

Phone and tickets, finally in one Zendesk workspace



THE OUTCOME

Every student call and ticket lands in the same Zendesk workspace, with full history in view.

THE RELATIONSHIP

From first build to ongoing admin: we still run their Zendesk today.

Native Zendesk first, then AI on top.

BEFORE



The phone line ran on RingCentral while tickets lived somewhere else, so one student could be two conversations.

Calls in one tool

Tickets in another

No shared history

AFTER



Zendesk Support, native first

Zendesk Talk

Help center

Zendesk AI agent

Ongoing admin

One workspace for every call and ticket. Students get answers from the help center and the AI agent, and agents see the whole conversation when a person is needed.