PCS
PALITTO CONSULTING SERVICES

ZenDesk Integration

Updated 3/2017

Content

Learn more about maximizing your ShoreTel phone system →

About PCS

Business technology is our passion! Since 1996 Palitto Consulting Services (PCS) has been providing expert LAN/WAN, integration and custom software development services to the small and mid-sized business community. Our focus is integrating business systems to enable efficient business processes! Our team of experts is able to assist clients when determining which technology to purchase, how to use it, and how to optimize the technology for their unique business needs.

At PCS we do not have a "one size fits all" approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.

- PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time
- PCS team is ShoreTel Certified in both Installation and Support of Cloud, Premise, Contact Center, Mobility and Summit Practices
- All of our team members reside in Ohio
- Our project history ranges from one location to large deployments with multiple locations that span several states or countries

PCS Strives to be a World Class ShoreTel Partner!

Click to Dial

Outbound dial capability is possible with many applications. To enable, each agent's use rname will need to be consistent between the application and ShoreTel, in order to perform the dial. The application will complete the call. An additional option is for the application to screen pop any application window for the dialed contact. Click to Dial capability is accomplished using the PCS Universal Dialer application using our proprietary phone number sensing technology and custom integration with ShoreTel systems.
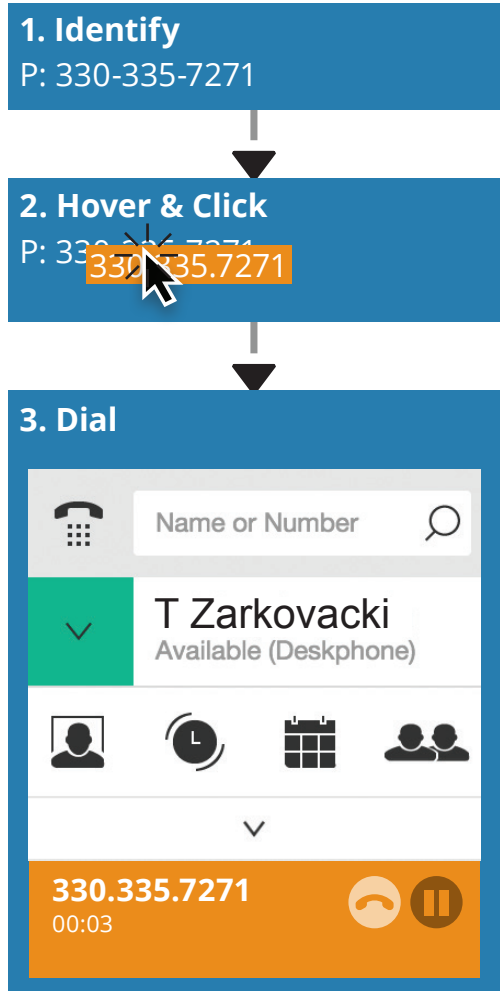
Universal Dialer

The Universal Dialer application is a client side application which provides the capability to hover over phone numbers in an application and click on them to dial. As users hover over a phone number, the system will automatically highlight the number and give options to dial the number on the user's extension Caller ID or System Dial-In Number.

Users click on the highlighted region and immediately place a call. There are also features available to manage outbound caller ID options.

The Universal Dialer is a Windows application that runs on Windows clients. Other operating systems are not currently supported.

The Universal Dialer works on nearly every application, as the sensing technology PCS has developed looks at pixels for number recognition instead of looking for phone number text fields.

Dialing is Easy as 1-2-3...

1. Identify
P: 330-335-7271

2. Hover & Click
P: 330-335-7271
330-335.7271

3. Dial

Name or Number

T Zarkovacki
Available (Deskphone)

330.335.7271
00:03

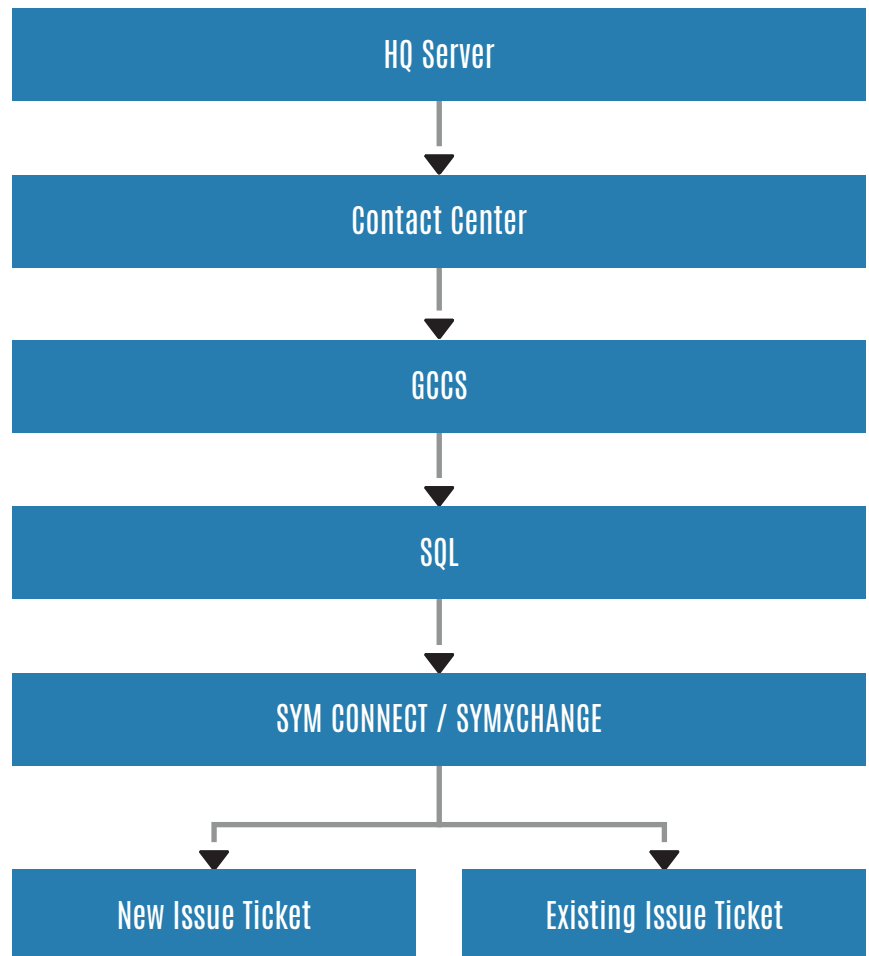| Agent Desktop | ▶ | Universal Dialer Application | ▶ | Click to Dial | ▶ | PCS Web Services |

IVR

Main Menu IVR

PCS can implement as many or as few IVR call flow scripts as desired. Your IVR can be designed as a simple auto attendant or as complex as self-service. There are many options that can be combined to make the best use of your IVR and to create the best user experience.

Create ECC (GCCS) call flow to integrate ZenDesk with ShoreTel.

Ability to offer the following:
• New Issue or Ticket
• Existing Issue Ticket

IVR Call Flow

```
           HQ Server
              │
              ▼
        Contact Center
              │
              ▼
            GCCS
              │
              ▼
            SQL
              │
              ▼
    SYM CONNECT / SYMXCHANGE
         ┌────┴────┐
         ▼         ▼
  New Issue    Existing Issue
    Ticket        Ticket
```

Screen Pop

Provides inbound calling screen pop integration to ZenDesk. Incoming calls trigger a screen pop by opening a new web browser tab to a specified URL which opens a new ZenDesk Ticket. The PCS Screen Pop automatically searches for the caller's phone number and provides that person's account information when the phone is answered. If there is no matching contact for the incoming caller ID, the system will not pop a new ticket.

A variety of settings are provided in order to customize the user experience on when the screen pop occurs.

Inbound Call
PCS Reads Caller ID
Communicate with ZenDesk
Pop Open New Ticket
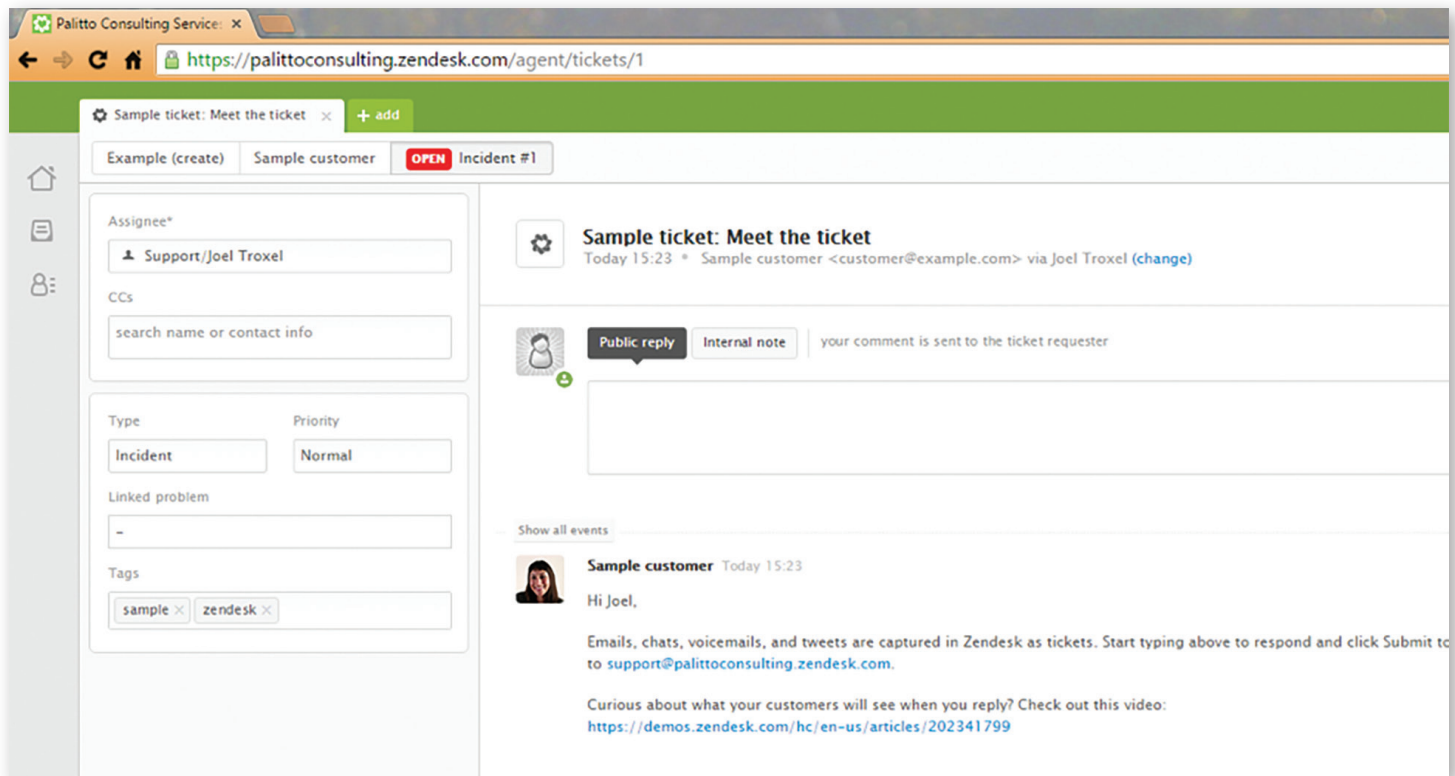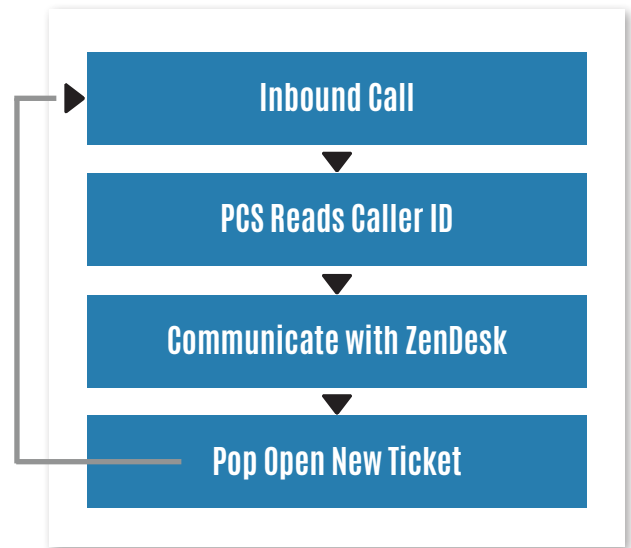
Web Services

Web service integration that can perform ticket creation and look up. Can perform the following:

• Query on Caller ID/ANI
• Determine if Ticket # is Valid
• Create a New Ticket
• Determine Most Recent Ticket ID

Notes

Palitto Consulting Services

150 Main Street
Wadsworth, OH 44281
P: 330.335.7271
F: 330.335.7275
www.palittoconsulting.com