zendesk talk

Talk it out

Call center software built into the Zendesk Support ticketing system
for more personal and productive phone support conversations.

Easy to set up and use, Talk allows customer service teams to deliver phone support from the same platform they use for all other channels. The result is more productive agents, improved reporting, and better customer experiences.

- **Boost agent productivity**
  Allow agents to focus on conversations—not workflows—with full customer history, automatic ticket creation, and call recording.

- **Track and improve**
  Streamline queues with flexible IVRs and group routing, and gain visibility into phone support operations with powerful cross-channel analytics.

- **Get started in minutes**
  Start taking calls right away from Zendesk Support—no additional technicians, equipment or training required.

"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."

Mina Aiken, Director of Customer Experience, Taylor Stitch