

Talk it out

Connect with customers on a call center solution built right into the Zendesk ticketing system

[Watch the video](#)



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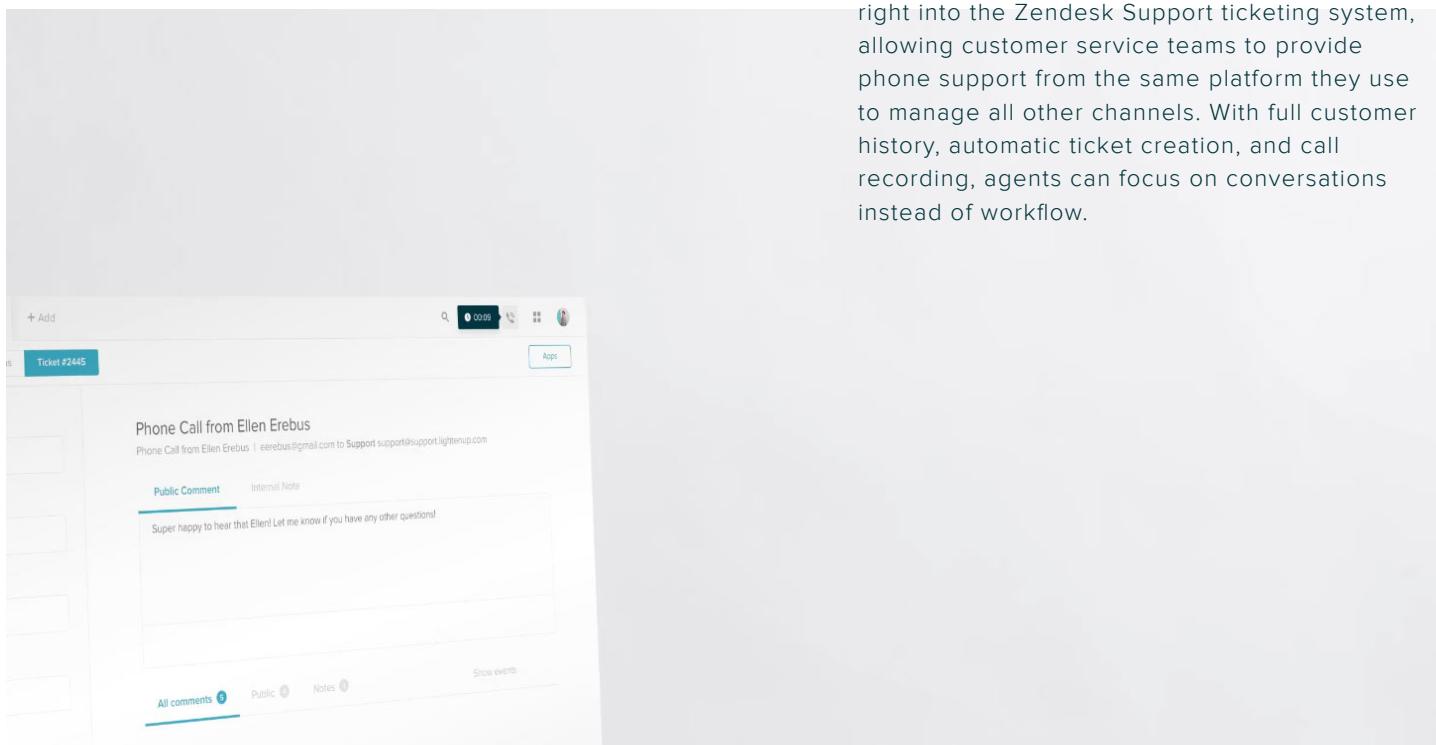
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Smooth operator

Talk is cloud-based call center software built right into the Zendesk Support ticketing system, allowing customer service teams to provide phone support from the same platform they use to manage all other channels. With full customer history, automatic ticket creation, and call recording, agents can focus on conversations instead of workflow.



Text by Zendesk

Skip the small talk

For quick questions and easy updates, start texting with your customers. Text lets agents receive texts, automate alerts, and send proactive messages. Each conversation becomes a ticket — with built-in workflows, reporting, and full customer history. Best of all, there's no coding or additional software required. [Learn more.](#)

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Keep in touch

Having the right tools is the key to keeping phone support running smoothly. Talk offers flexible IVR, group routing, and real-time queue monitoring to avoid bottlenecks. And with analytics that deliver insight into what's happening, support teams can continue to provide flexible, powerful support as businesses grow and change.

"Zendesk Talk allows our team to deliver excellent customer experiences as our business continues to grow. Our agents have everything they need—customer history, order details and previous tickets—all in one place, for fast, personal support"

— Taylor Stitch

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Come as you are

Talk is a VoIP system, so setup only takes a few minutes. There's no need to hire additional technicians, retrain agents, or engage new vendors. The only thing a support team needs to get started is an internet connection, a headset, and ears that are ready to listen.

SEE (AND HEAR) FOR YOURSELF

Start your free trial of Zendesk Talk

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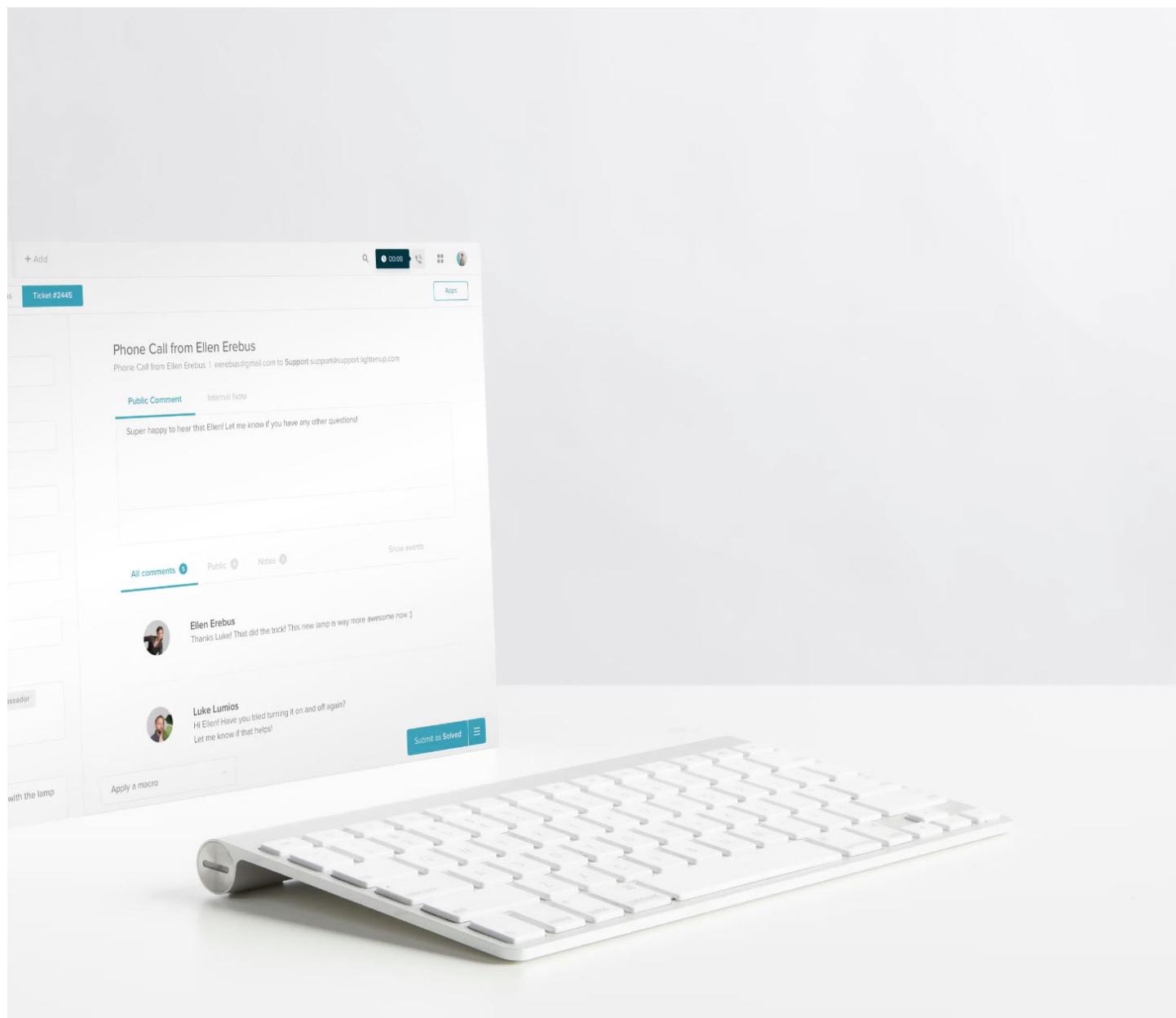
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