

# Enterprise Contact Center For Zendesk

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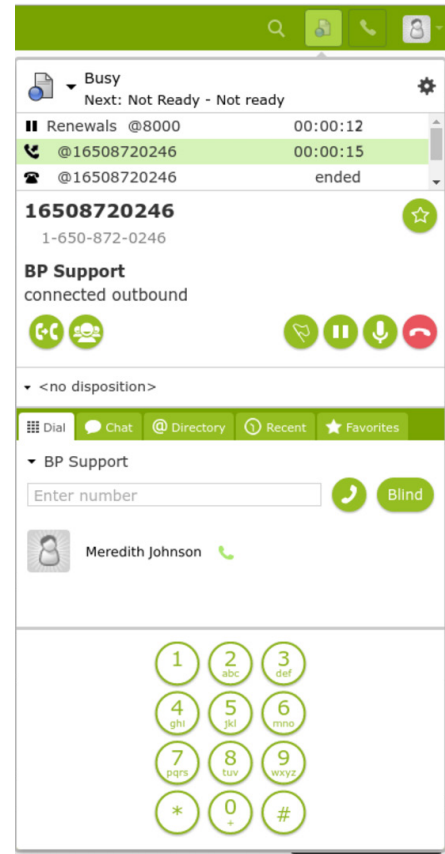
Bright Pattern's cloud contact center software helps to simplify multichannel customer service for customers, agents and contact center managers while supporting the promise of Zendesk's beautiful simplicity.

## ENTERPRISE COMMUNICATION TOOLS MADE BEAUTIFULLY SIMPLE

Bright Pattern's solution has functionality and usability second to none:

- A unified web desktop for managing omnichannel experiences in Zendesk;
- Full cloud-side Zendesk data access e.g. for identification and self-service, including search, insert, update from any IVR, workflow and chat bot scenario;
- Monitoring, reporting, and quality management across all channels, including
- Voice, chat, SMS, and social messaging with Facebook, WeChat, LINE, and Telegram

Bright Pattern's cloud contact center software features enterprise-grade architecture that offers non-disruptive maintenance with on-the-fly upgrades and scales from 5 to 10,000 concurrent agents with a measured 99.99% uptime.



## MOST ELEGANT INTEGRATION WITH ZENDESK

"At Republic Wireless we are running a cost-effective combination of web self-service and chat support with invitation-based voice calls for escalated tickets. In search of tools to increase agent productivity, we evaluated four companies offering voice and chat for Zendesk, and selected Bright Pattern based on the elegant combination of Zendesk integration and enterprise contact center features in an easy-to-use SaaS package. Today Republic Wireless support enjoys 88% CSat, powered by the unified Zendesk and Bright Pattern solution."



Sean Rivers, Director of Technology,  
Republic Wireless, a division of  
Bandwidth.com

## CUSTOMERS USING THE BRIGHT PATTERN ZENDESK INTEGRATION



## INTEGRATION SPECIFICATIONS

### Server-side IVR and Multichannel Scenarios

- Search (identification, personalization, segmentation)
- Create (ticket, user)
- Screen Pop (ticket, user)
- Update Object (ticket, user)
- Working with multiple Zendesk accounts

### Desktop Integration

- Dynamic user interface that morphs to the task at hand
- Click to dial
- Chat (Chat, SMS, Facebook Messenger, Telegram, WeChat, LINE)
- Multiple chats on agent
- Canned responses
- Directory
- Call Control (hold, transfer, conference)
- Multiple calls on agent
- Send screen on transfer
- Disposition and notes
- Supervisor UI built into Zendesk (real-time stats, multichannel monitoring and grading)

### Common

- Skills-based multichannel routing of chat and voice with priority and media precedence
- Chatbot API, off-the shelf bot integrations
- Multichannel recording, transcripts and quality management
- Accurate tracking of representative time
- Saving interactions to ticket history

## ABOUT BRIGHT PATTERN

Bright Pattern founders experience spans from building enterprise-class software at Genesys, to delivering value as part of the customer success-focused culture at Aspect Software.

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### Bright Pattern + Zendesk

<http://www.brightpattern.com/call-center-software/crm-integrations/zendesk-integration/>

### Zendesk Integration Video:

<https://youtu.be/PHZt1NN16jc>

### CONTACT BRIGHT PATTERN

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