Zendesk Talk integration with XYZ Company existing Voip service - call flow / routing.

XYZ Company

Handled Within Existing 8x8 System (Nothing Changes)

Clients Call
844-555-1212

XYZ Company

Existing Voip Service

Auto-attendant

Handled Within Zendesk Talk

talk

Call Distributor

Press 1 For Sales

Press 2 For Support

Call Handed off to
Zendesk

Sales - Ring All

Hold Time
Messaging
Press 2 to Leave VM

Support

8x8

Warm transfer
Back To Sales

Call Handed off to Voip

Inbound Support Calls - Source (external)

- Client Calls in From Support Page
- Client Calls into Main Company line
- Main Line - Auto-attendant Call - 1 for Sales or 2 for Support
- Sales Call (Direct Dial Inbound or Outbound)

Direct Dial To POD agent Number

Support

Sales

Sales

Press 1 For you POD Agent

IVR - List of Agents by Key Press (i.e. 1 for Matt)

Path 1

Path 2

Press 2 For General Support

Singular DID (Integration Line)

Sale Closed

Integration Call - Post Sale

Is Agent Logged Into Queue?

Yes

No

Primary POD Agent

Call Placed in Queue for next rep

Support - General Queue

General Queue

Next Available Agent

Primary

POD Agent VM

5 Min Max Hold Time

Caller Can Press 1 at any time to leave message