

Zendesk routing your team works with, not around



Zendesk AI agents resolve the easy questions. Macros and views hand the rest to the right person.

01 Channels in

Email, chat, messaging, social and voice: whatever your customers already use, on the tier you already pay for.

02 Rules in the middle

Triggers, automations, skills based routing, SLAs, groups and roles.

03 Out the other side

AI agents answer the repeat questions; people get the ones that need judgment.

Map

Teams, channels and routing on paper first.

Configure

Native Zendesk before any marketplace app.

Go live

We watch the first real tickets with you.

Move in

Migration into Zendesk, scoped on its own.