

Zendesk Integration

Improve control over quality operations and measure KPIs by integrating Zendesk with QM



The Zendesk integration for Playvox enables analysts to easily analyze the quality of customer interactions to drive performance. Access the data needed to coach, train and motivate agents to improve the customer experience.



Consolidate your QM data into a single location

Enable QA teams to view and evaluate Zendesk data directly within Playvox, eliminating the need to look for information in multiple systems. Easily analyze tickets and evaluate how your agents interact with customers to drive continuous improvement as the integration leverages the meaningful conversations and metadata from relevant tickets/chats.



Customize customer interaction filters to drive efficiency

Create customer interaction filters within Zendesk to more effectively monitor service quality. Customize your filters to quickly identify the most important support tickets and evaluate customer interactions. You may add as many filters or filter groups as you'd like (such as ticket priority, type, status, etc.) and can either select a date field filter or lock in a specified date range.



Aggregate Zendesk and QM data for transparency in customer experiences

Gain access to Zendesk data through batch-mode or on-demand import methods. Easily customize your integration settings to import & manage users, manage display fields, or add filters to start syncing Zendesk interactions.