ZenDesk:

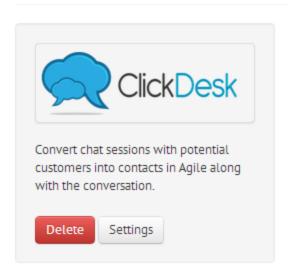
Zendesk is the leading cloud-based customer service software solution trusted by over 40,000 organizations worldwide. Zendesk seamlessly integrates all of your support channels including email, web, chat, and social media.

Zendesk widget for Agile CRM lets you pull your customer tickets and displays them in Agile. You can manage your support tickets within Agile CRM and solve customer issues using the widget.

1. Locate the Widget

Go to the Preferences page and locate the Zendesk integration under the Widgets tab and click +Add button. You can find the FreshBooks widget under Support in the widgets tab.

Customer Support View tickets and chats

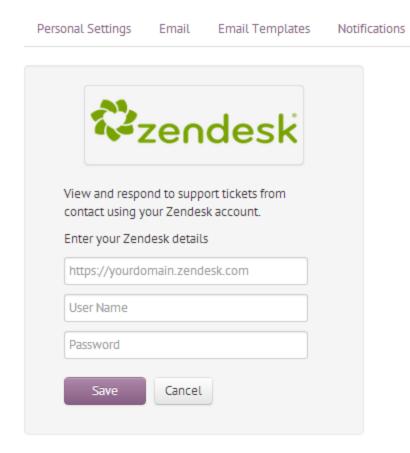




2. Link your Zendesk Account

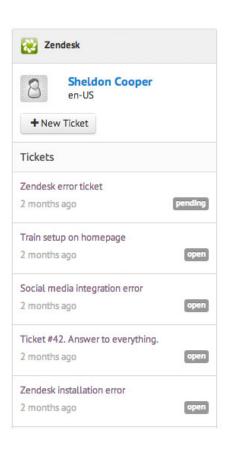
Fill in your Zendesk account's domain address, Username and Password and click 'Save' button to link your Zendesk account with Agile.

Widgets

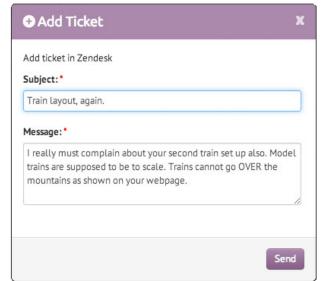


3. Solve Tickets

You can find all the tickets for a customer in the contact details page of the contact. You can create new tickets, manage tickets and also check history of all the tickets related to a customer through the Zendesk widget.

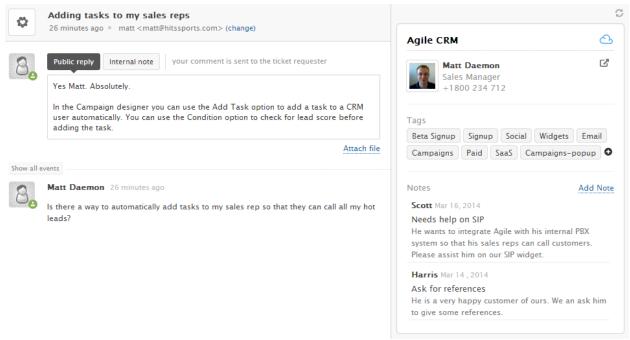






4. Agile CRM Widget for Zendesk

Have all the information on your contacts at your finger tips. Display the contact details, photo, tags, and notes, all shown in the Agile Widget for Zendesk.



Related to:

- Agile CRM Blog: Zendesk Integration now in Agile CRM
- Agile CRM : ClickDesk Integration
- Agile CRM: Zendesk Integration