



Talkdesk Zendesk Connector

The enterprise cloud contact center build for Zendesk.



Talkdesk Zendesk Connector pairs the power of Talkdesk with Zendesk's leading support platform, bringing contact center functionality into Zendesk so contact centers can consistently provide top-notch service. Time-saving automations, comprehensive reporting, and easy access to contextual customer information improve agent efficiency and customer satisfaction.

Automate agent tasks to improve efficiency

Pre-built and customizable automations between Talkdesk and Zendesk eliminate the need for agents to perform repetitive tasks between the two systems. Ensure all contact center and support data is always up-to-date, set up automation with a few simple clicks, and reduce average handle time.

Personalize every support experience

Talkdesk Zendesk Connector presents customer support information to agents in real-time, empowering them to personalize interactions quickly and effectively. Zendesk data is displayed as soon as a call comes in and agents can drill down into a customer's Zendesk record with a single click. First-call resolution is improved.

Reduce Headaches with Easy Administration

Setting up Talkdesk Zendesk Connector takes minutes and everyday administration doesn't require help from IT or technical resources. You can get started with a few simple clicks and make changes on the fly—no coding required. Cut costs by eliminating the reliance on dedicated technical resources.



"By automating agent tasks with Talkdesk Zendesk Connector, we have decreased average wait times by 85%."

— MELINDA WYATT, DIRECTOR OF OPERATIONS, [WEGOLOOK](#)

Features



Time-saving automations



Two-way data sync



Single sign-on



Screen pops



Easy implementation



Work out of a single interface