



Skype4B Adapter for Zendesk  
**to Education Industry**

# Client Profile

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

## Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

**For more info, visit:** [www.sensiple.com](http://www.sensiple.com)

## Technology 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.

## Reach us

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