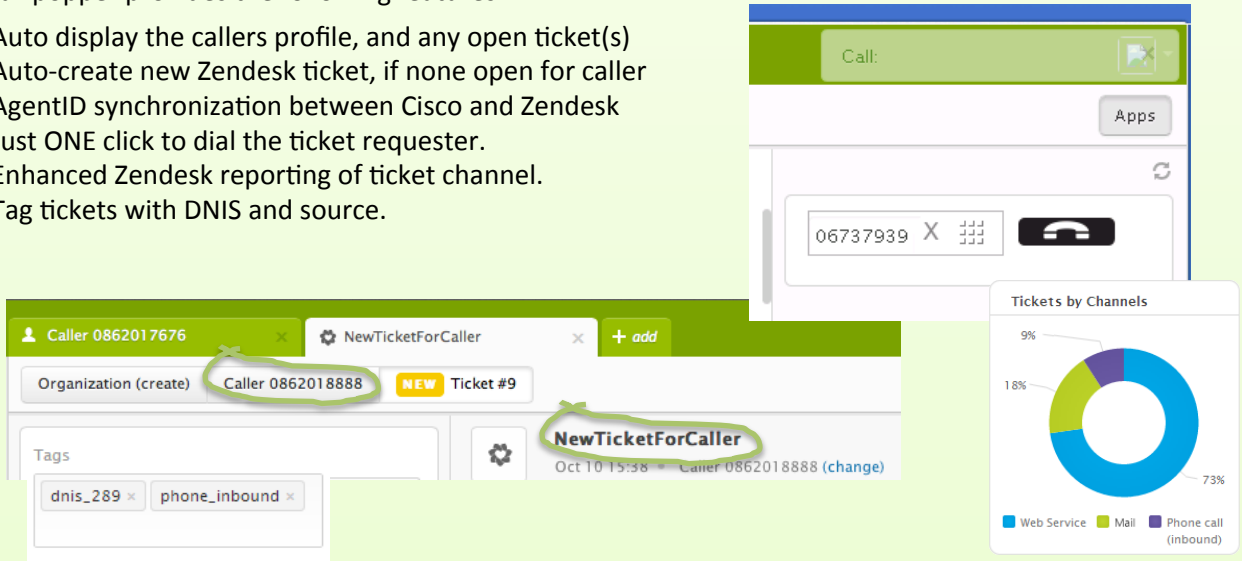


# Zendesk & Cisco integration....powered by CT Solutions

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
- Just ONE click to dial the ticket requester.
- Enhanced Zendesk reporting of ticket channel.
- Tag tickets with DNIS and source.



## HOW IT WORKS

CT Eazipopper is a small application that is easily installed on every agents PC. Eazipopper is driven by a Cisco Contact Center for every inbound call. Eazipopper then queries Zendesk for open tickets for the caller, and pops the callers profile or ticket in the Zendesk agent interface.

## PHONE NUMBER FORMATS

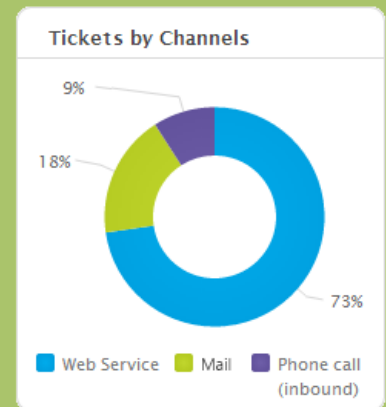
CT Eazipopper is specially designed to allow you use any phone number format. This includes mixing internal, local, national and international formats and even appending extension number. Eazipopper converts them all to E164 internally for fast and accurate screen pop.

## 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 Agent Desktop 8.0 or later with any Cisco Contact Center
- Cisco Finesse (coming soon)
- Zendesk agent interface (not classic)

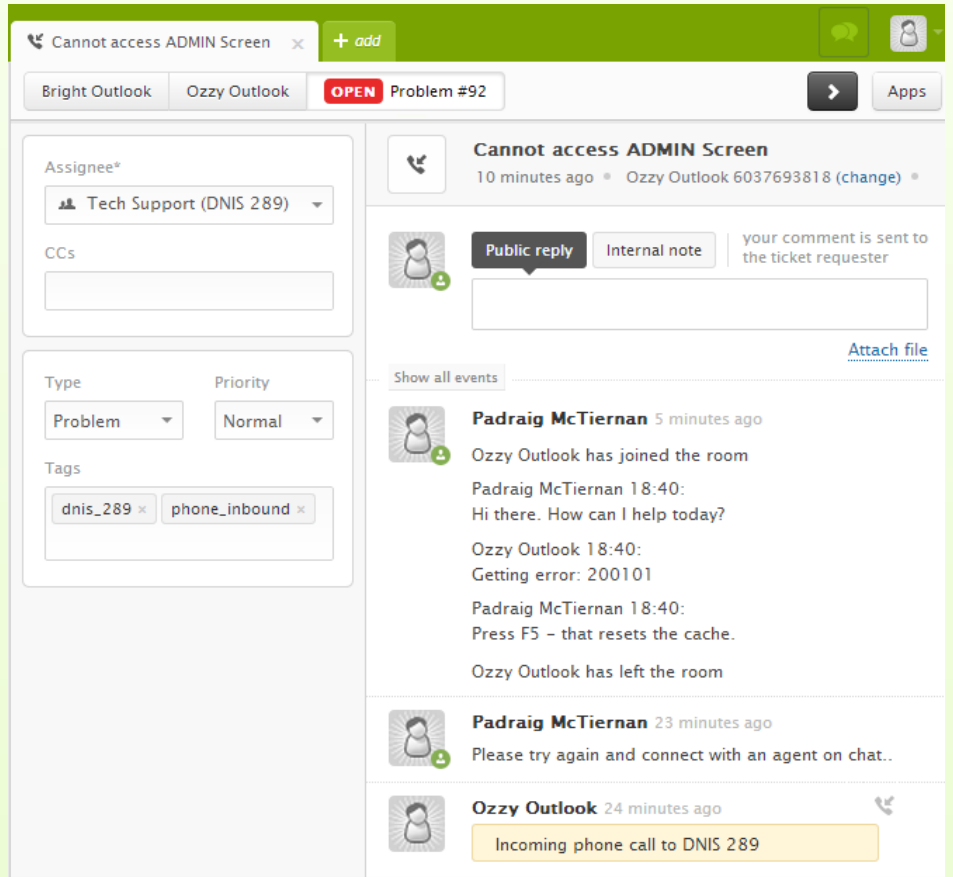


Our FREE demonstration facility will show you how CT Eazipopper works and will give you answers to all of your questions. Simply tell your Zendesk or Cisco representative know that you would like a demonstration.

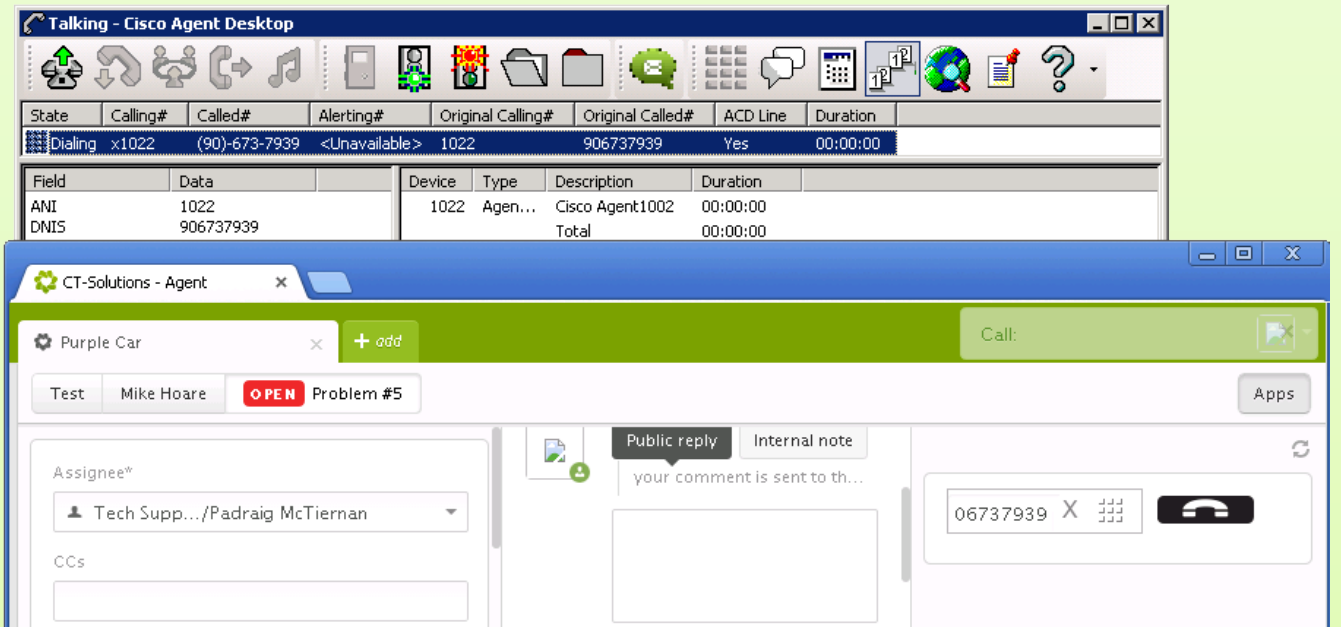
# Zendesk & Cisco integration.... powered by CT Solutions

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.



The snap below shows Zendesk and CAD together. In the Zendesk window you can see the click-to-dial control that allows you call the ticket requester, via CAD, with just one click.



Tell your Zendesk or Cisco representative that you would like a FREE demonstration now.

