



Invent Your Ideal Contact Center

DaVinci for Zendesk

Cloud, Premise and Hybrid Solutions

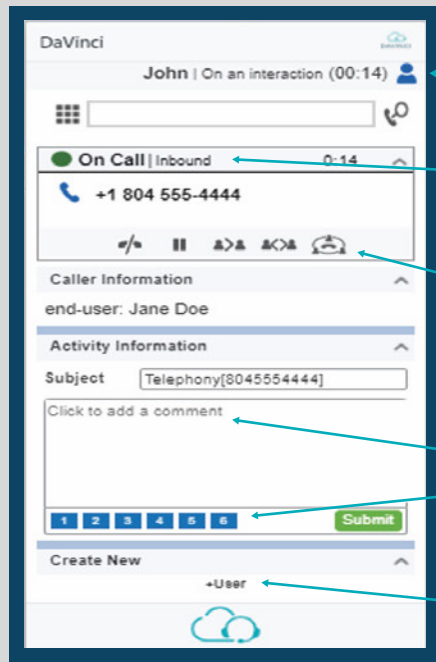
Integrate voice and digital channels with Zendesk to enable a full 360 degree view of your contact center

Your service desk is often the only connection customers have to your organization. To help elevate their experience, empower your customer service agents with the ability to interact directly within Zendesk. AMC's DaVinci iPaaS solution for Zendesk provides an embedded UI where customer service agents can place, receive, and transfer customer interactions with real-time access to Zendesk customer data. Integrate your existing phone infrastructure and digital channels to increase productivity, improve the agent and customer experience and enhance the efficiency of the entire service organization.

Features at a Glance

- Embedded UI
- Screen Pop
- Click-to-Dial
- Contextual Call Controls
- Compatible Call Notes

Agent Toolbar



Agent State Control

Call State

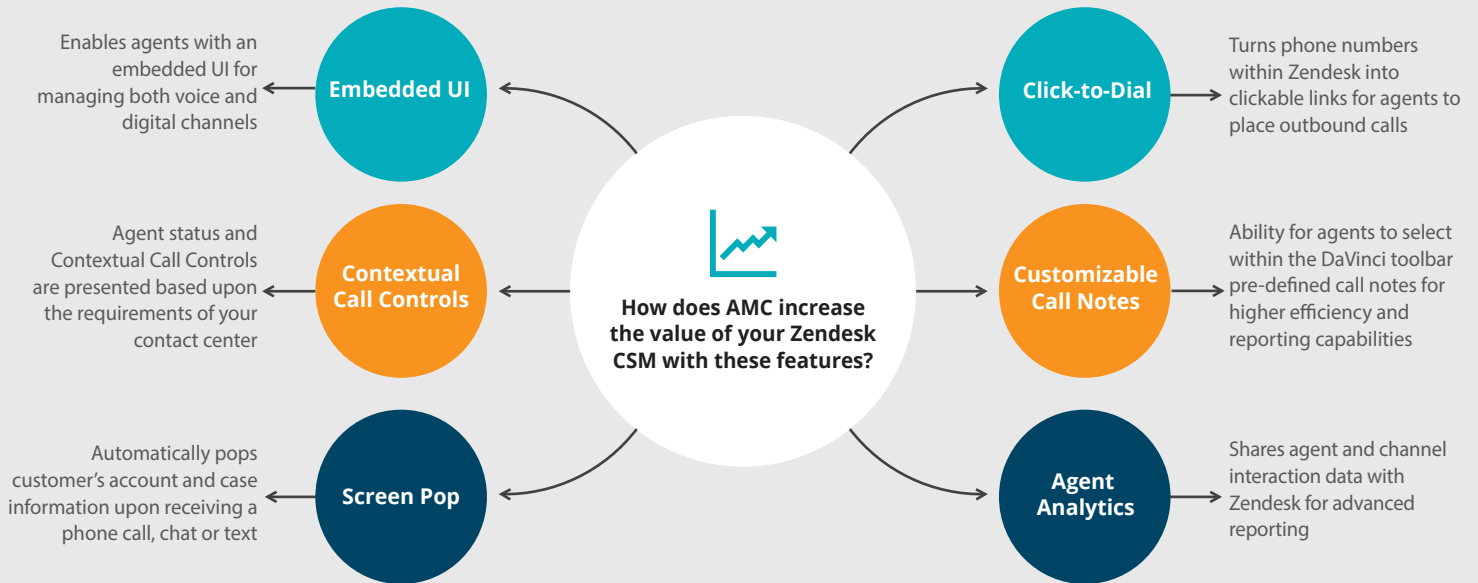
Contextual Call Controls, Support for Hold/ Retrieve, Transfer & Conference

Pre-defined configurable call notes based on the agents' needs

Ability to quick create entities throughout the agents' work day

Key Features & Benefits of Zendesk

Utilize advanced features that increase efficiency for your agents, customers & business



Why Choose AMC Technology?

Unparalleled experience makes our solutions more reliable

- Founded in 1995, AMC has true contact center experience with both enterprise and small to mid-sized customers.
- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.
- 24/7 online support with flexible managed services packages available.
- DaVinci's open-architecture iPaaS framework allows organizations to switch integration points easily.
- Level 1 Security Trust Assurance and Risk Certification with Cloud Security Alliance.



Lets start talking about your project!

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