



Add Guidance and Workflow within Zendesk to Ensure Efficient Ticket Resolution

Are your technical support agents being expected to solve complicated support tickets without being equipped with the right knowledge at the right time to do so quickly and effectively?

Support tickets are growing increasingly complicated, with agents needing to understand complex product configurations, technical troubleshooting and multi-vendor solutions. Without the relevant know-how, agents are unable to deliver effective ticket resolution. Unresolved tickets are escalated to second or sometimes even third tier support all while precious seconds tick by, and both customer and agent frustration increases.

Solution: Jacada Ticket Guidance

Jacada Ticket Guidance embeds agent guidance and scripting directly within Zendesk while working on a ticket. Agents are guided step by step on the most efficient route to resolve complex tickets, resulting in a far more **efficient work process** and a marked increase in **resolving the issue correctly the first time**.

Benefits

- Jacada Ticket Guidance not only improves agent productivity but equally transforms each and every agent into an **efficient problem-solver** and **subject matter expert** on any given support ticket, dramatically **reducing training time**.
- Agents are able to solve complicated support tickets quickly and effectively, ensuring your customers get their ticket resolved correctly, the first time.

Best of All - Installation is Only a Click Away:

- Jacada Ticket Guidance is easily installable directly from within the Zendesk Appstore.
- Your subject matter experts can quickly use a graphical “drag and drop” environment to easily build flows to guide your agents with the next best action to resolve the ticket.

Once Jacada Ticket Guidance is installed, you’ll experience:

- Fast and effective ticket resolution, regardless of complexity level
- “Next-Best-Action” capabilities all within the ticketing system you already love
- Agents are transformed into technical support experts while skipping the traditional training-learning-implementing period
- Happier Customers

