

# Zendesk–Microsoft Dynamics Incident Management Process Template



## Introduction

When it comes to servicing the needs of both customers and employees, time is of the essence. Customers expect fast resolutions to their issues, or they walk away and find somewhere else to spend their money. Likewise, if a new or veteran employee has an issue that needs to be addressed by service teams, they expect that issue to be resolved with lightning speed to preserve productivity and morale. The Services teams must work together to fulfill these needs in an accurate and accelerated manner. Unfortunately, the teams have their own unique tools they use to operate with, which makes it difficult for them to be in unison. The use of multiple tools may lead to time delays, manual errors, quality issues, and unsatisfactory customer experiences.

Jitterbit's Zendesk–Microsoft Dynamics 365 Incident Management Process Template streamlines and automates processes while improving the collaboration between teams for highly effective employee and customer management. The template automates the creation and updating of an account and contact in Microsoft Dynamics 365 when they are created or updated in Zendesk (and vice-versa). It also automates the creation and updating of cases in Microsoft Dynamics 365 associated with the corresponding ticket in Zendesk.

The template is a pre-packaged solution for integrating Zendesk with Microsoft Dynamics 365, enabling customer and employee facing 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.

### BUSINESS PROBLEMS SOLVED:

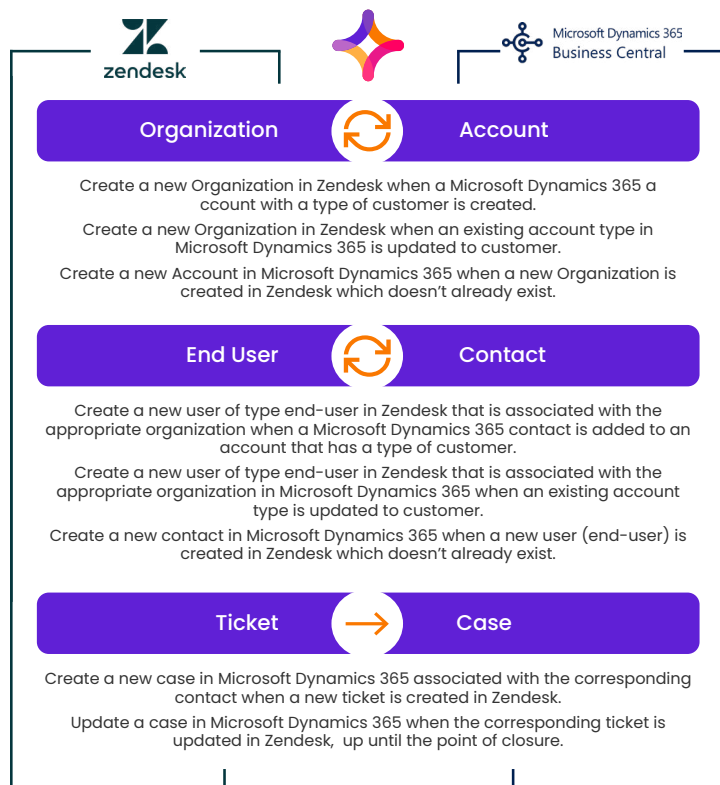
- Synchronize Zendesk organization and user data with Microsoft Dynamics 365 processes
- Coordinate Microsoft Dynamics 365 accounts with Zendesk organizations
- Ensure parity with Zendesk end-users with Microsoft Dynamics 365 contacts

### BUSINESS OUTCOMES

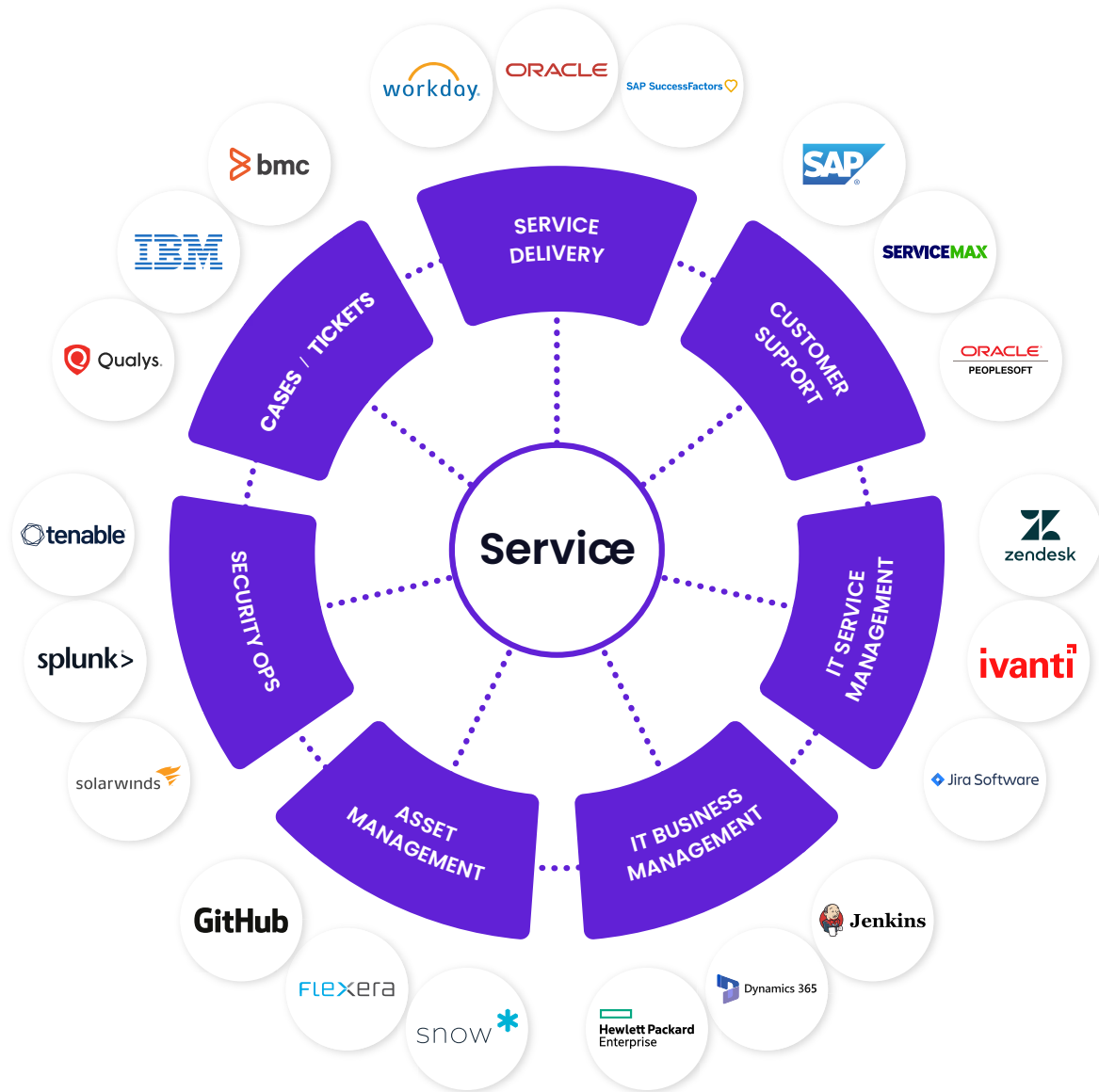
- Reduced issue resolution time, increased efficiency, and productivity
- Greater visibility into customer issues and priorities with more efficient tracking
- Streamlined and automated processes
- Increased customer satisfaction and enhanced customer experience

### VALUE TO CUSTOMERS:

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



# 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.



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.

Jitterbit, Inc. • [jitterbit.com](https://jitterbit.com) • +1.877.852.3500