



Faye Enables CX Efficiency with Launch of Zoom Meetings Integration for Zendesk

Faye's new Zendesk integration, Zoom Meetings in Zendesk, expands Zendesk's native capabilities, seamlessly connecting Zoom Meetings and Zendesk.

WOODLAND HILLS, Calif. ([PRWEB](#)) October 06, 2022 -- Faye, a global leader in software strategy, deployment, integrations, and ongoing management for mid-market and enterprise organizations, today launched Zoom Meetings in Zendesk. This new application will enable Zendesk Support users to resolve customer inquiries faster, simplify workflows, and deliver more personalized service.

As the 2022 Zendesk Vertical Solutions Partner of the Year, Faye is known for developing cutting-edge solutions that empower customer experience teams to use Zendesk to its full potential. The most recent demonstration of Faye's commitment to improving the customer experience is with their launch of the Zoom Meetings in Zendesk app.

Zoom Meetings in Zendesk enables customer support agents to schedule and launch Zoom meetings from within Zendesk, saving them valuable time by eliminating the need to switch between applications while providing support. The application also enhances customer data by automatically saving Zoom recordings, transcripts, and chat messages as internal notes directly within the Zendesk agent workspace. With Zoom Meetings in Zendesk, agents are able to view a customer's computer screen or webcam, which further enables agents to provide personalized support.

“We are thrilled to launch Zoom Meetings in Zendesk,” said Sarah Hurd, VP of Product and Marketing at Faye. “With this new application, our clients will be able to provide faster, more personalized customer experiences—all without leaving Zendesk. This application is a clear indication of our dedication to helping Zendesk improve their solution and helping our clients get the most out of their customer experience tech stack.”

To learn more about Zoom Meetings in Zendesk, visit the Zendesk marketplace:
<https://www.zendesk.com/marketplace/apps/support/841725/zoom-meetings-by-faye/>

About Faye

Faye is a global leader in software strategy, deployment, integrations, and ongoing management for mid-market to enterprise organizations, working with customers in over 25 countries to integrate SugarCRM, Zendesk, Salesforce, HubSpot, Asana, and more into complex tech stacks. An Inc. 5000 award winner nine years in a row, Faye is an experienced CRM, CX, and bot advisor, trusted by customers and channel partners alike. They were recognized as the 2022 SugarCRM President's Club Partner of the Year and as the 2022 Zendesk Vertical Solutions Partner of the Year.

The Faye Team's depth of expertise is showcased through a library of custom-built software enhancements, tools, and integrations utilized by thousands of users every day. Faye helps their customers leverage the full, hidden potential of their software stack, driving software returns of up to 10x.



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Online Web 2.0 Version

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