

## Multichannel

Stay connected to your customers via email, phone, chat, social media and customer portals—all of that without having to open another tab.

## Automation

Automate your mundane tasks, and make way for better conversations, with Workflows, Assignment Rules, SLAs, Work Modes and much more.



## FEATURES

# Zoho Desk



## Customer Service. Easier done than said.

Put customer service  
at the heart of your company.

## Extensibility

Integrate with a wide range of applications and have Zoho Desk blend in with other tools your company uses.



## Self Service

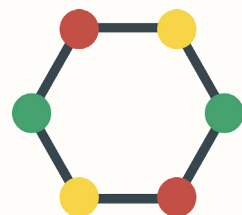
Allow customers to find answers by searching a repository of solutions or asking a community of peers.



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## Collaboration

Use comments, chat and @mentions to collaborate on tickets without waiting for physical meetings.

## Customization

Shape and mould Zoho Desk, however you need it. Your company doesn't need to adapt to it. It adapts to your company instead.



# Mercedes-Benz

"We analyzed other products in the market but Zoho Desk blended into our organization structure better than anything else."

Swaroop Naik

# SONOS

"Easy to set up, nice design and easy to navigate. Great value for small projects and can be scaled to larger projects at any time."

Alexander Bühler

# HÄFELE

"I can only recommend Zoho Desk as the best solution currently in the market. It is fast, easy to use, has all needed features!"

Maximillian Richter

## THE INDUSTRY'S



## CONTEXT-AWARE CUSTOMER SERVICE SOFTWARE

In other words, Zoho Desk is the first software that allows your support team to fully understand and help customers!

Context can take your customer service from chaos to clarity.

### FROM

#### Questionable answers

- Information is scattered all over the place and agents never get the full picture.
- Customers answer the same questions again and again.

### TO

#### Effective responses

- Agents can see every customer's CRM details and past interactions.
- Solutions are automatically suggested based on the customer's issue.

#### Six degrees of separation

- Engineering and operations teams work in islands with limited customer context.
- Employees misunderstand customer issues and waste time without making actual progress.

#### Company-wide collaboration

- Internal teams can access customer information to collaborate with each other on tickets.
- Employees keep each other updated in real-time through chat and @mentions.

#### Deadlines that mean nothing

- Data arrives late and decision makers often feel helpless.
- Support teams become reactive instead of being proactive.

#### Impactful decisions

- Real-time insights give decision-makers the basis to be effective.
- Adverse trends are spotted early and support teams are always one step ahead.