Start Using Zendesk With babelforce Today

Hold impactful conversations on any channel with babelforce's Zendesk integration

babelforce.com
sales@babelforce.com

babelforce

Key benefits

of using Zendesk With babelforce

True Omnichannel Support

Delight customers via phone, SMS, email, messaging and chat. Share data across every channel for fully informed conversations.

Automate Key Tasks

Help more customers in less time by automating manual tasks like ticketing, routing, and data collection.

Click-to-Call Dialing

Simplify outbound support with single-click calling from within tickets, all within your existing call center infrastructure.

1. https://www.zendesk.com/customer-experience-trends/
2. https://www.invespcro.com/blog/state-of-omnichannel-shopping/
3. https://inmoment.com/xi-terms/customer-effort-score/

Why Use Zendesk?

Providing truly omnichannel service may be the most important dimension of great CX. **Two-thirds of customers used a new channel** for the first time in 2020; 89% expect you to remember them, even when they switch channels.

Using Zendesk helps you to take an enormous step towards this kind of support. With all of your key customer data in the same place, you can **deliver context-rich experiences** quickly and easily. [1]

babelforce will help you to take this one step further. By integrating your telephony, you can guaranteed the same level of service and scrutiny across every channel.
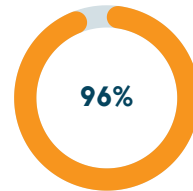
At the same time, you can enhance the agent experience with contextual data, one-click dialing and a suite of task automations that let them focus on outstanding service.

89%
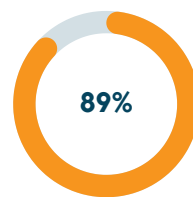
Omnichannel retention

Businesses with great omnichannel strategies retain 89% of their customers. [2]

96%

Churn risk

96% of customers experiencing high effort in customer service are "very likely" to churn. [3]

babelforce

Easy for customers
Easy for agents
Easy for you

babelforce.com

The bottom line

Deploy over 70 languages in conversational AI

Automate up to 90% of tasks

Go live in under 8 weeks

Reach net benefit of €5million per 50 agents