Jitterbit

Zendesk–Salesforce Incident Management Process Template



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BUSINESS PROBLEMS SOLVED:

- Synchronize Zendesk organization and user data with Salesforce processes
- Coordinate Salesforce accounts with Zendesk organizations
- Ensure parity with Zendesk end users with Salesforce contacts

PROCESS TEMPLATE PACKAGE:

- Two endpoints: Salesforce, Zendesk
- Three pre-built integration flows
- Implementation and post-implementation delivery services (optional)

VALUE TO CUSTOMERS:

1. Packaged solution speeds up customer issue resolution
2. Connect and synchronize data and processes quickly and easily between systems
3. Increase overall knowledge sharing across the organization
4. Easily customize on top of pre-packaged templates
5. Pre-built integrations accelerate your time to deploy by 50-80%

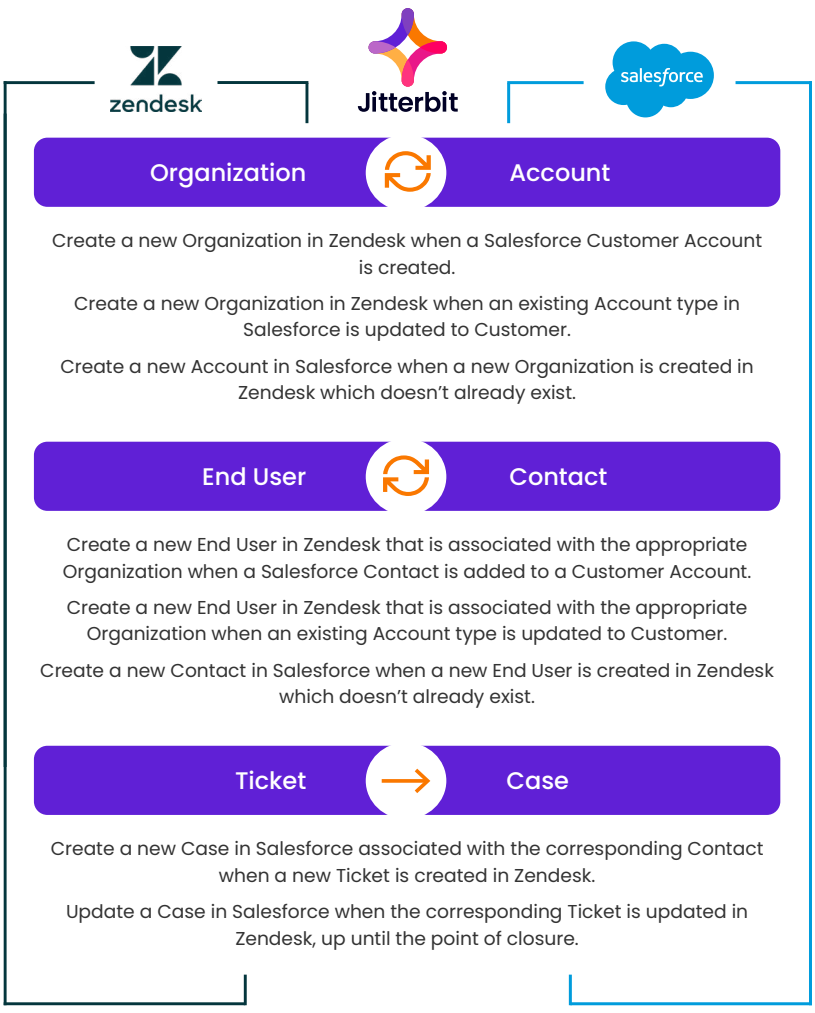
BUSINESS BENEFITS:

- Reduced issue resolution time, increased efficiency, and productivity
- Greater visibility into customer issues and priorities with more efficient tracking
- Streamlined and automated processes
- Increased customer satisfaction and enhanced customer experience

Introduction

When it comes to servicing the needs of both customers and employees, time is of the essence. Customers and employees expect fast resolutions to their issues. Support teams must work together to fulfill these needs in an accurate and accelerated manner. Unfortunately, the use of multiple tools may lead to time delays, manual errors, quality issues, and unsatisfactory customer and employee experiences.

Jitterbit's Zendesk-Salesforce Incident Management Process Template streamlines and automates processes while improving the collaboration between teams for highly effective employee and customer management. The template is a pre-packaged solution for integrating Zendesk with Salesforce, enabling support teams to be quick, efficient, and productive. The template automates processes and operations that reduce time in resolving customer and employee related issues, so that time can be invested in more meaningful tasks that help to provide improved experiences.



The *API Lifecycle* of Service



The number of applications used by corporations to manage and improve the customer and employee experience is growing exponentially. Unfortunately, managing them has become a resource-intensive balancing act involving the coordination of multiple sets of employee and service data located in many different applications. To stay competitive, Jitterbit Harmony connects data, people, and devices together to streamline service management business processes and enable a seamless Service API360 experience.

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Jitterbit empowers businesses to optimize their connectivity and scalability through a single integration and workflow automation platform. Our mission is to turn complexity into simplicity so your entire organization can work faster and more efficiently.

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