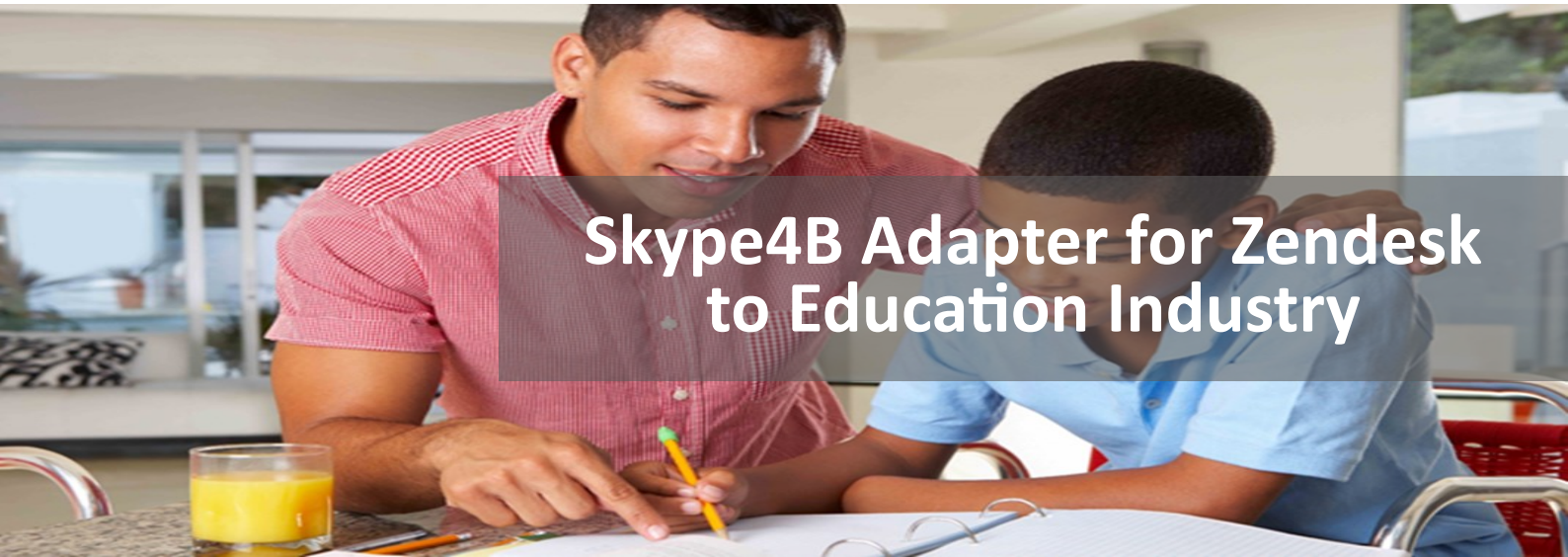


Case Study | Skype4B Adapter



Skype4B Adapter for Zendesk to Education Industry

About Client

Customer is one of largest university in Texas with 280+ degree programs and 40+ research centers.

Product Used

Skype4B Adapter for Zendesk

Business Benefits

- Provision for a more personalized interaction
- Saves Agent's time
- Increased collaboration
- Improved user experience

Business Challenges

- Time spent by the service representatives working on siloed systems to resolve an issue
- Need towards utilization of a more familiar collaboration tool

Solution Provided

- Provided a CTI Adapter for Zendesk with the following features.
- Screen-pop user details to the agent
- View historical information of the interaction
- Utilize SfB features within Zendesk
- Store the context of the interaction in a single click from CTI

