DTK Summary For Zendesk

Zendesk Connector

Abstract

DTK Zendesk connector summary and description document.

DTK Overview

Description

The DTK for Zendesk integrates your 3rd party telephony system to your Zendesk environment.   The DTK supports searching for, displaying, and creating Zendesk items based on the call data associated with a support call. Leverage the information collected within your IVR, Voice Portal, and ACD to "Screen Pop" the agent's Zendesk session with new or existing Zendesk users and tickets.

The communications enabled by the DTK is bi-directional and provides the ability to update call data within your 3rd party telephony system with Zendesk data.   This enables:

- Zendesk user and ticket data located or created during the existing call to be made availabe to any other agents that may handle the current call via transfer or conference.
- Enables access to Zendesk data that was located, displayed, or created during the call to your other contact center applications (reporting, call/screen recording applications, etc.)   For example, you can now associate your call recording or screen recording to the call and to the Zendesk ticket automatically created by the call.

In summary the DTK Server, through its connectors, allows the contact center to utilize data from their telephony systems in any system for which a connector is available and vice versa.

Implementation

DTK presently supports Cisco telephony systems via CTI OS and CTI Server connectors and Avaya telephony systems via TSAPI and DMCC connectors.   Other vendors' products including products from Aspect, Nortel, and I3 are in development.

A DTK implementation with Zendesk connector, due to the highly customized nature of most customer's telephony environments, requires an initial discovery session with customer to gather information about the customer's existing 3rd party telephony system.   Information gathered during discovery session includes:
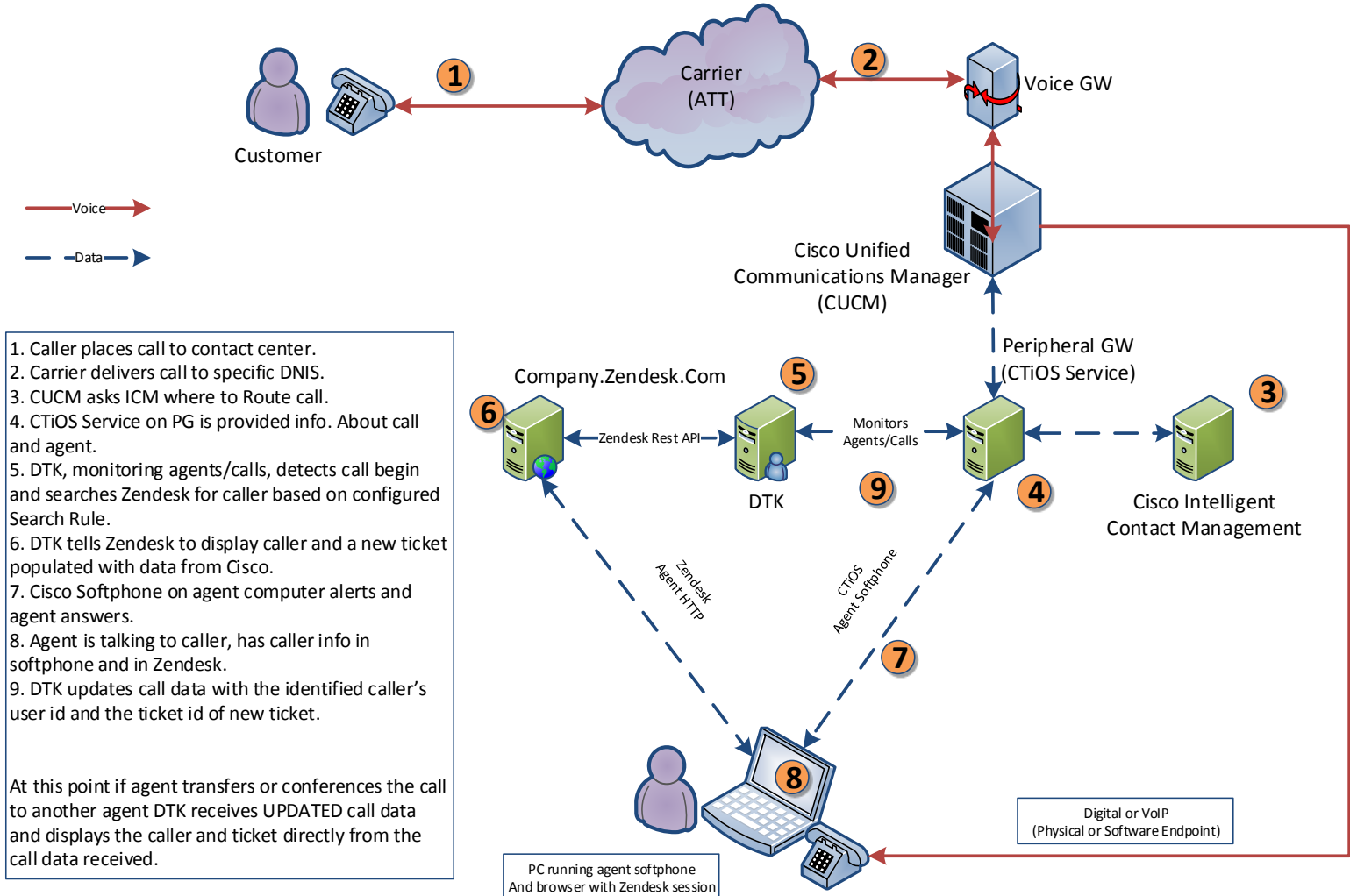
- Call data available in telephony system.   E.g. what data is being collected about caller and where is it being stored?
- What behavior should occur in Zendesk session and when should it occur?   E.g. Display a user and/or create a ticket?

Once these details are gathered the DTK will be configured with the rules to enable the desired behavior and deployed within the customer's environment.   Most integrations for "screen pop" capability are a server only solution so require no software to be deployed on the agent's desktop greatly simplifying deployment within the enterprise.

Example DTK Deployment

The below diagram describes, at a high level, the physical connectivity of an example deployment in a Cisco CTiOS enabled environment.   This example is a server deployment only and does not include optional client DTK components.

1. Caller places call to contact center.
2. Carrier delivers call to specific DNIS.
3. CUCM asks ICM where to Route call.
4. CTiOS Service on PG is provided info. About call and agent.
5. DTK, monitoring agents/calls, detects call begin and searches Zendesk for caller based on configured Search Rule.
6. DTK tells Zendesk to display caller and a new ticket populated with data from Cisco.
7. Cisco Softphone on agent computer alerts and agent answers.
8. Agent is talking to caller, has caller info in softphone and in Zendesk.
9. DTK updates call data with the identified caller's user id and the ticket id of new ticket.

At this point if agent transfers or conferences the call to another agent DTK receives UPDATED call data and displays the caller and ticket directly from the call data received.

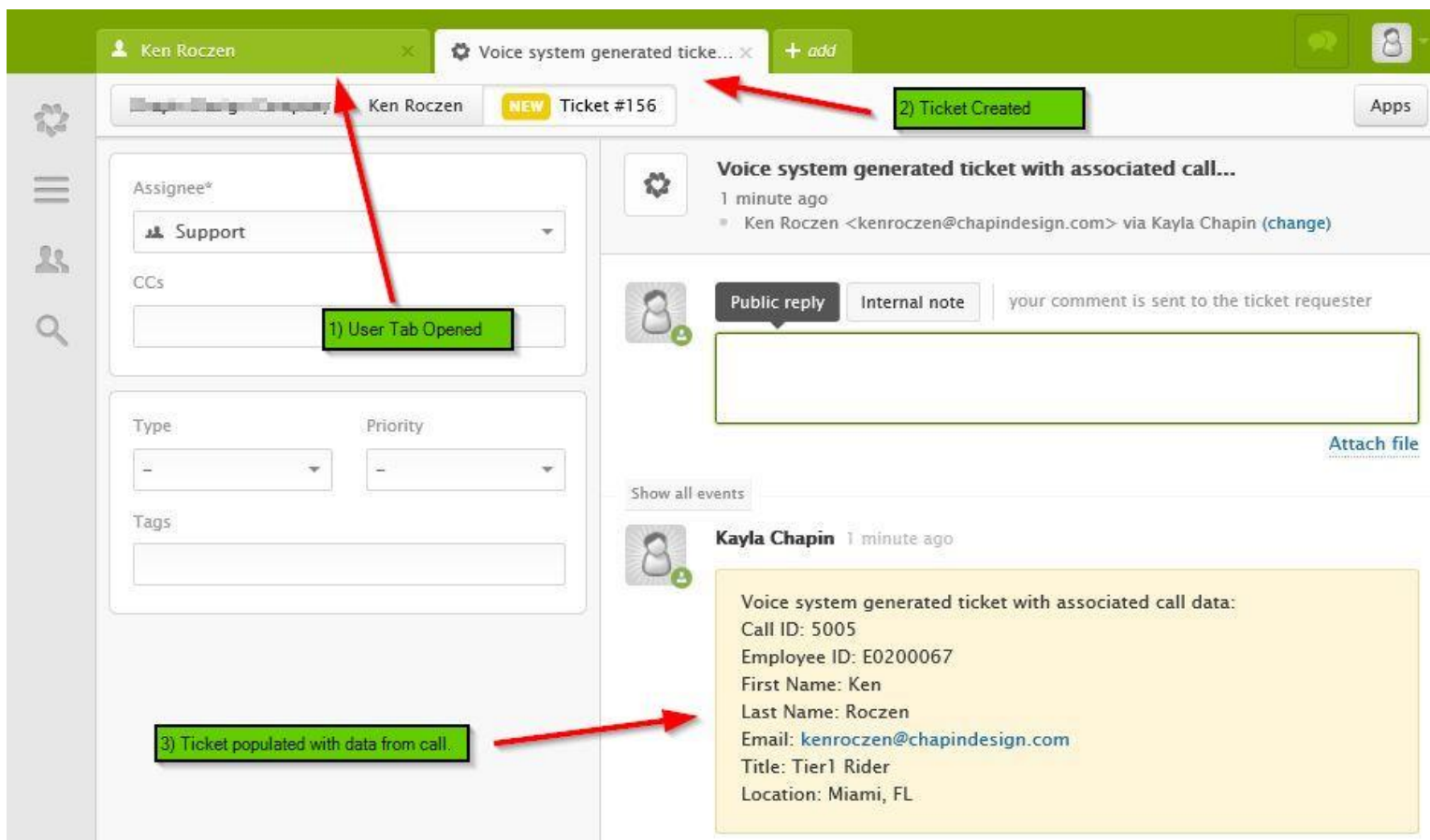Example Screen Shots for Agent using the Cisco Provided CTI OS Agent Desktop.   Any softphone can be used:

Figure 1 Zendesk with user tab and DTK generated ticket.