

Case Study | Skype4B Adapter



Skype4B Adapter for Freshdesk to Trading Solution Provider

About Client

Customer is one of leading market data and trading solutions provider in Nordics.

Product Used

Skype4B Adapter for Freshdesk

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

