

CUSTOMER SUPPORT INTEGRATION

Vonage® for Desk.com®

Powered by gUnify™



Better Communications and Customer Service in the Cloud.

Vonage for Desk.com, powered by gUnify, seamlessly connects to key functions within Desk.com, helping your support team get the most out of their customer interactions. This handy phone integration provides incoming and outgoing screen pop-ups and case creation that synchronizes with Desk.com. While on calls, support agents can not only add notes in real time to corresponding cases, but streamline overall Desk.com workflow, as well.

Key Benefits



- Automatically logs inbound/outbound calls for easy tracking and reporting.
- Create new contacts in Desk.com and easily sync them to your master list.
- Tag calls and take notes in the app.
- Real-time customer data analysis allows for quick course adjustments.

Application Features



Click-To-Call – Click-to-call any phone number appearing in Desk.com through your Vonage Business phone system, thus eliminating misdialed calls. The app allows the call record to be tied to the corresponding case in Desk.com.



Quick Add Contacts and Cases – Create contacts and cases quickly while on a call with a new customer. Desk.com contacts can be synced manually or through nightly batches.



Call Note Taking – Note taking for all inbound/outbound calls are recorded in notes and associate to Desk.com cases. Call notes can be quickly searched, reviewed and exported.



Call Management and Reporting – Review and analyze customer data based on real time inbound and outbound call statistics.



Incoming/Outbound Screen Pops – Incoming screen pops with answer, decline and send to voicemail options let you know who's calling and why. Missed call screen pop with call back or call back and open call log window options let you follow up immediately so you never miss a customer interaction.



Admin Settings Allow Workflow Options – Admins can simplify workflows by enabling features such as auto open call log window, and minimum character limits in call notes.

Get Started

To start using Vonage for Desk.com, you will need:

- ✓ Google Chrome™ browser v25.0 or higher
- ✓ Active Vonage Business account
- ✓ Desk.com account

PREMIER PLATFORM

www.vonage.com

Vonage®
Business

Business Grade.
People Friendly.