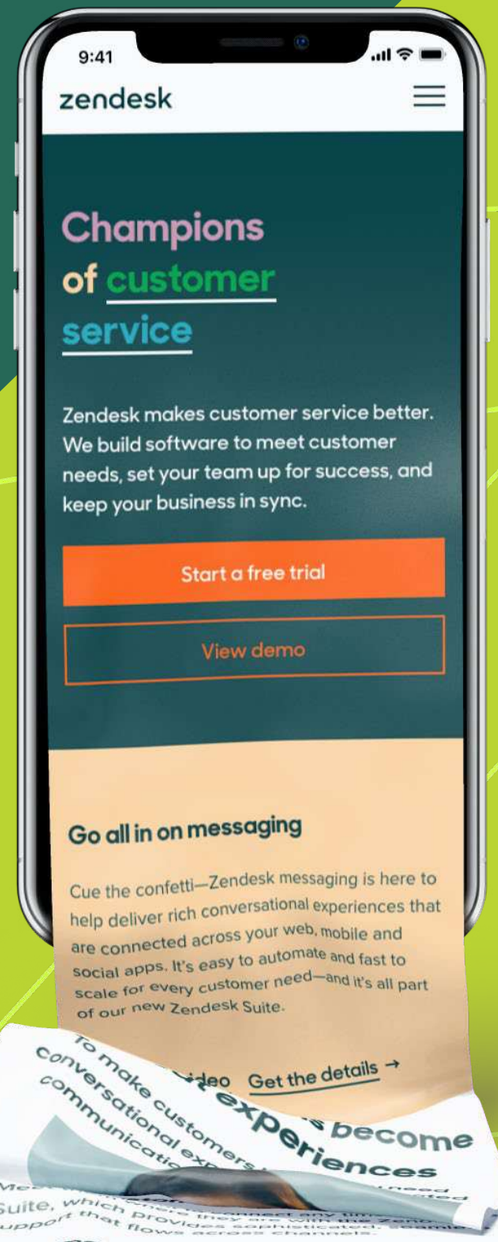
zendesk

Delivering success
for Zendesk

MORE ZEN IN YOUR ZENDESK

FAYE

fayedigital.com



MORE ZEN FOR YOUR SOFTWARE

THE ZENDESK SOLUTION DEVELOPMENT PARTNER OF YEAR

The best companies in the world realize that the future will look vastly different to the present, and software is the way to gain a competitive edge. Faye is a Master Zendesk Partner, providing end-to-end implementation, integration, training and support for all Zendesk platforms.

WE EAT SOFTWARE

At Faye, we love software. We eat it, breathe it, and build it. We make the best software in the world even better through better customization, optimization, enhancements and management. Faye's clients get 10x returns on their software because we help leverage the hidden potential. For users of Zendesk, we are a company intensely passionate about eating and optimizing your software to make it the best it can be. That's what we mean when we say, 'We eat sotware."

MASTER zendesk partner
Solutions Development Partner of the Year 2020

zendesk sunshine
#1 Partner in North America

America's Fastest-Growing Inc 5000 11x WINNER

2020 VAR 100

zendesk sunshine
#1 Sunshine Conversations Partner in the World

THE CHANNEL CO. CRN

“

HONESTLY, THIS WORK WOULD HAVE TAKEN US MONTHS AND IT TOOK FAYE ABOUT SIX WEEKS.... AND WHEN I SAY MONTHS, I MEAN I’D STILL BE WORKING ON IT AND WE’VE GOT A MONTH OF DATA ALREADY COLLECTED.

Kevin McCracken

– Social Imprints

DOING THE WORK OF 1000 WITH 100

HOW WE HELP WITH ZENDESK

01.

CX & SOFTWARE STRATEGY

Unlock the full potential of Zendesk and set up your team for success with a powerful customer experience strategy.

02.

IMPLEMENTATION & MIGRATION

Drive digital transformation with world class planning, and implementation of Zendesk products.

03.

CUSTOM INTEGRATIONS & SOFTWARE SERVICES

Integrate Zendesk with your entire software stack using the power of Faye's pre-built integrations and custom software development team.

04.

ONBOARDING, TRAINING & SOFTWARE SUPPORT

Whether onsite or remote, Faye offers Zendesk training, onboarding, refreshers and technical support for clients worldwide.

05.

SOFTWARE OPTIMIZATION AND EVOLUTION

Use your Zendesk data to inform better business decisions, with Faye as your software optimization partner.

AXIA FOR ZENDESK

Our flagship offering. Drive ongoing value and optimization for your business with strategy, support, training and access to our full software suite in one monthly or annual subscription.

Poor implementation leads to reduced ongoing value and ROI. A clear strategy backed by consistent execution is the key to success. That's what AXIA provides. As you use Zendesk more, the need to integrate and configure it with your technology ecosystem grows. AXIA is purpose-built for Zendesk users. For sales and support teams or technical and IT teams, AXIA supercharges the Zendesk platform with more support, strategic assistance, add-ons and integration options. You've put a lot of energy into selecting the right software. Now it's time to get it singing like Celine Dion.

BUILD FOR SCALE WITH *faye*

fayedigital.com/axia-zendesk

Strategy

Ongoing strategic advisory and software management planning.

Configuration

Setup and configuration of your new or pre-existing software, to optimize for success.

Deployment

Implementation assistance from initial migration to updates and enhancements over time.

Adoption

Onboarding and training to ensure a culture of adoption remains.

Accountability

Training, refreshers, documentation and technical support, on call when needed.

Agility

Discounts on additional services when needed, and regular audits to align software use to your business direction.

FLARE BY FAYE

zendesk

Seamlessly connect and understand all customer data across your CRM, ERP and software ecosystem using the power of Zendesk Sunshine and Flare by Faye.

Flare transforms Zendesk from a tool into a customizable and data integrated platform with 360-degree tech stack visibility. Import and sync data from other systems, customize your Zendesk views with panel designer and get more from the feature sets within Zendesk.

Find out more at
www.fayedigital.com/flare

WHAT FLARE DOES

1

SYSTEMS INTEGREATION AND DATA ENRICHMENT

A simple and powerful CRM to remove friction from the sales process. Faye creates greater productivity and effectiveness for your teams with enhanced CX strategy, data migration, analytics and integration.

2

ZENDESK UI CUSTOMIZATION VIA STUDIO DESIGNER

The complete customer service solution that will grow with you. Faye drives stronger data analysis and software stack integration while dialing in many of the features you may not be utilizing perfectly.

3

ZENDESK FEATURE ENHANCEMENT

Faye unlocks the power of your Zendesk instance by harnessing Sunshine with the use of Flare by Faye, a revolutionary new tool to connect your data and visualize it within the Zendesk platform.

MOVING BEYOND OUT-OF-THE-BOX

ZENDESK SELL

A simple and powerful CRM to remove friction from the sales process. Faye creates greater productivity and effectiveness for your teams with enhanced CX strategy, data migration, analytics and integration.

ZENDESK FOR SERVICE

The complete customer service solution that will grow with you. Faye drives stronger data analysis and software stack integration while dialling in many of the features you may not be utilizing perfectly.

ZENDESK SUNSHINE

Faye unlocks the power of your Zendesk instance by harnessing Sunshine with the use of Flare by Faye, a revolutionary new tool to connect your data and visualize it within the Zendesk platform.

INTEGRATIONS FOR

- → HubSpot
- → JIRA
- → Slack
- → Zoom
- → Salesforce
- → Constant Contact
- → NetSuite
- → QuickBooks
- → Sage
- → Dropbox
- → Microsoft

At Faye, we love software. We eat it, breathe it, and build it. Our mission is to make the best software in the world even better by helping clients lead the way with software strategy, deployments, integrations and technical support.

With us is better than without us. As an Inc. 5000 award winner 7 years in a row, we help mid-market and enterprise clients globally achieve up to 10x productivity returns by leveraging the hidden potential within Zendesk, SugarCRM, Salesforce, HubSpot, and more.

There is no ceiling to what we can achieve with a lot of caffeine and an uncompromising commitment to make software better. We are passionate about eating your software challenges, so that you don't have to.

Call us
Email us
Live from
Serving clients
Look us up

818-280-4820
hello@fayedigital.com
Headquartered in California and with teams across 4 continents
Worldwide
fayedigital.com

FAYE

Purveyors of fine software solutions to empower:
Zendesk | SugarCRM | Salesforce | HubSpot | and More