



Support.com® Cloud provides intuitive support guidance in Zendesk®, improving both service performance and the customer experience



Close Cases Faster and with Less Effort

With Support.com Cloud for Zendesk, the information agents need to resolve customer issues is right in front of them – and it's automatically tailored to that customer, based on the customer and product data you already have on record. Contextual knowledge delivery resides directly in Zendesk to provide a better customer support experience.

To get started, agents simply access the power of Support.com Cloud via an app in the Zendesk Apps Marketplace.

Key Features

Improved service performance backed by intelligent guidance that anticipates customers' unique needs

Guided Paths® provide support consistency, transforming workflows into easy to follow steps that reflect the most up-to-date knowledge and best practices

Dynamic Decision Points reduce effort by giving agents all the information they need in one place – no "swivel-chairing" to find disparate customer data and relevant support knowledge

Resolve issues faster with proactive, step-by-step guidance based on account history and product information

Benefits For Your Customers

- Decrease Customer Effort and Frustration
- Increase Customer Satisfaction with Specialized Support
- Experience the full value of your product

Benefits For Your Agents

- Stay Within Existing Zendesk Framework
- Ease the Search for Relevant Information
- Minimize Job Complexity with Contextual Guidance

Benefits For Your Contact Centers

- Fast and Easy to Deploy
- Streamline On-boarding and Training
- Reduce Service Delivery Costs
- Quick Process Improvement Updates
- Improve First Touch Resolution (FTR)
- Lower Agent Churn



Supercharged branching logic effectively educates and enables customers

Support.com Cloud for Zendesk assists support teams with complex workflow logic by incorporating **Decision Points**, or branching logic, into the step-by-step support workflows of **Guided Paths**®. With Decision Points, Guided Paths lead support teams through even the most complex types of processes, prompting them to answer questions that deliver the right information at the right time. And **Dynamic Decision Points** take branching logic intelligence to the next level. They query your systems for disparate customer information and automatically produce contextually relevant next steps that address your customers' needs for personalized set-up, customization, and issue resolution.

Advanced knowledge delivery without leaving Zendesk

With Support.com Cloud for Zendesk, agents receive a unified view of the support information they need. Both ticket details and knowledge delivery reside in the Zendesk interface, allowing customer support representatives to close cases faster and with less customer effort. Agents save time with contextually relevant Guided Paths that display based on the support ticket information. They can also search for Guided Paths right within the app – no need to consult an outside knowledge base. Support.com Cloud makes it easy to delight customers by delivering more effective and efficient support in Zendesk.

Support.com® Cloud is next-generation Software as a Service (SaaS) for technical support that increases customer satisfaction and loyalty, creates new revenue opportunities and decreases support costs.

Support.com Cloud provides intelligent guidance for support teams and customer self-service, as well as enabling Internet of Things (IoT) solution and app providers to embed support directly into their products. It can be used to resolve complex technical issues more quickly and effectively, reducing customer effort and maximizing the value customers get from new technologies.

Guided Paths® are at the core of both the Self-Support and Agent Support applications of Support.com Cloud, providing easy to follow, step-by-step guidance with built-in logic. To facilitate continuous optimization, Support.com Cloud also collects detailed data about every step of every support interaction, and uses advanced analytics to provide actionable insights into support practices and real-world product performance.

To learn more, visit <http://www.support.com/cloud>

Support.com Cloud enables advanced knowledge delivery within 

