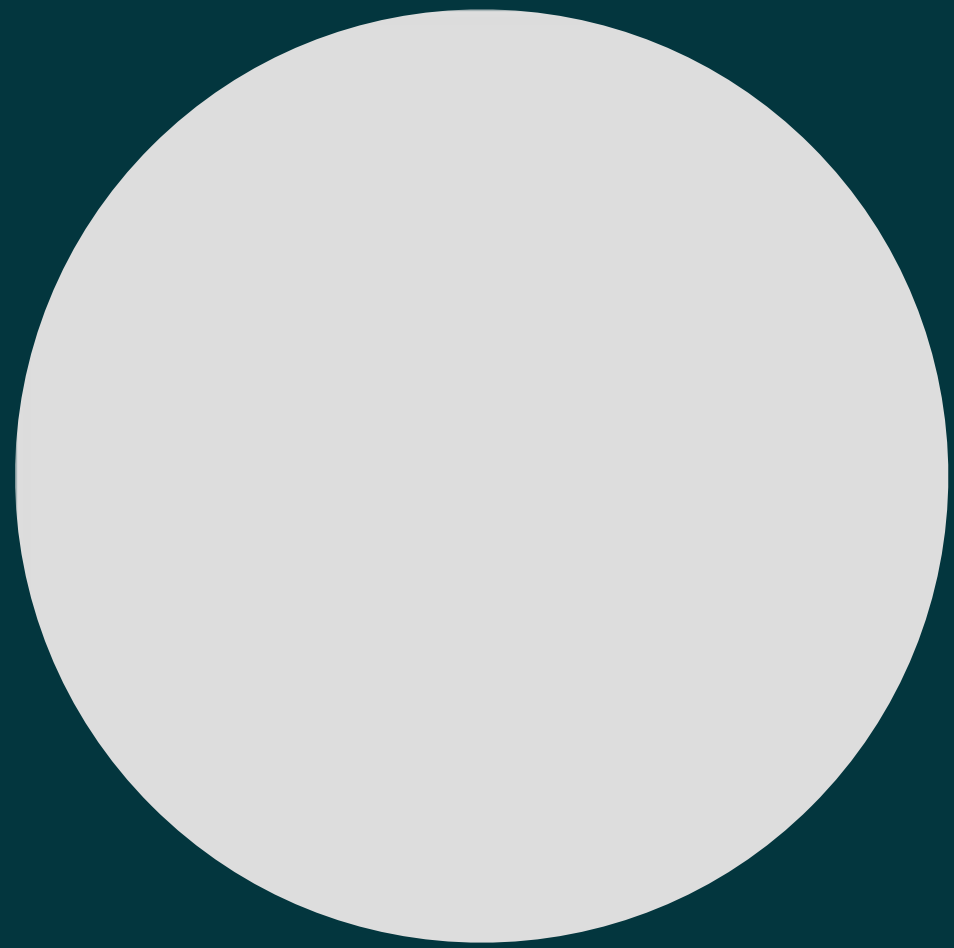


Zendesk Talk Essentials







Understand Zendesk Talk

Understand Zendesk Talk

Explain How Agents Use Zendesk Talk

Understand Zendesk Talk



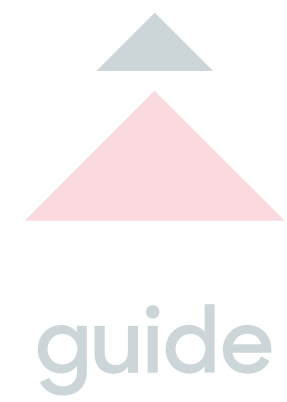
Understand Zendesk Talk

Zendesk family of products



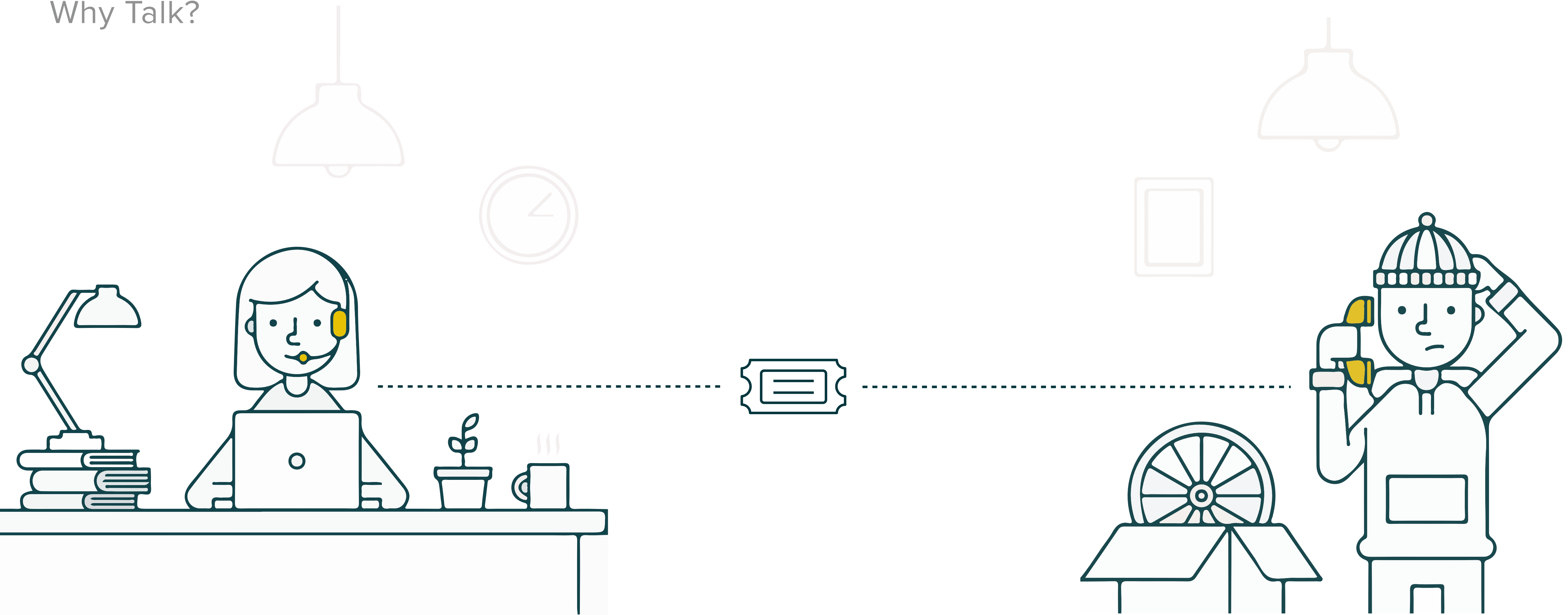
Understand Zendesk Talk

Zendesk family of products



Understand Zendesk Talk

Why Talk?



Understand Zendesk Talk

User roles



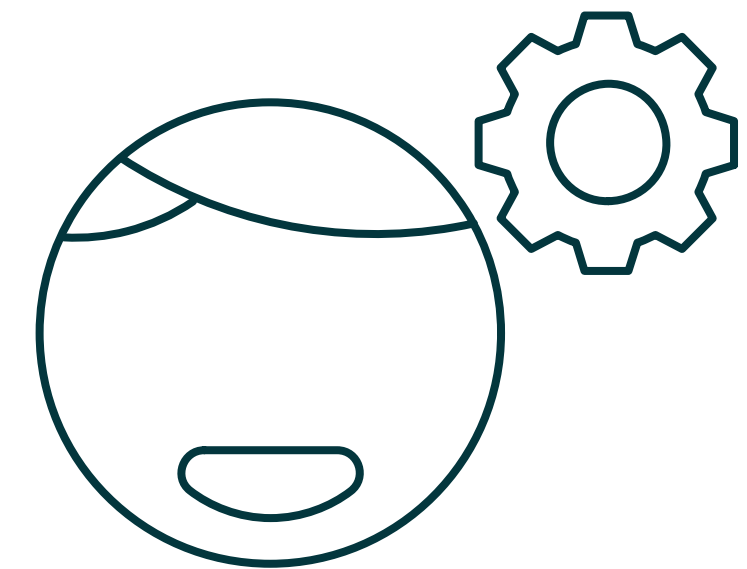
End-users

Talk with agents or text a support request.



Talk agents

Talk with end-users and reply to text tickets to resolve requests.



Administrators

Manage how Zendesk Talk settings and features are set up.

Understand Zendesk Talk

Talk Admin settings

The screenshot displays the Zendesk Admin Center interface. On the left sidebar, the 'Talk' menu item is highlighted with an orange box. The main content area is titled 'Talk Advanced' and shows 50 Talk agents, with 8 of 50 agents enabled. Below this, there are tabs for Settings, Numbers, Addresses, Greetings, IVR, and Dashboard. The 'Settings' tab is active, showing several configuration options:

- Enable Talk:** A descriptive text explaining that enabling Talk allows agents to answer calls from their phones.
- Maximum queue size:** A dropdown menu set to '5'.
- Maximum queue wait time:** A dropdown menu set to '2 minutes'.
- New live call recordings are public?** A toggle switch that is currently turned off.
- Agent confirmation when forwarding?** A toggle switch that is currently turned on.

In the top right corner, there is a widget with four icons: Support, Guide, Chat, and Talk. The 'Talk' icon is highlighted with an orange box, and a green toggle switch is visible to its right.

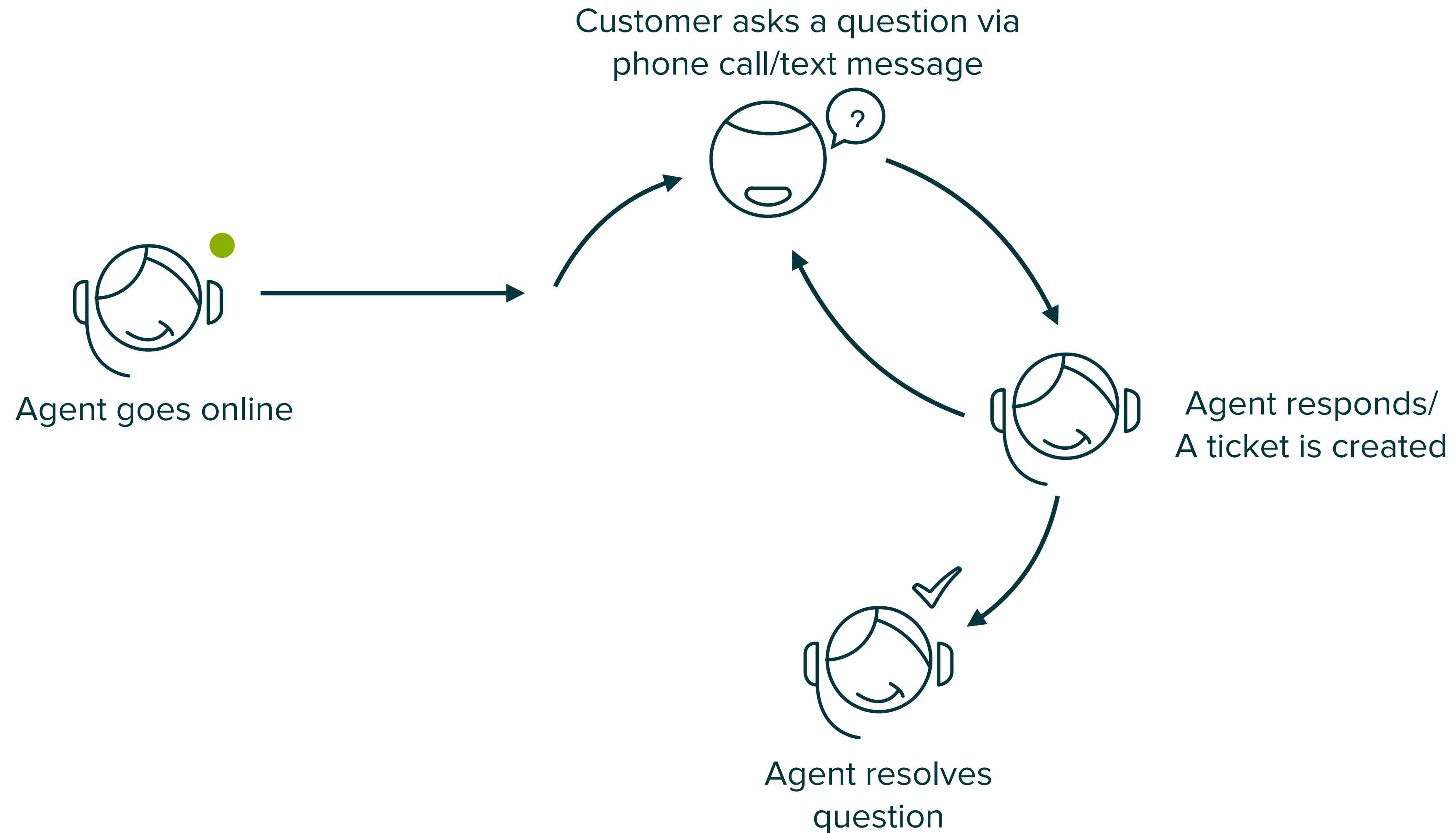


Explain How Agents Use Zendesk Talk



Explain How Agents Use Zendesk Talk

Call/Text timeline



Explain How Agents Use Zendesk Talk

How it works

The screenshot displays the Zendesk interface. On the left is a sidebar with navigation icons and a list of views. The main area shows a table of unassigned tickets. An orange box highlights an incoming call notification from +1 (201) 380-0368, which is currently unanswered. The notification includes the caller's name 'Caller Unknown' and a 'Waiting for: 24s' indicator, with 'Decline' and 'Accept' buttons at the bottom.

Views

- Unassigned tickets - CE: 20
- All unsolved tickets - CE: 45
- Recently updated tickets - CE: 25
- Unsolved tickets in your groups - ...: 32
- Recently solved tickets - CE: 27
- Pending tickets - CE: 17
- New tickets in your groups - CE: 7
- Your unsolved tickets - CE: 3
- Suspended tickets: 0
- Deleted tickets: 3

Unassigned tickets - CE
20 tickets

Subject	Requester	Requested	Priority
Colors in app	Mario Stanfield - CE	Yesterday 08:00	-
Come to Madison!	Mario Stanfield - CE	Yesterday 08:00	Urgent
Double charged!	Mario Stanfield - CE	Yesterday 08:00	Normal
Help me reset my password	Mario Stanfield - CE	Yesterday 08:00	Urgent
Tipping?	Mario Stanfield - CE	Friday 14:00	-
Reviews on items	Jimmy McNulty - CE	Friday 14:00	-
Thanks!	Jimmy McNulty - CE	Thursday 10:00	Urgent
Ice cream cake was melted	Emma Lee - CE	Thursday 10:00	Low
Drinking straw policy	Jimmy McNulty - CE	Thursday 10:00	Low
Farmer's market deliveries?	Jimmy McNulty - CE	Thursday 10:00	Urgent
Grocs	Emma Lee - CE	Thursday 10:00	-
Change CC info	Mario Stanfield - CE	Wednesday 10:00	-
Premium	Jimmy McNulty - CE	Wednesday 10:00	-
Payment options	Jimmy McNulty - CE	Wednesday 10:00	-
SPRING promo code error	Mario Stanfield - CE	Wednesday 10:00	-
Adding info to profile	Jimmy McNulty - CE	Sep 12	-

Talk Online

+1 (201) 380-0368

Incoming call
Answer in: 22s

Caller Unknown
Waiting for: 24s
Unknown

+1 (201) 380-0368

Decline Accept



Explain How Agents Use Zendesk Talk

How it works

The screenshot displays the Zendesk agent interface. On the left is a sidebar with navigation icons and a 'Views' list. The main area shows a table of 'Unassigned tickets - CE'. A 'Talk' modal window is overlaid on the right, showing a 'Callback request' from an unknown caller with a 'Call' button highlighted.

Views

- Unassigned tickets - CE: 20
- All unsolved tickets - CE: 45
- Recently updated tickets - CE: 25
- Unsolved tickets in your groups - ...: 32
- Recently solved tickets - CE: 27
- Pending tickets - CE: 17
- New tickets in your groups - CE: 7
- Your unsolved tickets - CE: 3
- Suspended tickets: 0
- Deleted tickets: 3

Unassigned tickets - CE
20 tickets

Subject	Requester	Requested	Priority
Colors in app	Mario Stanfield - CE	Yesterday 08:00	-
Come to Madison!	Mario Stanfield - CE	Yesterday 08:00	Urgent
Double charged!	Mario Stanfield - CE	Yesterday 08:00	Normal
Help me reset my password	Mario Stanfield - CE	Yesterday 08:00	Urgent
Tipping?	Mario Stanfield - CE	Friday 14:00	-
Reviews on items	Jimmy McNulty - CE	Friday 14:00	-
Thanks!	Jimmy McNulty - CE	Thursday 10:00	Urgent
Ice cream cake was melted	Emma Lee - CE	Thursday 10:00	Low
Drinking straw policy	Jimmy McNulty - CE	Thursday 10:00	Low
Farmer's market deliveries?	Jimmy McNulty - CE	Thursday 10:00	Urgent
Grocs	Emma Lee - CE	Thursday 10:00	-
Change CC info	Mario Stanfield - CE	Wednesday 10:00	-
Premium	Jimmy McNulty - CE	Wednesday 10:00	-
Payment options	Jimmy McNulty - CE	Wednesday 10:00	-
SPRING promo code error	Mario Stanfield - CE	Wednesday 10:00	-
Adding info to profile	Jimmy McNulty - CE	Sep 12	-

Talk Online

Please select a phone number...

Callback request
Returns to queue: 30s

Caller Unknown - Waiting for: 85s
Unknown

+1 (424) 888-5081

Decline **Call**



Explain How Agents Use Zendesk Talk

How it works

The screenshot displays the Zendesk Talk interface for a specific ticket. The top navigation bar includes the ticket title "Phone Call from: Caller Unknown" with ID #2342, and various utility icons like search, chat, and a timer showing 01:40. Below this, the ticket details are shown: "Organization (create)", "Caller Unknown", and "Ticket #2342".

The main content area is divided into two sections. The left section, titled "Assigned", shows the agent "Product S... Francis Kind - CE" and a search bar for contacts. The right section, titled "Phone Call from: Caller Unknown", shows a call log entry: "1 minute ago · Caller Unknown Unknown via Francis Kind - CE [change] · Via [+1 (201) 290-0399]".

A call control bar is visible, featuring a "Hang up" button and a "Hold" button. Below this, there are tabs for "Public reply" and "Internal note". The "Public reply" tab is active, showing a large yellow text area for the agent's response. Below the text area, there are "Conversations" and "All" buttons.

The bottom section shows a "Public reply" from "Francis Kind - CE" with the following text: "Call from: Unknown", "Time of call: August 24, 2017 03:10:11 AM", and "Answered by: Francis Kind - CE". At the bottom of the interface, there is an "Apply macro" dropdown, a "Stay on ticket" button, and a "Submit as Open" button.



Demo

How agents use Zendesk Talk

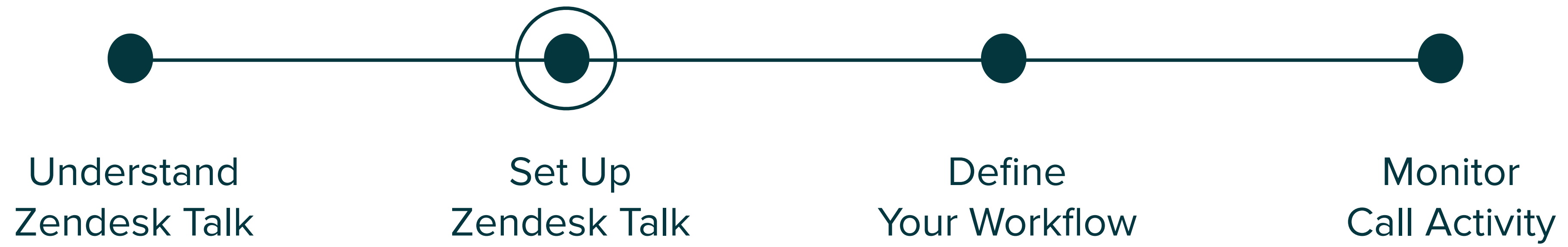
What are some call controls that an agent can use if not sure how to resolve a customer's issue?



Understand Zendesk Talk

Understand Zendesk Talk

Explain How Agents Use Zendesk Talk



Set Up Zendesk Talk

Add a Number

Enable Agents

Enable a Number for Text Capabilities

Configure the General Settings

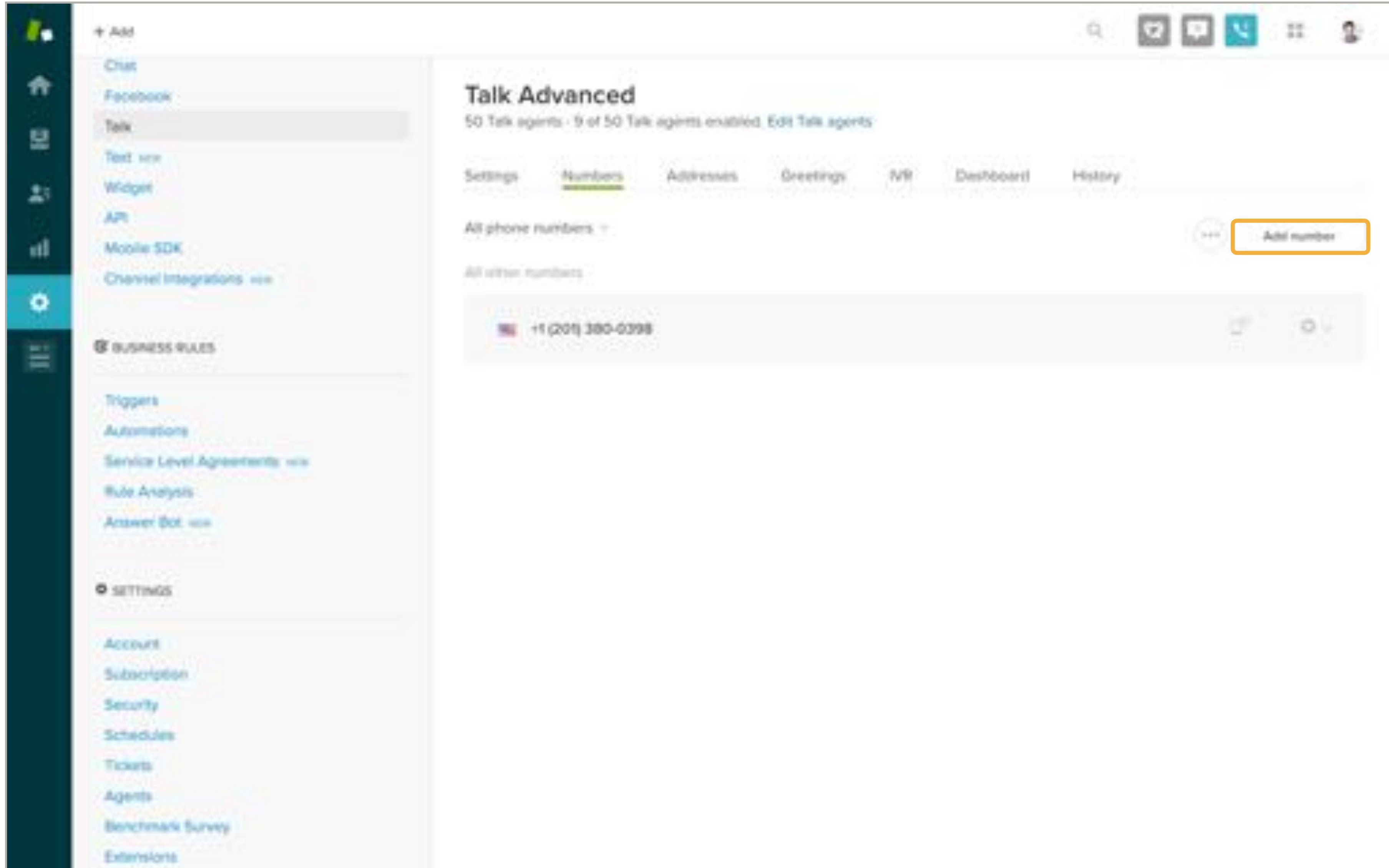
Add a Number



You can support multiple brands or markets
adding one or more numbers.

Add a Number

How it works



The screenshot displays the 'Talk Advanced' interface. On the left is a dark sidebar with navigation options: '+ Add', 'Chat', 'Facebook', 'Talk', 'Text', 'Widget', 'API', 'Mobile SDK', 'Channel Integrations', 'BUSINESS RULES', and 'SETTINGS'. The main content area is titled 'Talk Advanced' and shows '50 Talk agents · 9 of 50 Talk agents enabled'. Below this are tabs for 'Settings', 'Numbers', 'Addresses', 'Greetings', 'IVR', 'Dashboard', and 'History'. The 'Numbers' tab is active, showing 'All phone numbers' and 'All other numbers'. A list of numbers is visible, with the first entry being '+1 (201) 380-0398'. A yellow box highlights the 'Add number' button in the top right corner of the numbers list.



Demo

Add a number

Add a Number

Try it!

Add a number

1. Click the **Admin icon** in the sidebar, then select **Channels > Talk**.
2. Click the **Numbers** tab.
3. Click **Add number**.
4. Select a **country** and **area code** and then click **Search**.
5. Select a **phone number** and then click **Next**.
6. Accept the **terms and conditions** and click **Next**. Click **Cancel** if you don't need to add a number yet, otherwise you'll be charged, if not on trial.



Enable Agents



Demo

Enable an agent

Enable Agents

Best practices for enabling the agents experience



Test your Internet connection

For best results, set up a dedicated network for your Talk calls.

Provide your team with good headsets

For better call quality, we highly recommend wired headset.

Train your agents on call best practices

Provide coaching on previous calls and encourage to use Talk features that can help streamline the call process.



Enable a Number for Text Capabilities



Enable a Number for Text Capabilities

Engage in conversations with your customers using
SMS (Short Message Service)
and **MMS** (Multimedia Message Service).



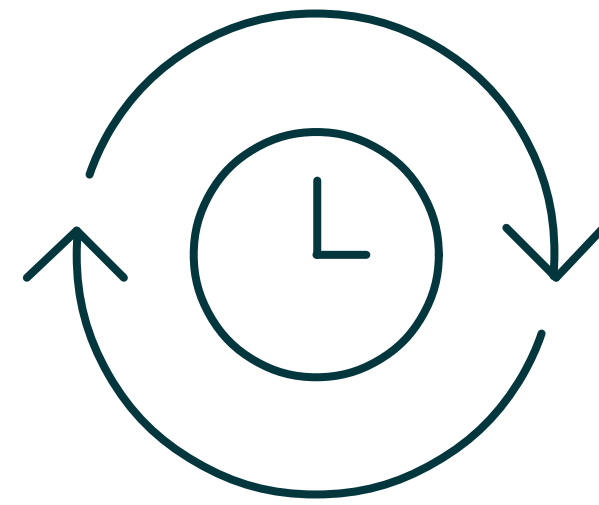
Enable a Number for Text Capabilities

Why should I use it?



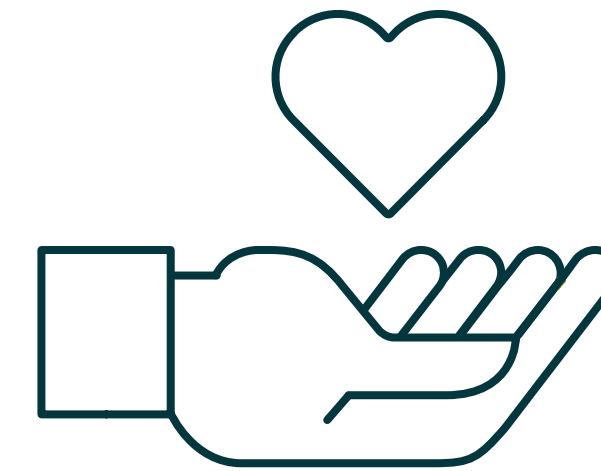
Global reach

+



Faster engagement
rate

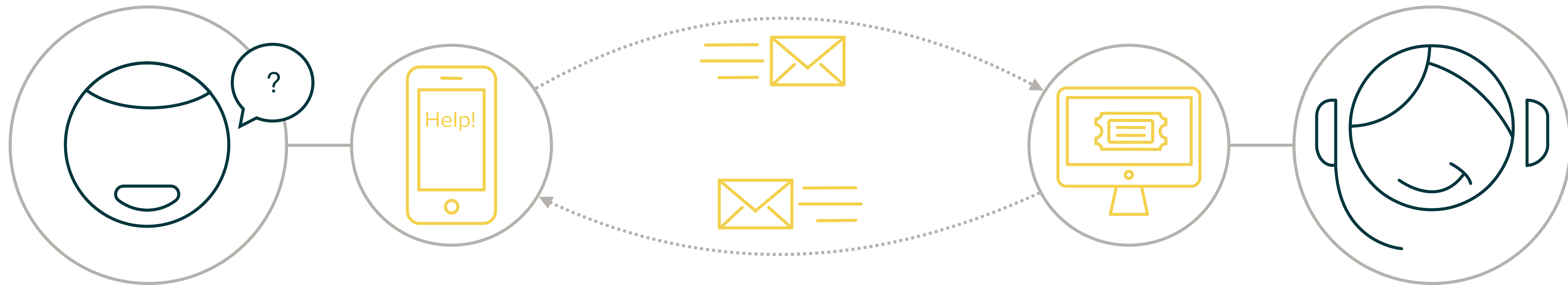
=



Happy customers

Enable a Number for Text Capabilities

How it works



Enable a Number for Text Capabilities

How it works

The screenshot displays a settings page for a contact center. On the left is a navigation sidebar with categories like 'BUSINESS RULES' and 'SETTINGS'. The main content area contains various settings, each with a toggle switch. The 'Enable for Text' setting is highlighted with an orange box. Below the settings are 'Cancel' and 'Save changes' buttons.

Setting	Toggle State
Record calls?	On
Create ticket for abandoned calls?	Off
Average wait time message? <small>Play a message informing the caller of the average wait time. (Message plays when wait time is over 2 minutes.)</small>	Off
Delete recordings after	Never
Wait greeting	Default
Available agents greeting (voicemail on)	Default
Available agents greeting (voicemail off)	Default (Voicemail Off)
Hold greeting	Default
Enable for Text <small>This number is capable of SMS and can be enabled for your Text channel.</small>	On



Demo

Enable a number for Text

Enable a Number for Text Capabilities

Try it!

Enable a number for Text.

1. Click the **Admin icon** in the sidebar, then select **Channels > Talk**.
2. Click the **Numbers** tab.
3. Click the number you created and **scroll its settings** to the bottom.
4. Click the toggle **Enable for Text** on.
5. Click **Save changes**, then **Configure this number for Text**.
6. In the new page, click the number.
7. Provide a nickname and a group to route the SMS.
8. Click **Save changes**.



Enable a Number for Text Capabilities

Best practices for Text



Keep it short

Limit messages shorter to 160 characters or less.

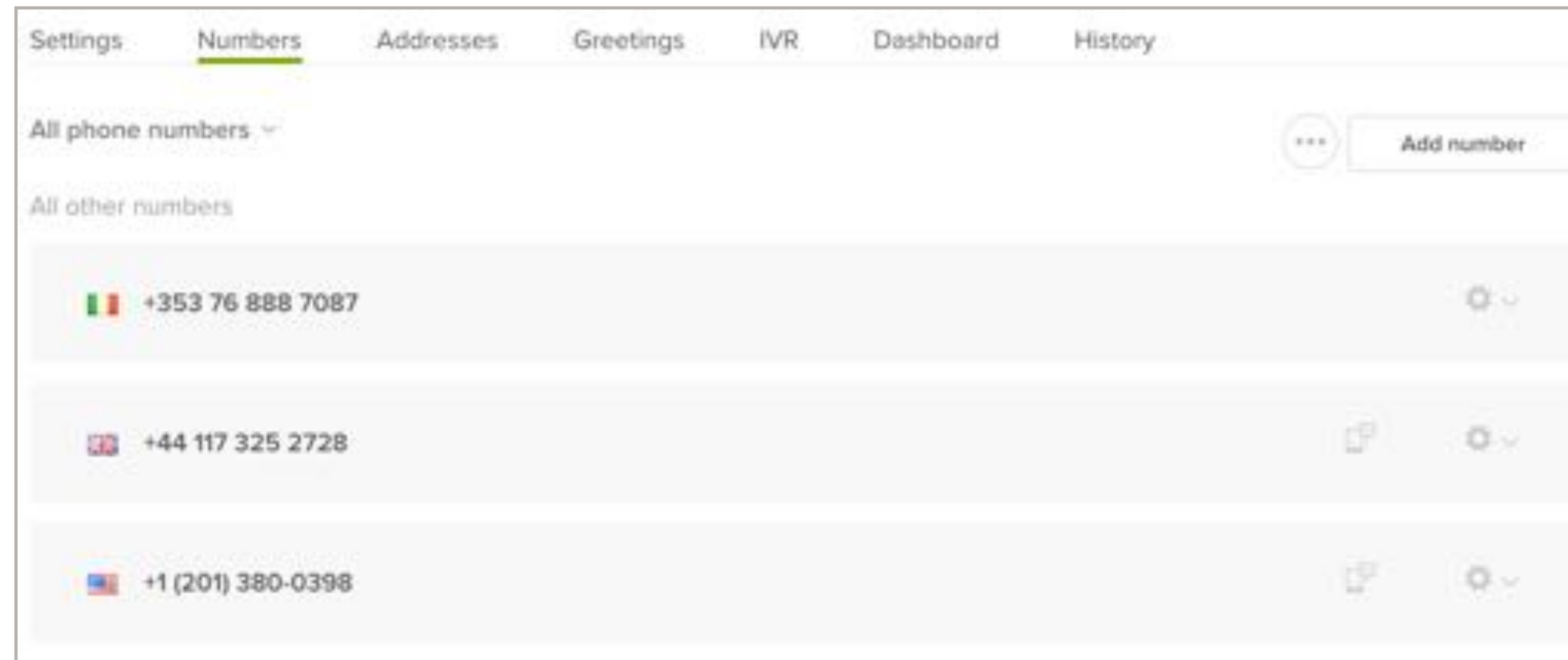
No mass outbound SMS

Limit yourself to no more than 250 notifications a day per number so that your number isn't blacklisted.

Number as direct line

Set the end-user's phone number as their direct line.









Which number(s) can also receive text messages and not only calls?



Settings Numbers Addresses Greetings IVR Dashboard History

All phone numbers ⌵ ⋮ Add number

All other numbers

 +353 76 888 7087	
 +44 117 325 2728	 
 +1 (201) 380-0398	 

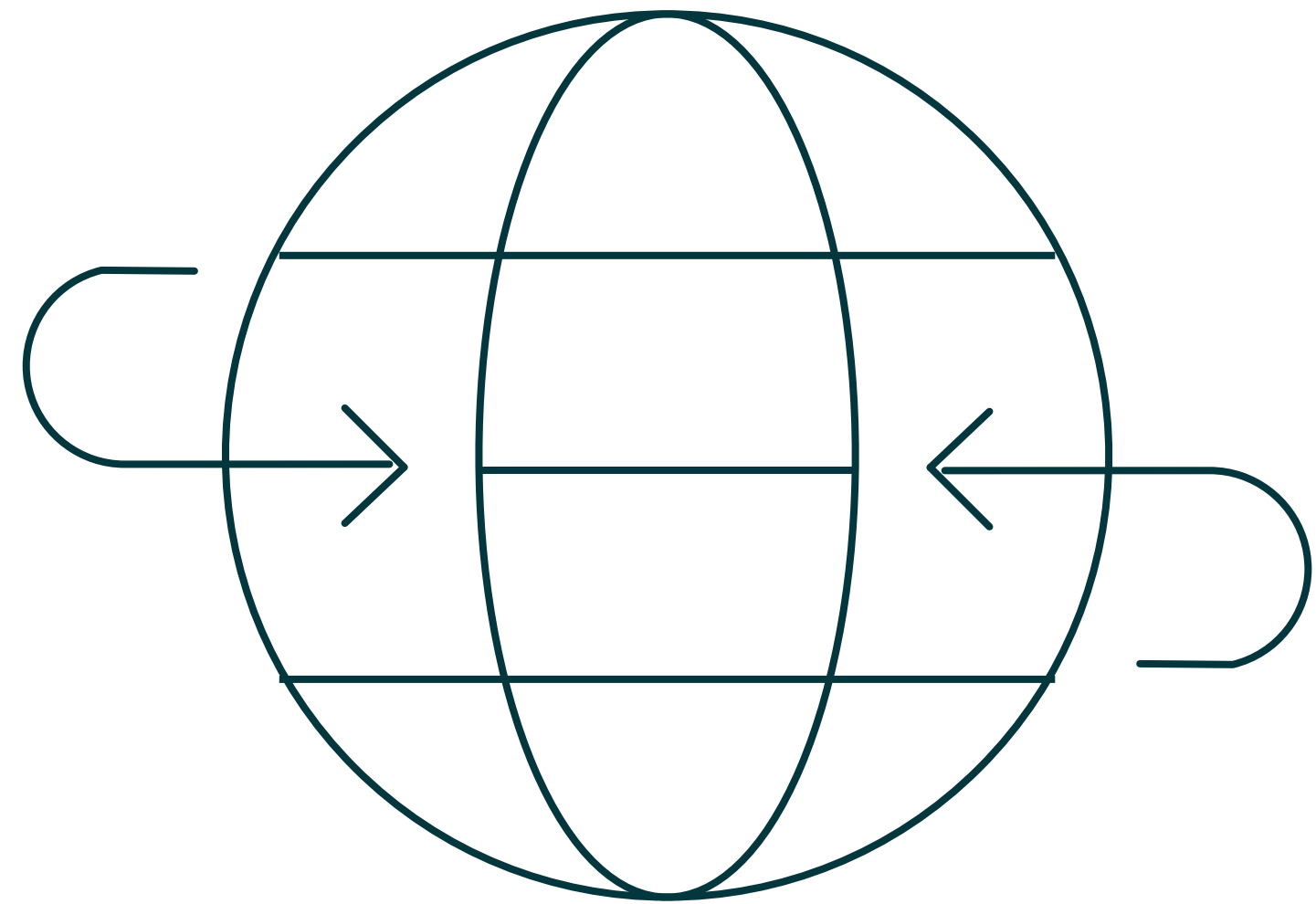
Do you have an SLA with your customers?



Configure the General Settings



Configure the General Settings



With Talk's customization features, you can deliver both **scalable** and **personalized** global support.

Demo

Customize your settings

Configure the General Settings

Try it!

Customize your general settings.

1. Click the **Admin icon** in the sidebar, then select **Channels > Talk**.
2. Under the **Settings tab**, enable Talk.
3. Set your **Maximum Queue Size** and **Wait Time**.
4. Click **Save changes**.



Configure the General Settings

Best practice for the general settings



Set a maximum queue wait time of at least two minutes.

Configure the General Settings

Best practice for the general settings



Set a failover number.

Which one of these settings should you use to identify your numbers quickly?



Settings Voicemail Routing Callback

Nickname

Fallover number

Allow outbound calls?
Agents can place outbound calls to customers from this number.

Agent wrap-up after calls?
Enabling wrap-up gives the agent time to finish taking notes after a call.

Set Up Zendesk Talk

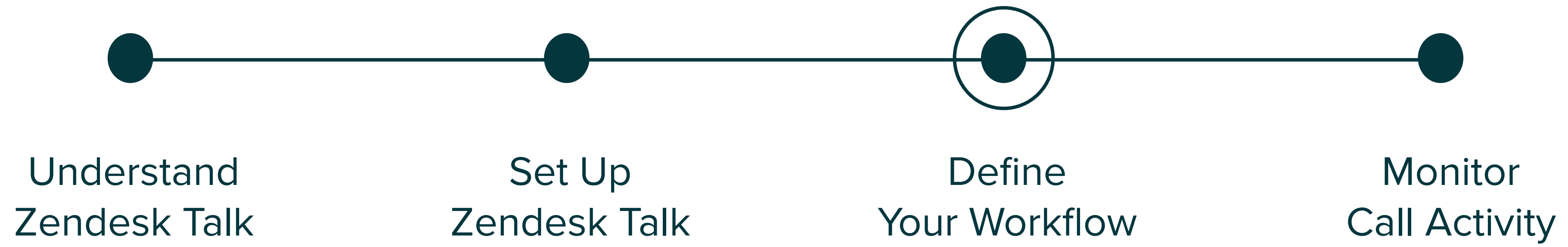
Add a Number

Enable Agents

Enable a Number for Text Capabilities

Configure the General Settings

BREAK



Define Your Workflow

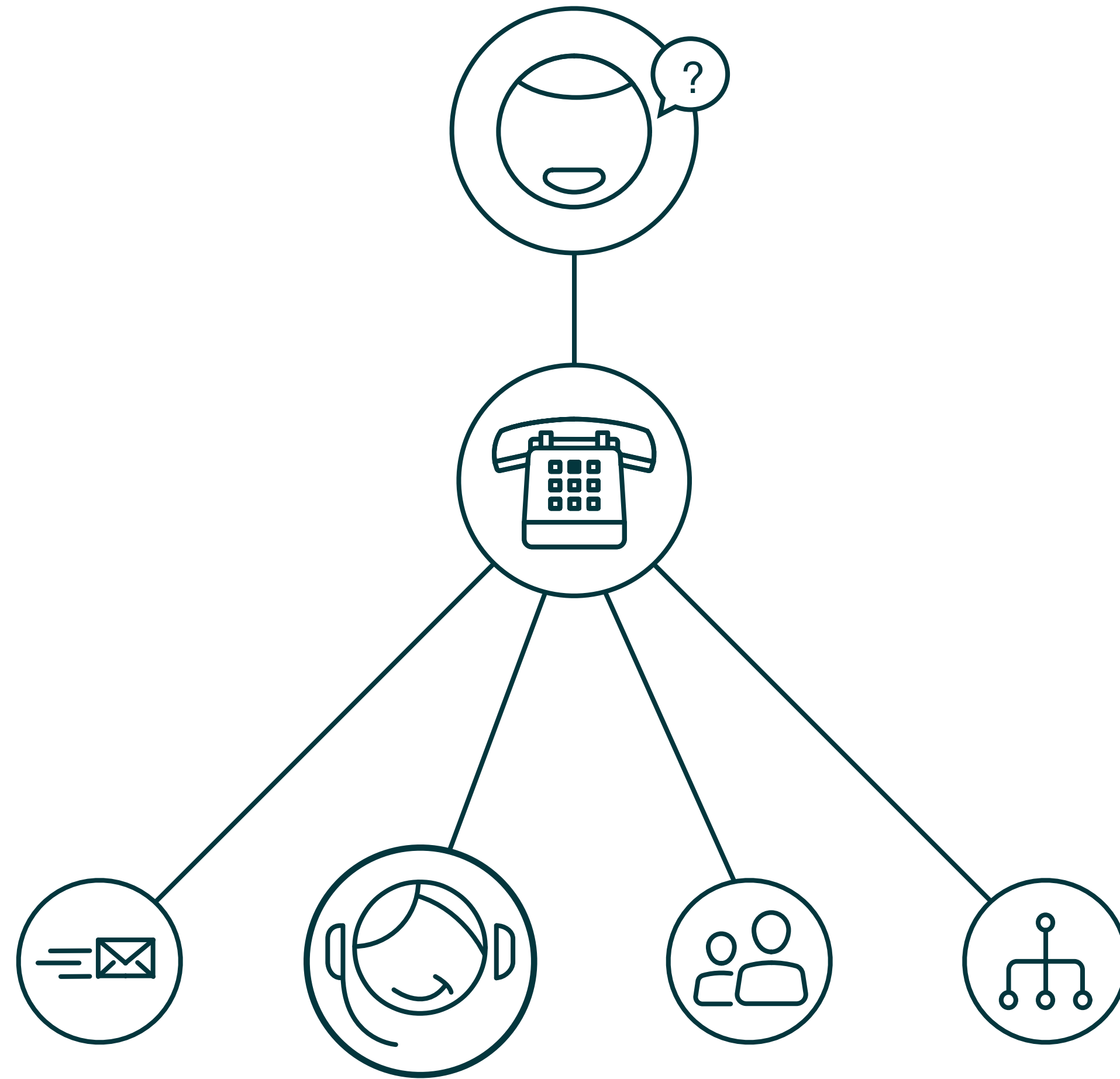
Manage Greetings

Configure Your Voicemail

Enable Callback from Queue

Routing Calls with IVR

Define Your Workflow



Manage Greetings

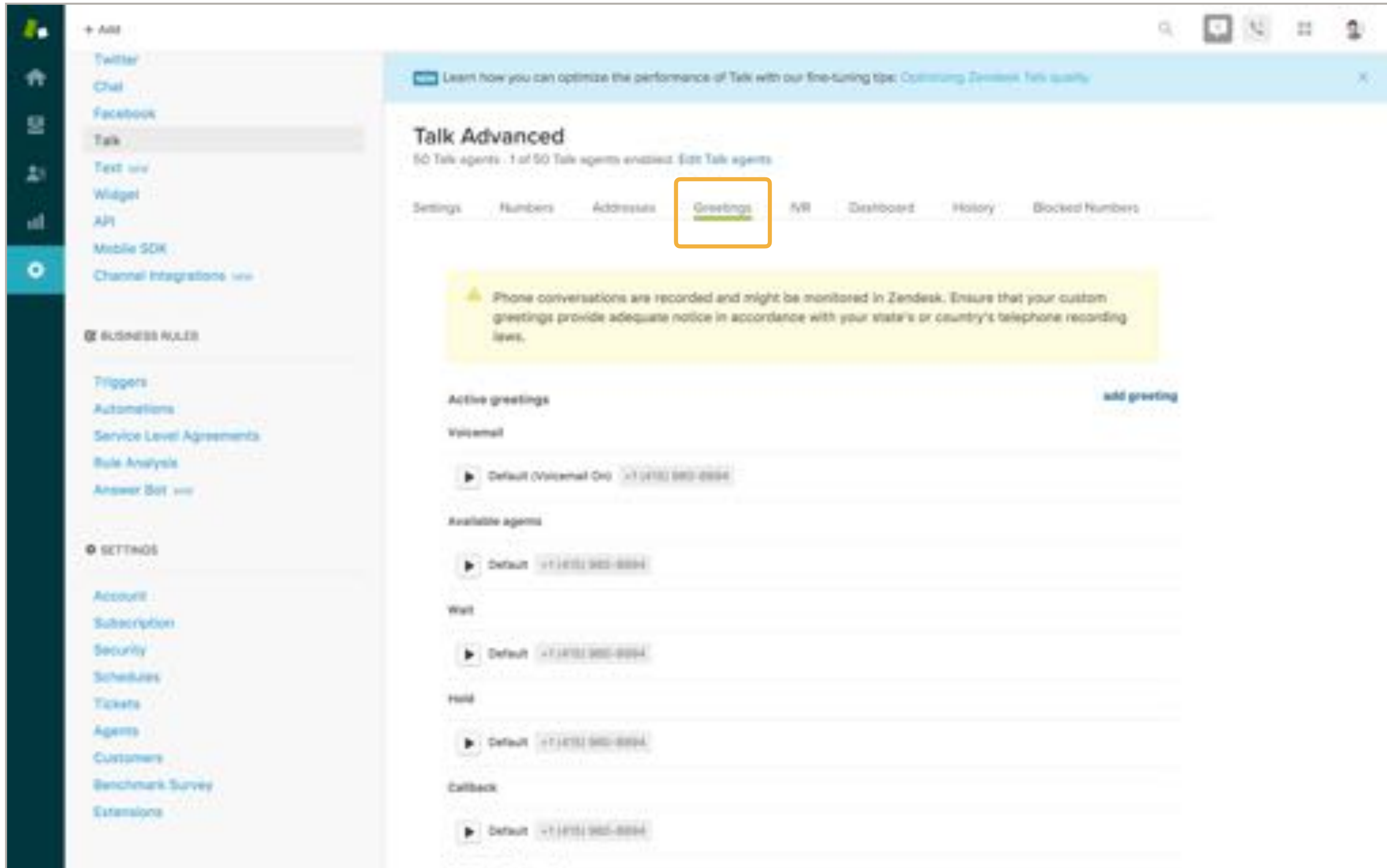




Greetings are **recorded voice messages** that welcome your customer, communicate your brand and tell them the best way to get help.

Manage Greetings

How it works



The screenshot displays the Zendesk Talk Advanced settings interface. On the left is a dark sidebar with navigation options: + Add, Twitter, Chat, Facebook, Talk (highlighted), Text, Widget, API, Mobile SDK, Channel Integrations, BUSINESS RULES (Triggers, Automations, Service Level Agreements, Rule Analysis, Answer Bot), and SETTINGS (Account, Subscription, Security, Schedules, Tickets, Agents, Customers, Benchmark Survey, Extensions). The main content area is titled 'Talk Advanced' and shows '50 Talk agents - 1 of 50 Talk agents enabled'. A navigation bar includes Settings, Numbers, Addresses, Greetings (highlighted with an orange box), IVR, Dashboard, History, and Blocked Numbers. A yellow warning banner states: 'Phone conversations are recorded and might be monitored in Zendesk. Ensure that your custom greetings provide adequate notice in accordance with your state's or country's telephone recording laws.' Below this, the 'Active greetings' section features an 'add greeting' button and a 'Voicemail' subsection with a 'Default (Voicemail On)' button and a phone number '+1 (415) 960-8894'. The 'Available agents' section has a 'Default' button and the same phone number. The 'Wait' and 'Hold' sections each have a 'Default' button and the phone number. The 'Callback' section has a 'Default' button and the phone number.



Demo

Manage your greetings

Manage Greetings

Try it!

Create a custom greeting.

1. Click the **Admin icon** in the sidebar, then select **Channels > Talk**.
2. Under the **Greetings tab**, click **add greeting**.
3. Enter a name for your greeting and select the greeting type.
4. In the Greeting settings page, click **Add greeting**.
5. Click **Record using a phone** or **Upload an audio file** and follow the instructions.



Manage Greetings

Best practice for your greetings



Change your greetings when you have an exception to your normal business hours.

Configure Your Voicemail



Configure Your Voicemail

How it works

The screenshot displays the 'Talk Advanced' configuration page for a phone number. The left sidebar contains navigation options such as 'Twitter', 'Chat', 'Facebook', 'Talk', 'Text', 'Widget', 'API', 'Mobile SDK', and 'Channel Integrations'. Below these are sections for 'BUSINESS RULES' (Triggers, Automations, Service Level Agreements, Rule Analysis, Answer Bot) and 'SETTINGS' (Account, Subscription, Security, Schedules, Tickets, Agents, Customers, Benchmark Survey, Extensions). The main content area is titled 'Talk Advanced' and shows '50 Talk agents - 1 of 50 Talk agents enabled'. A navigation bar includes 'Settings', 'Numbers' (highlighted with an orange box), 'Addresses', 'Greetings', 'IVR', 'Dashboard', 'History', and 'Blocked Numbers'. Under 'All phone numbers', there is an 'Add number' button. The 'All other numbers' section shows a modal for the number '+1 (415) 980-8834'. This modal has tabs for 'Settings', 'Voicemail' (selected), 'Routing', and 'Callback'. The 'Voicemail' tab contains a 'Voicemail' toggle switch (turned on), a 'Greeting (voicemail on)' dropdown menu (set to 'Default (Voicemail On)'), a 'Greeting (voicemail off)' dropdown menu (set to 'Select'), a 'Transcribe voicemails?' toggle switch (turned on), and a 'Delete voicemails after' dropdown menu (set to 'Never'). 'Cancel' and 'Save' buttons are at the bottom of the modal.



Demo

Configure your voicemail

Which voicemail configuration allows a customer to leave a message?



Settings Voicemail Routing Callback

Voicemail

Greeting (voicemail on) Default (Voicemail On) ▶

Greeting (voicemail off) Select ▶

Transcribe voicemails?

Delete voicemails after Never

Cancel Save changes

Settings Voicemail Routing Callback

Voicemail

Greeting (voicemail on) Default (Voicemail On) ▶

Greeting (voicemail off) Select ▶

Cancel Save changes

Enable Callback from Queue

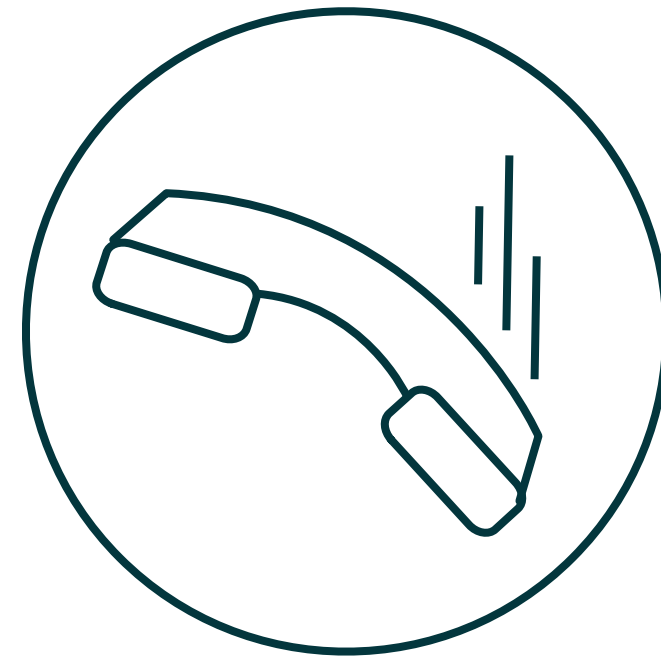


Callback from queue allows customers to request a callback.

Enable Callback from Queue



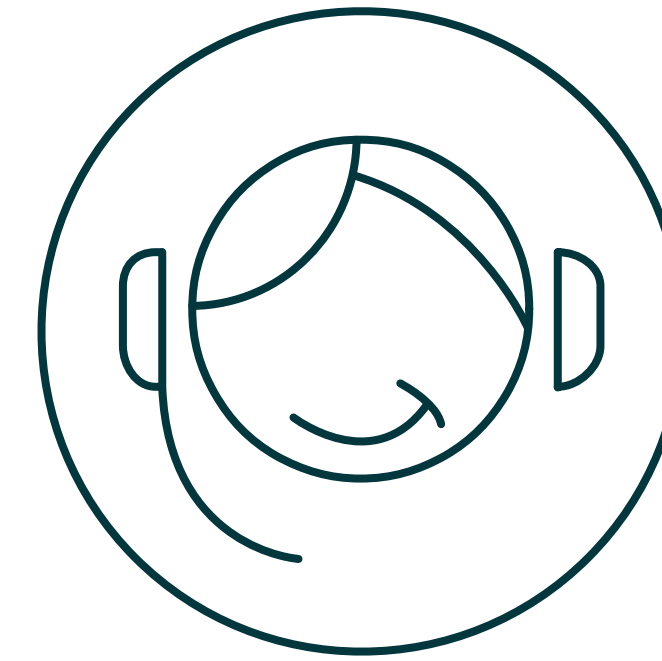
Enhance your
customer experience



Reduce
abandoned calls



Manage
high volumes



Boost
employee morale

Enable Callback from Queue

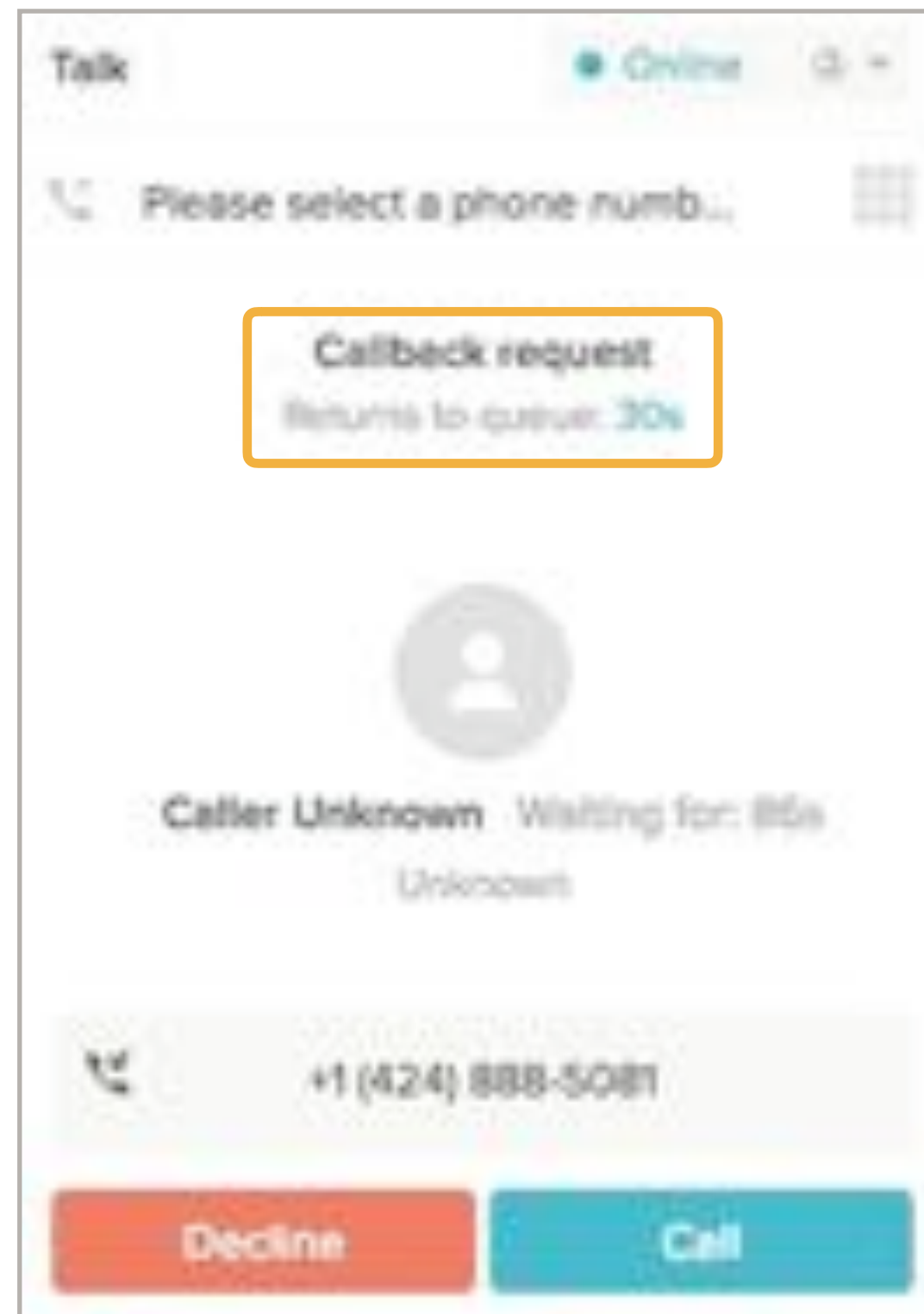
How it works

The screenshot displays the 'Talk Advanced' settings page in a web application. The left sidebar contains navigation options such as 'Twitter', 'Chat', 'Facebook', 'Talk', 'Text', 'Widget', 'API', 'Mobile SDK', and 'Channel Integrations'. Below these are sections for 'BUSINESS RULES' (Triggers, Automations, Service Level Agreements, Rule Analysis, Answer Bot) and 'SETTINGS' (Account, Subscription, Security, Schedules, Tickets, Agents, Customers, Benchmark Survey, Extensions). The main content area is titled 'Talk Advanced' and shows '50 Talk agents - 1 of 50 Talk agents enabled'. A navigation bar includes 'Settings', 'Numbers', 'Addresses', 'Greetings', 'IVR', 'Dashboard', 'History', and 'Blocked Numbers'. The 'Numbers' tab is highlighted with an orange box. Below this, there are sections for 'All phone numbers' and 'All other numbers'. A modal window is open for the number '+1 (415) 980-8834', showing tabs for 'Settings', 'Voicemail', 'Routing', and 'Callback'. The 'Callback' tab is active, and the 'Callback' toggle switch is turned on. Below the toggle, there are fields for 'Callback greeting' and 'Callback confirmation greeting', both set to 'Default'. At the bottom of the modal, there are 'Cancel' and 'Save' buttons.



Enable Callback from Queue

How it works



Enable Callback from Queue

Best practice for enabling the customer experience when using callback from queue



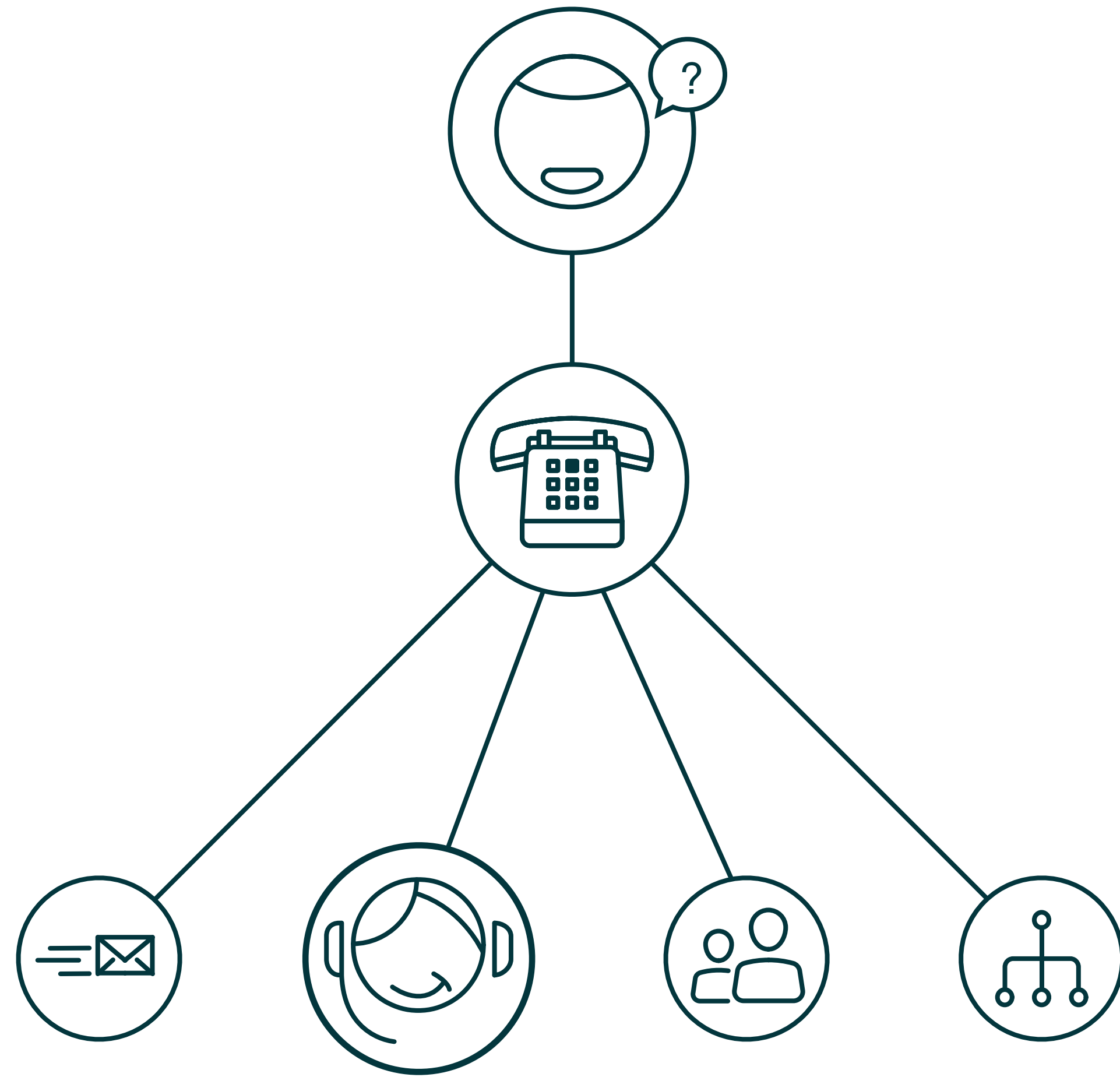
Enable the **average wait time message**.

Routing Calls with IVR



IVR (Interactive **V**oice **R**esponse)
presents customers with a menu of routing options
at the start of a call.

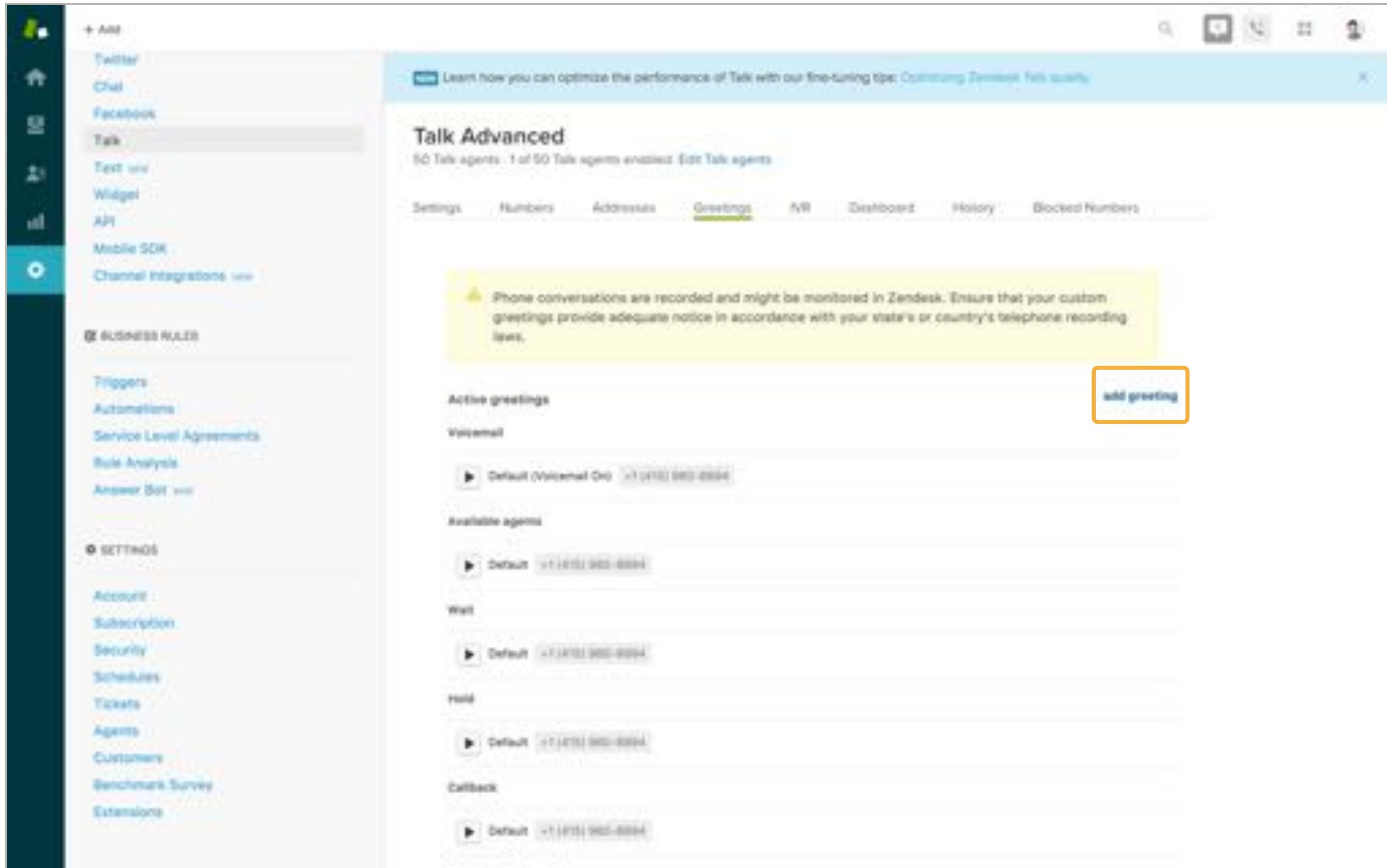
Routing Calls with IVR



Create a menu with options that callers can choose through keypresses.

Routing Calls with IVR

1. Record and upload greetings

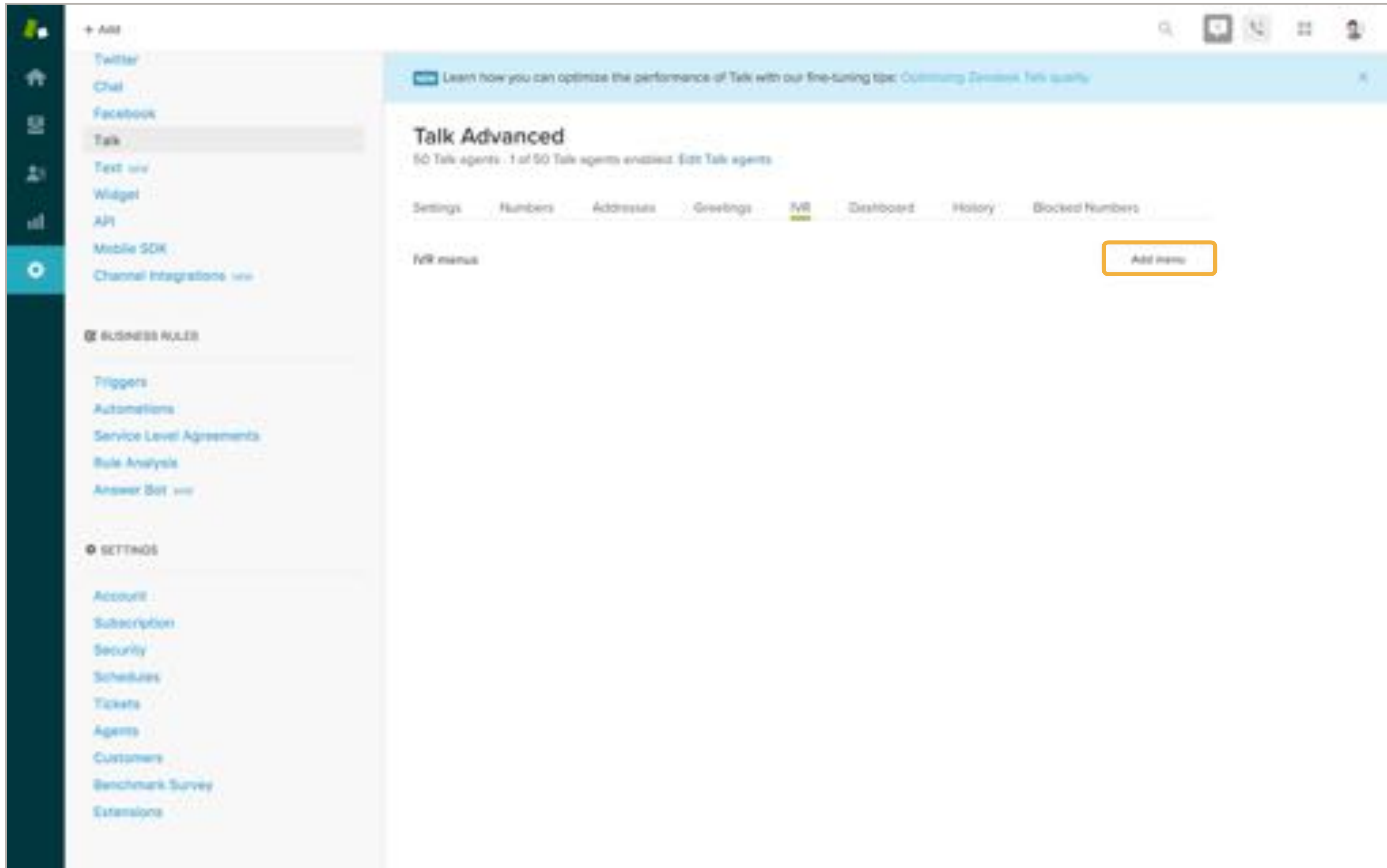


The screenshot displays the Zendesk Talk Advanced interface. On the left is a dark sidebar with navigation options: + Add, Twitter, Chat, Facebook, Talk (highlighted), Text, Widget, API, Mobile SDK, Channel Integrations, BUSINESS RULES (Triggers, Automations, Service Level Agreements, Rule Analysis, Answer Bot), and SETTINGS (Account, Subscription, Security, Schedules, Tickets, Agents, Customers, Benchmark Survey, Extensions). The main content area is titled 'Talk Advanced' and shows '50 Talk agents - 1 of 50 Talk agents enabled'. A navigation bar includes Settings, Numbers, Addresses, Greetings (active), IVR, Dashboard, History, and Blocked Numbers. A yellow warning banner states: 'Phone conversations are recorded and might be monitored in Zendesk. Ensure that your custom greetings provide adequate notice in accordance with your state's or country's telephone recording laws.' Below this, the 'Active greetings' section is visible, with an 'add greeting' button highlighted by an orange box. Underneath, there are sections for 'Voicemail', 'Available agents', 'Wait', and 'Hold', each with a play button and a phone number (+1 (415) 960-8894). A 'Callback' section is also visible at the bottom.



Routing Calls with IVR

2. Create IVR menu



The screenshot displays the 'Talk Advanced' configuration interface for IVR menus. On the left is a dark sidebar with navigation options: '+ Add', 'Twitter', 'Chat', 'Facebook', 'Talk', 'Text', 'Widget', 'API', 'Mobile SDK', 'Channel Integrations', 'BUSINESS RULES' (with sub-items: Triggers, Automations, Service Level Agreements, Rule Analysis, Answer Bot), and 'SETTINGS' (with sub-items: Account, Subscription, Security, Schedules, Tickets, Agents, Customers, Benchmark Survey, Extensions). The main content area is titled 'Talk Advanced' and shows '50 Talk agents - 1 of 50 Talk agents enabled'. Below this is a breadcrumb trail: 'Settings > Numbers > Addresses > Greetings > IVR > Dashboard > History > Blocked Numbers'. The 'IVR' tab is highlighted. Underneath, the 'IVR menus' section contains a single 'Add menu' button highlighted with a yellow border. A blue banner at the top of the main area reads: 'Learn how you can optimize the performance of Talk with our fine-tuning tip: Optimizing Databases, Talk quality'.



Routing Calls with IVR

3. Add IVR menu to phone number

The screenshot displays the 'Talk Advanced' configuration page for a phone number. The left sidebar contains navigation options such as 'Twitter', 'Chat', 'Facebook', 'Talk', 'Text', 'Widget', 'API', 'Mobile SDK', and 'Channel Integrations'. Below these are sections for 'BUSINESS RULES' (Triggers, Automations, Service Level Agreements, Rule Analysis, Answer Bot) and 'SETTINGS' (Account, Subscription, Security, Schedules, Tickets, Agents, Customers, Benchmark Survey, Extensions).

The main content area is titled 'Talk Advanced' and shows '50 Talk agents - 1 of 50 Talk agents enabled'. A breadcrumb trail includes 'Settings', 'Numbers', 'Addresses', 'Greetings', 'IVR', 'Dashboard', 'History', and 'Blocked Numbers'. The 'Numbers' tab is active, showing 'All phone numbers' and an 'Add number' button.

A modal window is open for the phone number '+1 (415) 980-8834'. The 'Routing' tab is selected. The 'Schedule' section has a dropdown menu set to 'Always route calls'. The 'Enable IVR' toggle is turned on, and the 'IVR menu' dropdown is currently empty. A 'Cancel' button is visible at the bottom of the modal.



Demo

Set up IVR

Routing Calls with IVR

Best practice for your interactive voice menu



Check your applicable laws about disclosing call recordings.

Define Your Workflow

Manage Greetings

Configure Your Voicemail

Enable Callback from Queue

Routing Calls with IVR



Monitor Call Activity

Analyze Call Activity

Monitor Live Calls

Analyze Call Activity



Analyze Call Activity



Monitor current queue, account-wide, and individual activity.
Make decisions in real time.
Adapt in-the-moment to fluctuations in call volume.

Analyze Call Activity

How it works

The screenshot shows the 'Talk Advanced' dashboard. On the left sidebar, the 'Talk' menu item is highlighted with an orange box. The main content area displays a 'Current queue activity' section with five metrics: 'Total calls in queue' (0), 'Calls back in queue' (0), 'Agents online' (0), 'Average wait time' (00:00), and 'Longest wait time' (00:00). Below this is an 'Overview' section with a line chart showing 'Average wait time' and 'Total calls' over time. A blue box highlights the top right corner of the dashboard, containing icons for search, chat, and user profile.

The screenshot shows the 'Reporting' section. On the left sidebar, the 'Reporting' icon is highlighted with an orange box. The main content area displays a table of 'Agent activity' for 'All groups (0)'. The table has columns for 'Agent', 'Status', 'Total online time', 'Time available', 'Total talk time', 'Total wrap up time', and 'Calls accepted'. The data is as follows:

Agent	Status	Total online time	Time available	Total talk time	Total wrap up time	Calls accepted
Aubrey Kane	Unavailable	00:00:00	00:00:00	00:00:00	00:00:00	0
Burk Moreland	Unavailable	00:00:00	00:00:00	00:00:00	00:00:00	0
Francis Kind	Available: Browser	09:56:34	09:56:34	00:00:00	00:00:00	0
Jennifer Hanson	Unavailable	00:00:00	00:00:00	00:00:00	00:00:00	0
Kate Hoffman	Unavailable	00:00:00	00:00:00	00:00:00	00:00:00	0
Lester Freeman	Unavailable	00:00:00	00:00:00	00:00:00	00:00:00	0
Lucy Walsh	Unavailable	00:00:00	00:00:00	00:00:00	00:00:00	0

A blue box highlights the top right corner of the reporting page, containing icons for search, chat, and user profile.



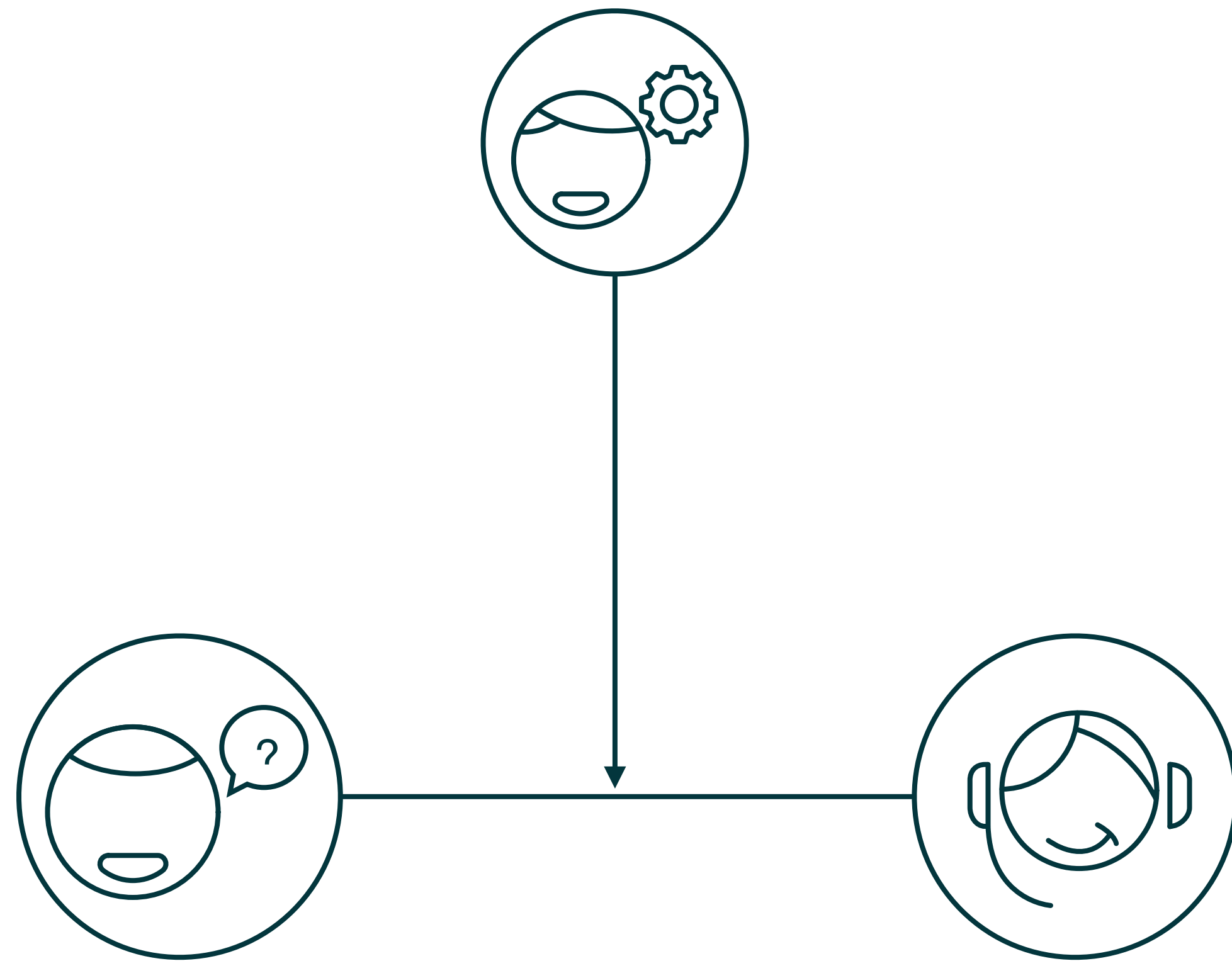
How do you check your call center's
quality of service?



Monitor Live Calls



Monitor Live Calls



The live calls dashboards show all ongoing calls and allow supervisors to help agents, while on call.



Onboard agents faster

Improve first call resolution

Boost CSAT

Ensure compliance and quality assurance

Gain insight into customer pain points

Monitor Live Calls

Live calls

Number of calls in progress: 1

Filter by agent name or group

Agent	Group	Call type	Caller	Ticket ID	Call length ▼
Francis Kind - CE	Product Support - CE	Inbound	Caller Unknown	1048	00:00:00 Listen



Demo

Monitor live calls

Monitor Live Calls

Best practice for call monitoring



When you use call monitoring feature, ensure that your custom greetings provide adequate notice to your customers.

Monitor Call Activity

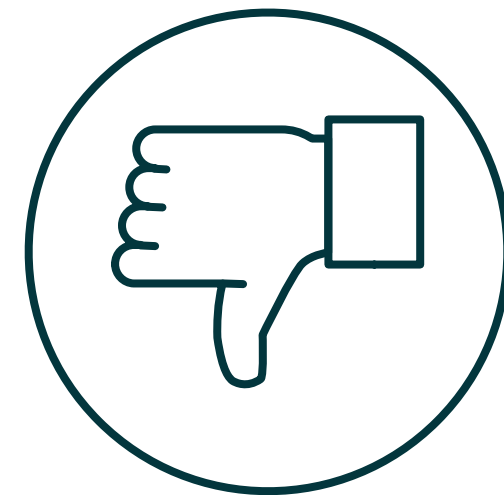
Analyze Call Activity

Monitor Live Calls





Post-Course Survey



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zendesk

Routing Calls with IVR

Try it!

Create an IVR menu.

1. Under **Admin > Channels > Talk**, select the **IVR tab**.
2. Click **Add menu**. In the Settings tab, **enter a name** for the menu.
3. Select the **Menu Levels** tab.
4. Select an **IVR greeting** from the drop-down menu.
5. Click **Add Route** to add a new menu option.
6. Select an available **key press number**.
7. Select an optional **greeting** to be played to the caller before the action takes place on the call.
8. Select one of the **actions** and the contextual option beneath that.



Routing Calls with IVR

Try it!

Assign the IVR menu to a number.

1. Under **Admin > Channels > Talk**, select the **Numbers tab**.
2. Click the **number** you want to edit.
3. Select the in-page **Routing** tab.
4. Toggle the **Enable IVR?** field on.
5. Select the **IVR menu** you want to use from the drop-down list.
6. Click **Save changes**.

