

Zendesk Integration

MegaPath Connector

Integrate MegaPath Hosted Voice with Zendesk

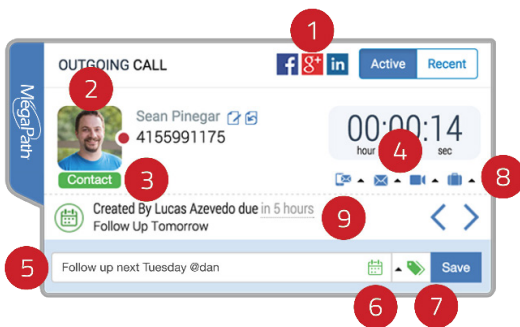
The MegaPath Connector is a simple plug-in that can seamlessly connect MegaPath Hosted Voice with Zendesk in a matter of minutes, allowing you to capture every customer and prospect interaction, increase productivity, reduce response time and build better relationships.

Integration Features

Improve conversion rates and capture more value on marketing spend. The MegaPath Connector helps you measure and reduce response time to inbound leads through its native connection to Zendesk. Integration features include:

- ▶ Native integration via Zendesk REST API
- ▶ Click-to-dial on any page
- ▶ Caller info screen pop
- ▶ Log inbound/outbound calls automatically
- ▶ Easy note taking on any page in your browser
- ▶ Relate to opportunities, cases & custom objects

Intuitive Interface



Advanced Reporting

- ▶ Advanced analytics dashboard and reporting
- ▶ Company-wide, team-based and user analytics
- ▶ Real-time and historic data
- ▶ Total Calls/Talk-time
- ▶ Average talk time
- ▶ Connect rate by hour
- ▶ Lead response time
- ▶ Gamification/Leaderboards
- ▶ Embeddable reporting inside Zendesk

The MegaPath Advantage

Superior Reliability

Our voice network achieves 99.999% availability, providing customers with the highest level of reliability in the industry.

Feature-Rich

MegaPath Hosted Voice comes standard with over 50 calling and mobility features that simplify call handling and increase productivity.

Complete Service Portfolio

We offer a full range of business voice, internet, managed networks and security services, nationwide