

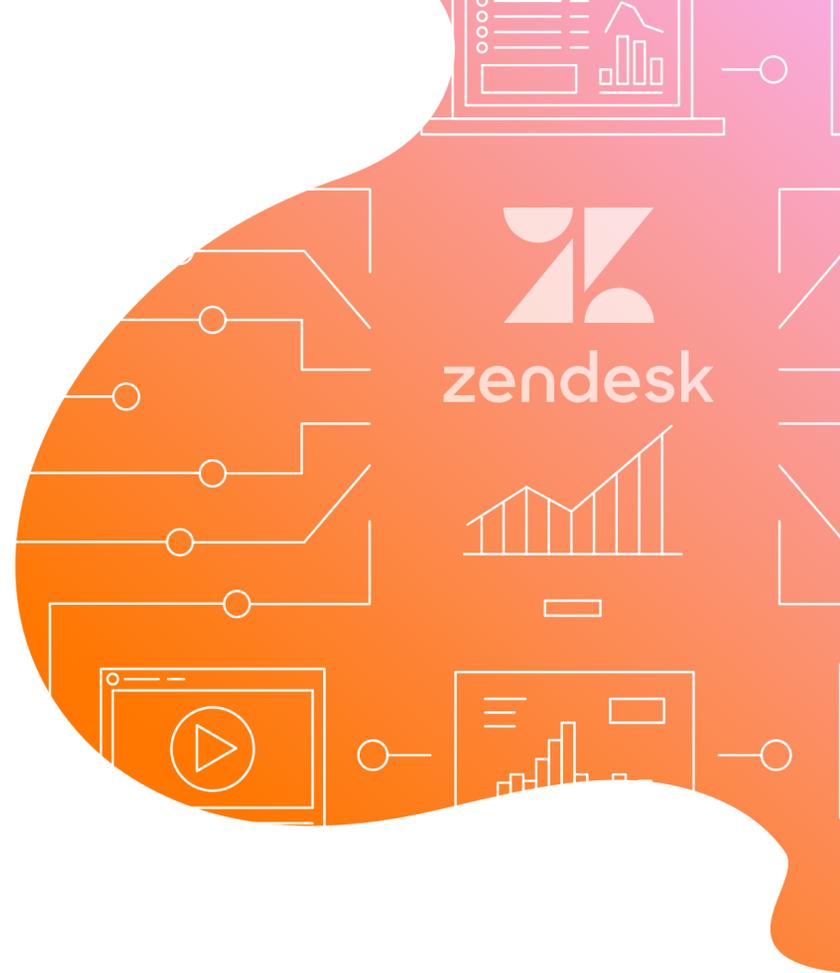


Discover the Power of **Cloud**

Integrate any application to Call Center Studio utilizing our open infrastructure and Public API.

Contact us

Take a look at our Public API



Call Center Studio

Zendesk Integration

Technical Guide

Have you tried WhatsApp Business?

Integrate WhatsApp Business with Call Center Studio to manage all messaging with your customers from a single platform. Communication is simplified, freeing your business up to do what it does best.

Moreover, all these services are free for Call Center Studio users!



Goals

Widget integration for Zendesk users

Background and Strategic Fit

Plenty of e-commerce companies are using Zendesk for their support processes. Our primary intention is for Zendesk users to adjust the widget settings and to carry out the integration easily and swiftly.

Assumptions

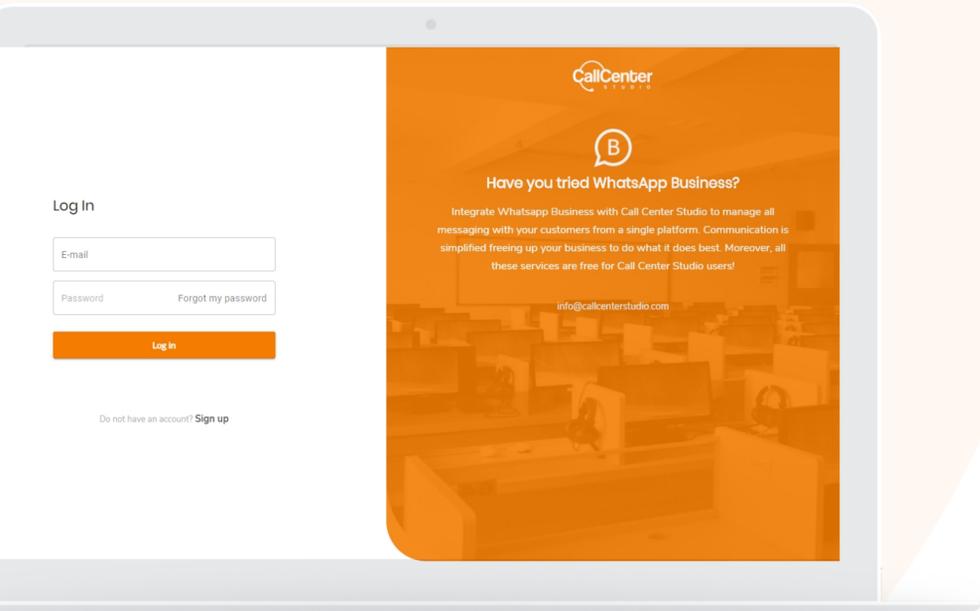
- Integration definitions will be conducted using the "Zendesk" wizard under Admin -> Integrations menu

- Zendesk ID's of agents will be saved under user settings
- Agents will be able to use Call Center Studio and Zendesk simultaneously.

Requirements

Title	User Story	Importance	Notes
Authentication	Zendesk API supports the "Basic authentication", "API token" and "Oauth access token" methods. We will be using the "API token" method.	Must have	https://developer.zendesk.com/rest_api/docs/core/introduction#security-and-authentication
Rate limit	Zendesk API imposes a limit to the API request that will be sent in 1 minute, according to the subscribed package type. When this limit is exceeded, it turns into a 429 HTTP code. When we obtain such a result, we will send a notification to the admin who conducted the Zendesk API definitions.	Must have	https://developer.zendesk.com/rest_api/docs/core/introduction#rate-limits
Rate limit notification	Zendesk API rate limit notification template will be prepared.	Must have	
Zendesk Check User Attendant Step	We will add a new IVR step that will examine the existence of the caller's number on Zendesk. If it exists and is singular, this new IVR step will assign the number to the custom_variables step, and will also link the connected notification to the call.	Must have	Example of an Inquiry: api/v2/search.json?query=role%3Aend-user%20phone%3A*5135557611 For more information: ZendeskCTIDevGuide_v2.3.pdf

Title	User Story	Importance	Notes
Zendesk Ticket Status Attendant Step	We will add an attendant step that interrogates the ticket number, which is dialed via DTMF, and gathers information on the latest update.	Must have	
Zendesk Open Tickets Attendant Step	We will add an attendant step that gathers information on open tickets, after examining the existence of caller's number on Zendesk	Must have	
Zendesk Voicemail Attendant Step	We will add a new step that will create a ticket via voicemail using Zendesk Voice API. For existing numbers on Zendesk, this ticket will be evident underneath the relevant customer and for non-existing ones, a new customer will be created and later on, will be shown under this newly formed customer.	Must have	
Connected Notification	When the calls with evident Zendesk ID's are answered, we will demonstrate the contact card on agent's screen, using Zendesk Voice API.	Must have	<p>Example of an Inquiry: POST /api/v2/channels/voice/agents/{agent_id}/users/{user_id}/display.json</p> <p>For more information: https://developer.zendesk.com/rest_api/docs/voice-api/voice_integration#open-a-users-profile-in-an-agents-browser</p>
Softphone APP	We will develop a CCS Softphone APP that is going to be embedded into Zendesk interface. This App will use the existing CCS Softphone JS library.	Must have	<p>App engine project: telefoni-zendesk</p> <p>Bitbucket repo: https://bitbucket.org/alotech/telefoni-zendesk/</p>
Voice Tickets	For terminated calls, we will create Voice Tickets using the Zendesk Voice API.	Must have	https://developer.zendesk.com/rest_api/docs/voice-api/voice_integration#creating-voice-tickets
Version Updates	We will develop a method, in order to be informed about updates on Zendesk API's	Must have	
Integration Guide	We will prepare a directory document (guidance) for CCS and Zendesk widget integration.	Must have	



What's Next?



+44 129 5500 0000

Call us



info@callcenterstudio.com

Mail us



www.callcenterstudio.com

Visit us

Happy customers

