

RELEASE UPDATE | FEBRUARY

New Feature Release Dimensions CRM Integration for Zendesk

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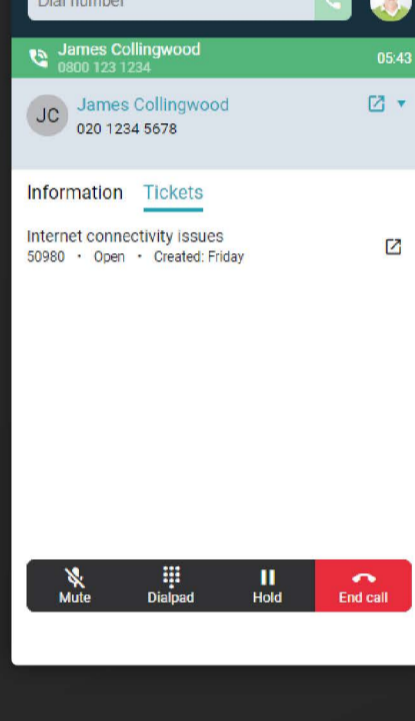
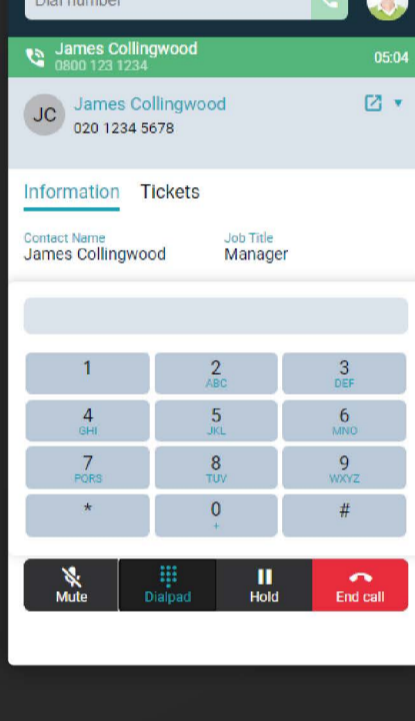
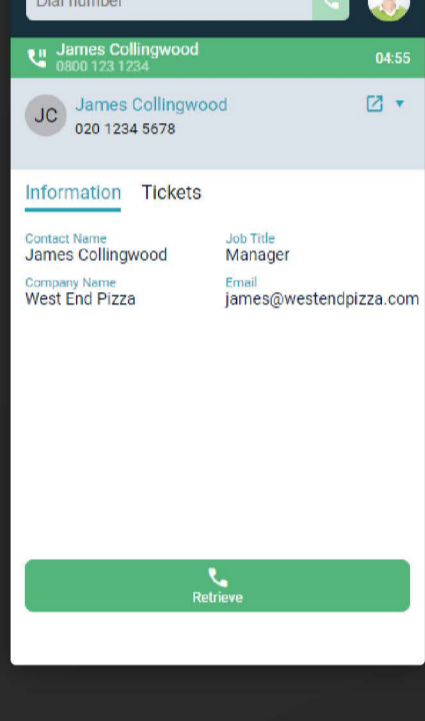
Unlocking Seamless Customer Relationship Management



In the fast-evolving landscape of customer service, Dimensions CRM Integration seamlessly aligns with the popular Zendesk platform, offering a robust set of features to optimise interactions and drive business growth.

Zendesk seamlessly integrates with Dimensions CRM, enhancing customer support capabilities.

Experience the power of Dimensions and streamline your customer service within Zendesk



- ✓ Embedded softphone with browser notifications for a **seamless user experience** with reduced context switching
- ✓ Auto-identifies callers, saving time and **improving customer experience** by providing a list of associated active tickets
- ✓ Click-to-dial feature **eliminates misdials and optimises time** from ticket or contact screens
- ✓ Logs telephone call history as a **comprehensive note within tickets**, including a link to call recordings

Screen Popping



Zendesk's Screen Popping feature accelerates customer inquiry handling by swiftly retrieving and showcasing a customer's CRM record when a call initiates.

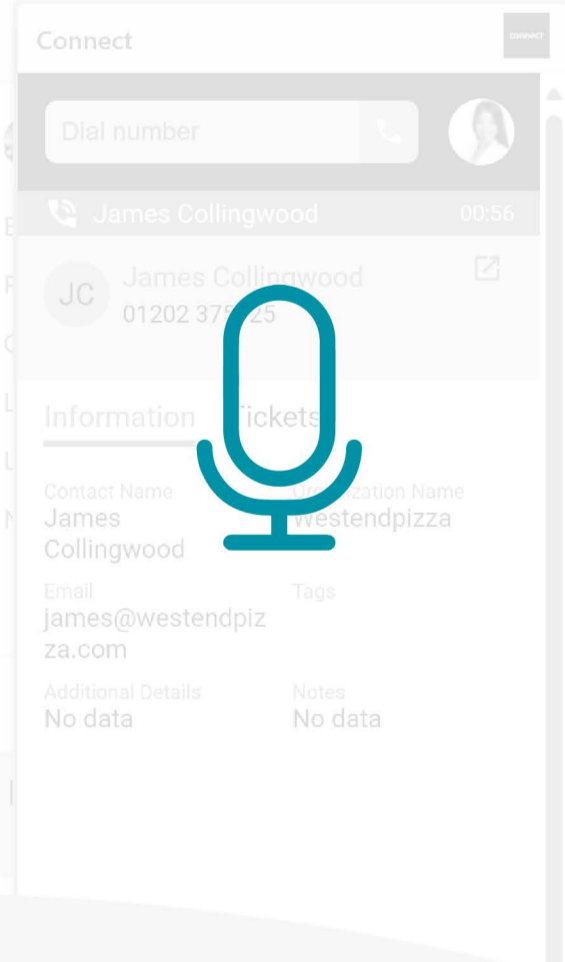
It efficiently locates CRM records using the customer's phone number, saving time, and enabling users to review customer details before answering calls.

Call History / Recording Playback

Easily check a client's CRM record, view recent interactions, and play back calls effortlessly with Dimensions for Zendesk.

Our integration creates event histories, detailing call duration and user information.

Recorded calls come with a playback URL, eliminating the need for additional application searches.



Dialling



Save time and prevent misdials with a one-click method to initiate telephone calls directly within Zendesk.

This feature also offers additional functionalities, including making calls with an account code for tracking and dynamically presenting the calling party number to ensure a local branch office number is displayed.

Dimensions CRM Integration with Zendesk offers a powerful synergy for businesses, ensuring exceptional customer service, growth, and enduring relationships through advanced, data-driven technologies.

About us

Dimensions Technologies is a communications SaaS provider **dedicated to delivering cutting-edge communication tools** that empower businesses to thrive in the digital age.

With a commitment to innovation and customer satisfaction, Dimensions Technologies is a reseller focused business offering unrivalled channel support.

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