact us to learn more:
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intermedia.net

INTERMEDIA®