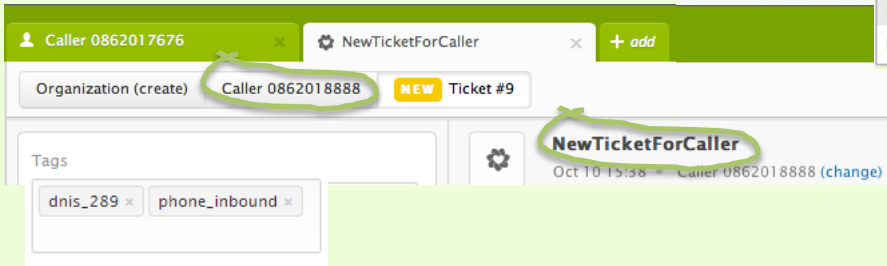
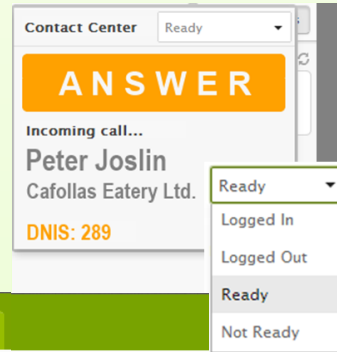


Zendesk & Cisco Finesse integration....powered by CT Solutions

CT Eazipopper is the result of a collaboration between Zendesk, Cisco and CT Solutions. This is an “out-of-the-box” offering that integrates Zendesk with Cisco Contact Center. This means that there is no special integration work or customization that needs to be done, for it to work at your site.

CT Eazipopper provides the following features:

- Auto display the callers profile, and any open ticket(s)
- Auto-create new Zendesk ticket, if none open for caller
- AgentID synchronization between Cisco and Zendesk
- Call answer / hangup buttons
- Agent login / logout
- Agent Ready / Not Ready / Not Ready Reasons
- Just ONE click to dial the ticket requester.
- Enhanced Zendesk reporting of ticket channel.
- Tag tickets with DNIS and source.
- IVR data can be used for search, form selection or tags



PHONE NUMBER FORMATS

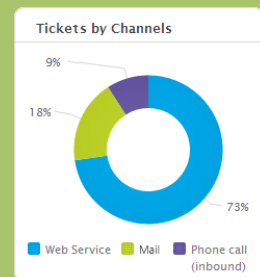
CT Eazipopper is specially designed to allow you use any phone number format. This includes mixing internal, local, national and international formats and even appending extension number. Eazipopper converts them all to E164 internally for fast and accurate screen pop.

PHONE CALL REPORTING

Tickets created as a result of inbound calls are marked by CT Eazipopper. This means you can use Zendesk Reporting to see how your tickets are sourced by channel

COMPATIBILITY

- Cisco Finesse with any Cisco Contact Center
- Zendesk agent interface (not classic)



For more information: www.ct-solutions.com/zendesk

Zendesk & Cisco Finesse integration ...powered by CT Solutions

This screen snap shows how a Customer interaction can easily flow from phone calls to chat, email and back to phone call. This screen was popped to the Agent receiving the final phone Call on the ticket.

Note the ticket has been tagged as “phone inbound”, and with the DNIS. This happened when the ticket was auto-created from the first phone call. Tagging facilitates detailed reporting.

IVR Integration Example

Pop Zendesk user based on customer ID entered in IVR, pop the correct Zendesk form for the department chosen in IVR, and add a ticket tag based on IVR choices.

CT EaziPopper has embedded call control features such as Call answer, Call Release as well as Agent features like Ready / Not Ready / Not Ready Reasons

The screenshot shows a Zendesk ticket interface. At the top, there's a header with the ticket title 'Cannot access ADMIN Screen' and a status 'OPEN Problem #92'. Below this, there are tabs for 'Bright Outlook' and 'Ozzy Outlook'. The main content area is divided into several sections: 'Assignee*' (Tech Support (DNIS 289)), 'CCs' (empty), 'Type' (Problem) and 'Priority' (Normal) dropdowns, and 'Tags' (dnis_289, phone_inbound). On the right side, there's a chat window with a 'Public reply' button and a text input field. Below the chat, there's a list of events: 'Padraig McTiernan 5 minutes ago' (Ozzy Outlook has joined the room, chat messages), 'Padraig McTiernan 23 minutes ago' (Please try again and connect with an agent on chat..), and 'Ozzy Outlook 24 minutes ago' (Incoming phone call to DNIS 289).

This screenshot is similar to the one above but includes a 'Contact Center' overlay window. The overlay shows 'Ready' status, a phone number '60375', and an 'ANSWER' button. Below the button, it says 'Incoming call... Peter Joslin Cafollas Eatery Ltd. DNIS: 289'. A dropdown menu is open, showing options: 'Ready', 'Logged In', 'Logged Out', 'Ready', and 'Not Ready'. The background ticket interface is partially visible, showing the same ticket details as the previous screenshot.

For more information: www.ct-solutions.com/zendesk