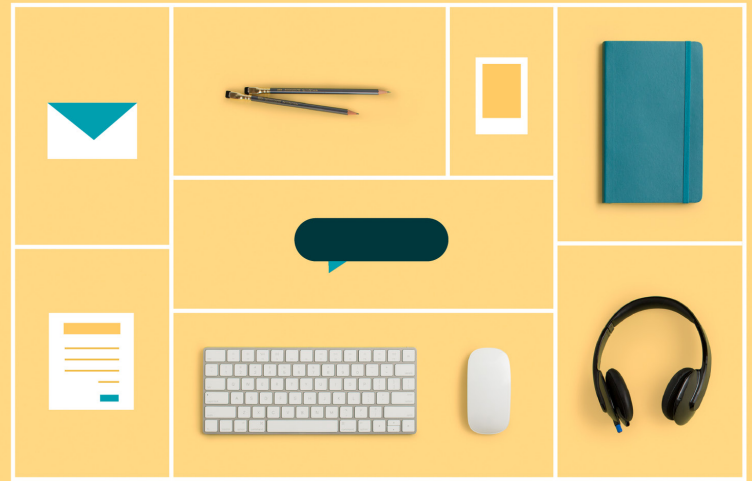


zendesk

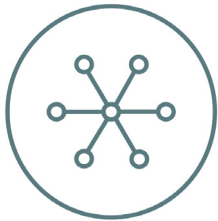
sentio

Connect in better ways

OMNICHANNEL SUPPORT
MADE EASY WITH ZENDESK



Our omnichannel support solution offers simple, yet powerful tools that make it easy for customers to engage with your business—where and when it's right for them. Channels are connected so conversations are seamless, agents are more productive, and information can be shared across your company. It's the experience customers want, and when you give it to them, they'll be yours for life.



Let customer conversations flow across channels

Allow customers to connect with you on the web or in your mobile app, using any channel, like email, voice, or chat.



Provide service from one interface, no matter the channel

Give your agents simplified workflows through an easy to navigate, contextual interface, regardless of the channel.



Manage operations with cross channel reporting

Offer admins a single source of truth to manage and monitor all your channels from one place.

"The Zendesk omnichannel solution has enabled us to support our customers where they are, which has helped us achieve 96% SLA. From email support to Facebook engagement, Zendesk is intuitive for agents and easy to customize—and helps us deliver great customer support."

Steve Ross, Head of U.S. Customer Service at NYX Gaming

FOSSIL

Virgin Pulse

PELOTON

airbnb



Customer Spotlight: State of Tennessee

The Tennessee Department of Labor and Workforce Development oversees a \$171 million budget that includes the state's OSHA program, worker's compensation, labor laws and standards, as well as oversight of elevators, boilers, and amusement devices. That's a lot of ground to cover for a state of 6.6 million residents and 120,000 businesses.

The screenshot shows the website's interface. At the top left is the TN Department of Labor & Workforce Development logo. A navigation bar contains links for Jobs & Education, Employees, Injuries at Work, Unemployment, Employers, Contact, and Calendar. A search bar is located in the top right. The main content area features a large banner for 'TOGETHER WITH TOSHA' with a photo of many workers in safety vests. Below the banner are two smaller images: one showing a busy street with many people, and another showing a man's face. On the right side, a 'Help' sidebar is open, displaying search results for 'labor laws'.

Help

labor laws

Top results

1. How does the Child Labor Law differ from 16/17 year old minors?
2. The TN Child Labor Poster and the TOSHA Safety and Health posters don't print on one page. Is there something wrong?
3. My company is very small and only has a few employees. Am I still required to have these posters?
4. A company has contacted me trying to sell posters. Should I buy one from them?
5. Can I get the "all in one" poster from you?
6. A company has contacted me every year and says your posters have been updated and I need to buy theirs. What should I do?
7. What can I do if I am being paid less than another employee of the opposite sex for the same work?



35% increase in customer satisfaction with Talk

A majority of tickets were calls, so they added a lot more agents to the voice channel, boosting customer service metrics across the board including (resolution time, first reply time, and customer satisfaction).



97% reduction in career site support costs with Chat

The combination of Zendesk Guide and Chat has allowed the department to use its tax dollars more efficiently. If a person visits a career center it's about \$35. If they do it online through a chat, it's about \$1.



\$250,000 saved using APIs to build out the Governors KPI Dashboard

Before Zendesk—when the department used unconnected systems for voice, chat, and web forms, the idea of being able to scrub data, much less provide real-time KPI information, was out of reach.