Zoho Desk

A Overview

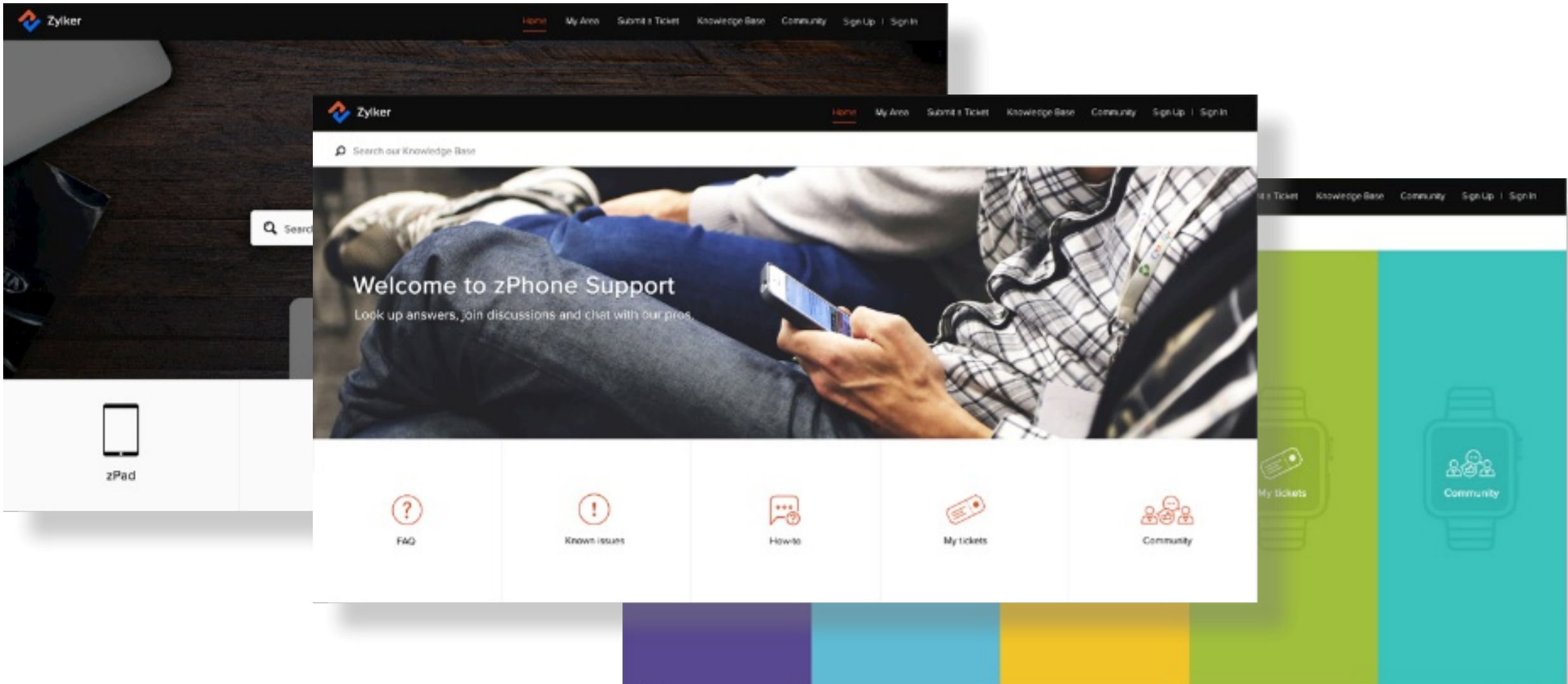# Ticket Management
Tools for all things tickets

Multichannel
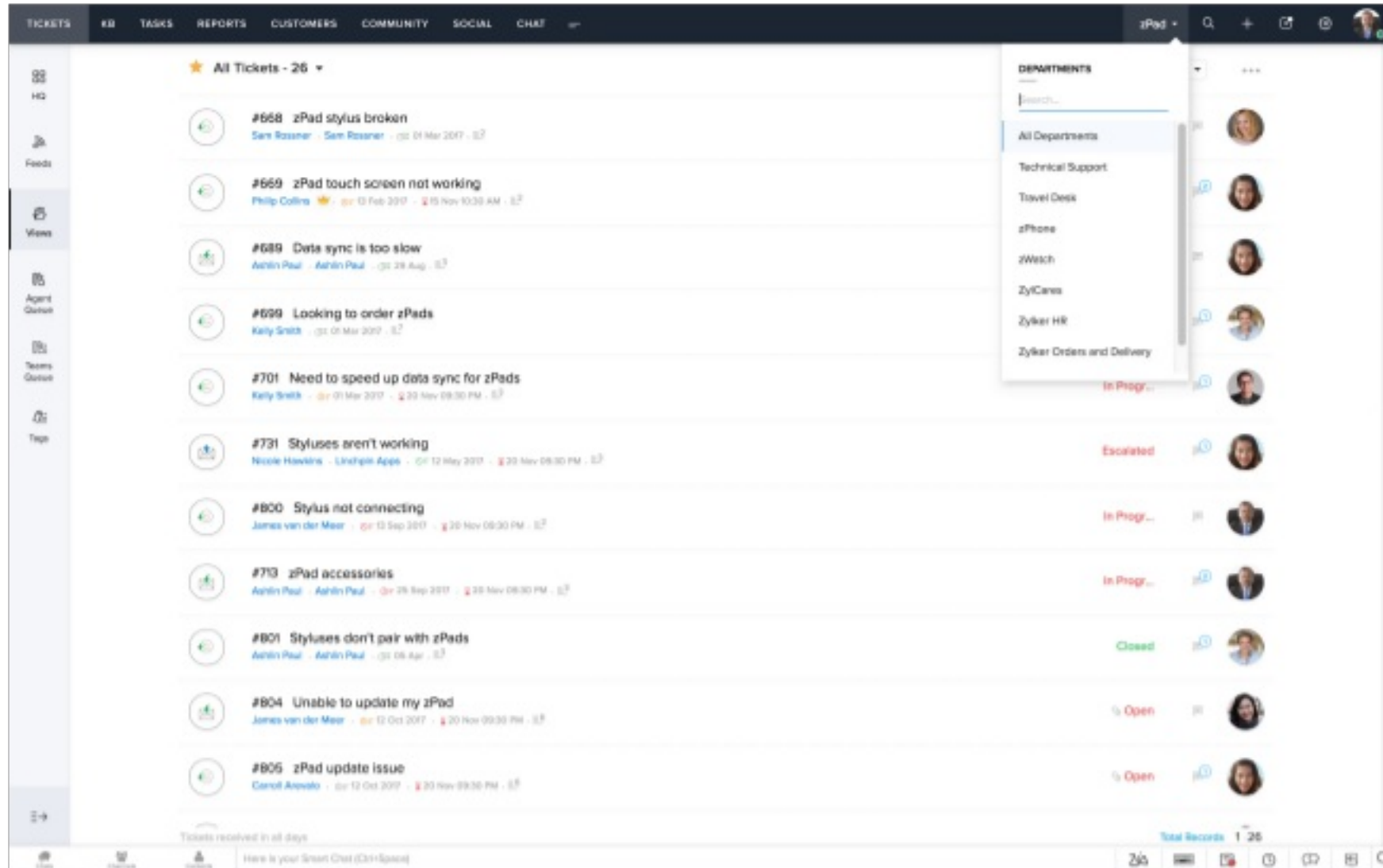Be available for your customers across all channels.

Multibrand Help Center

Create a distinctive self-service portal for each of your brand's customers.

Multi Department

Organize your help desk to reflect your company's structure.
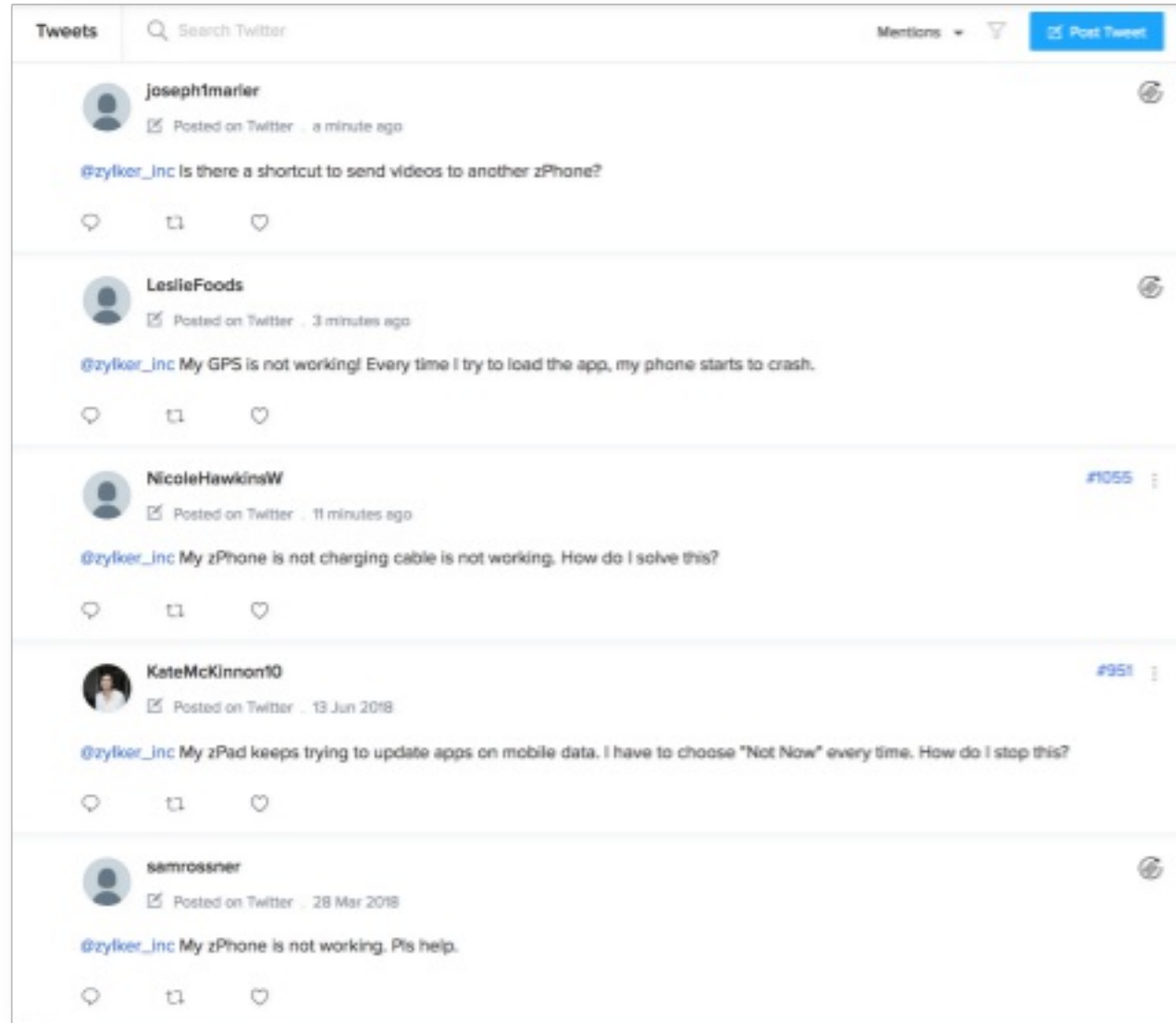
Telephony

Here's good ol' phone conversations with a helping of context.

Social Media
Streamline your social media presence through your help desk.

Live Chat
Be available for your customers in an instant..

Zia
AI for your customer service teams

Zia Voice

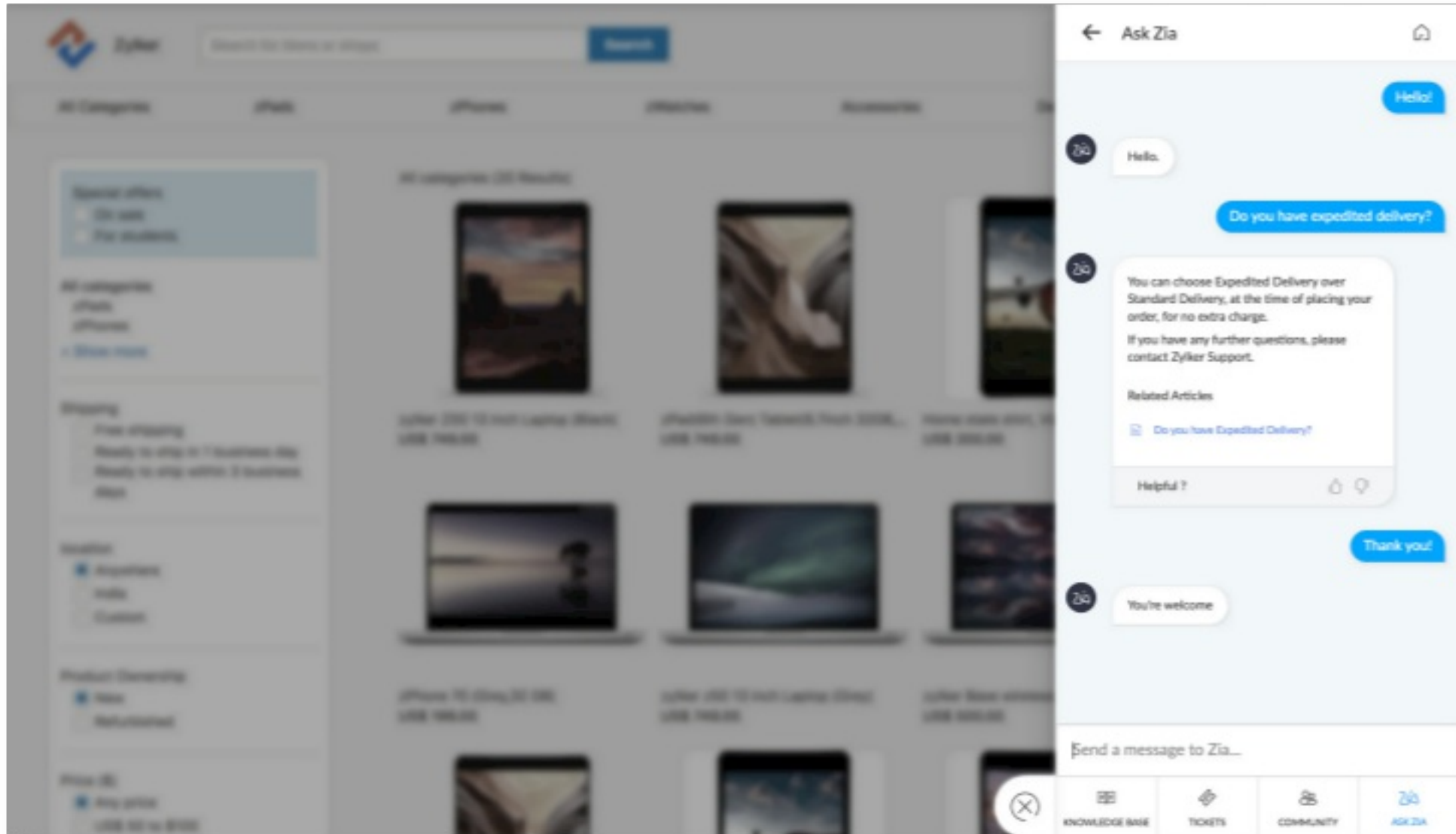Zia can take on voice calls from your customers
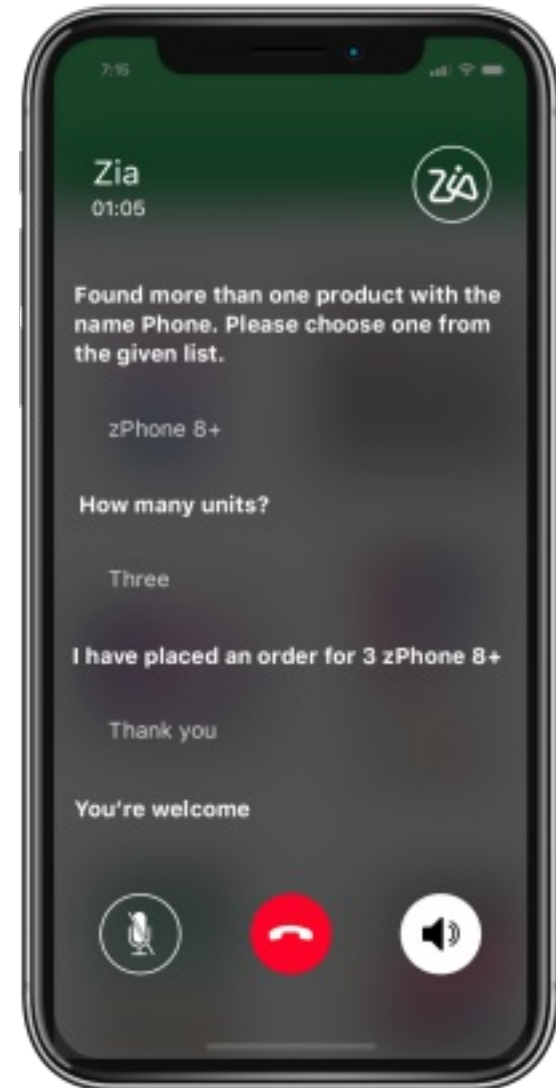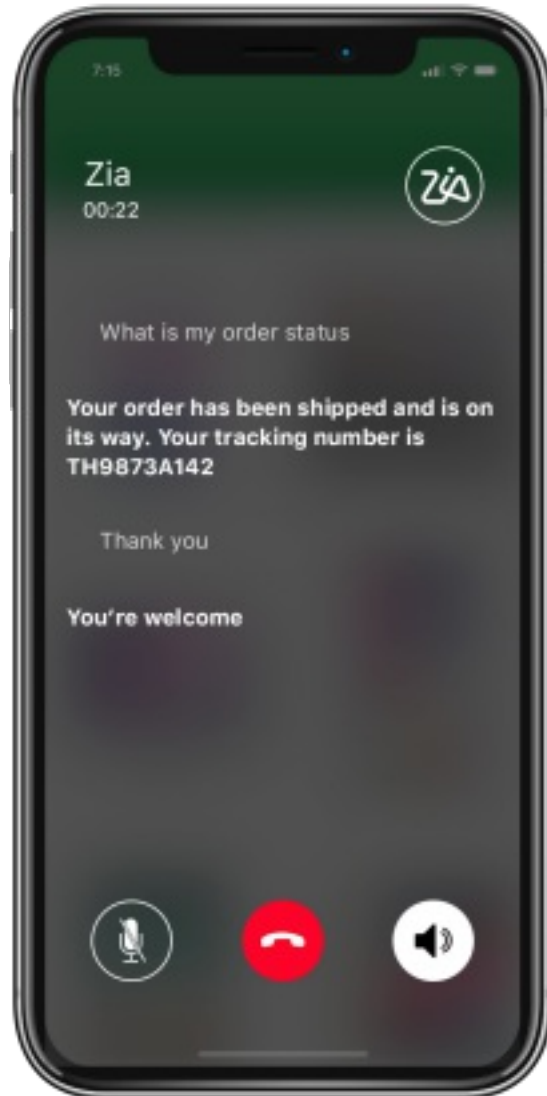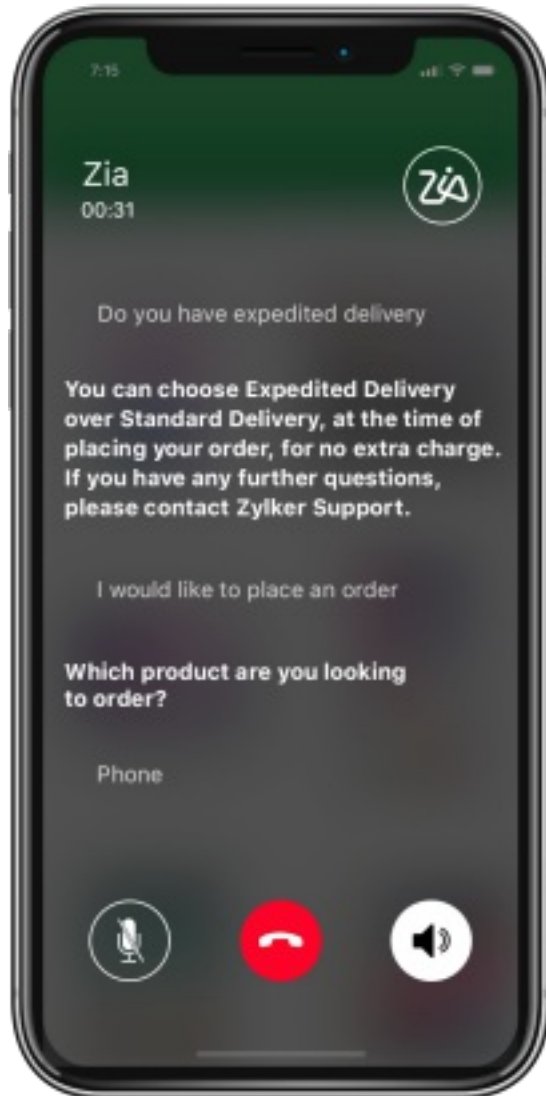
Ask Zia
Customers can chat with Zia right from your mobile app or website

Sentiment Analysis
Zia dives into the sentiment of every thread of a ticket

Auto-tag Tickets
Zia identifies key aspects of a ticket and adds them as tags

Zia Notifications
Zia notifies you every time there's unusual activity

Zia Dashboard
Monitor key statistics from a unified dashboard

Reply Assistant

Zia gives agents appropriate solutions from the Knowledge Base, to use in responses

Zia Skill Builder
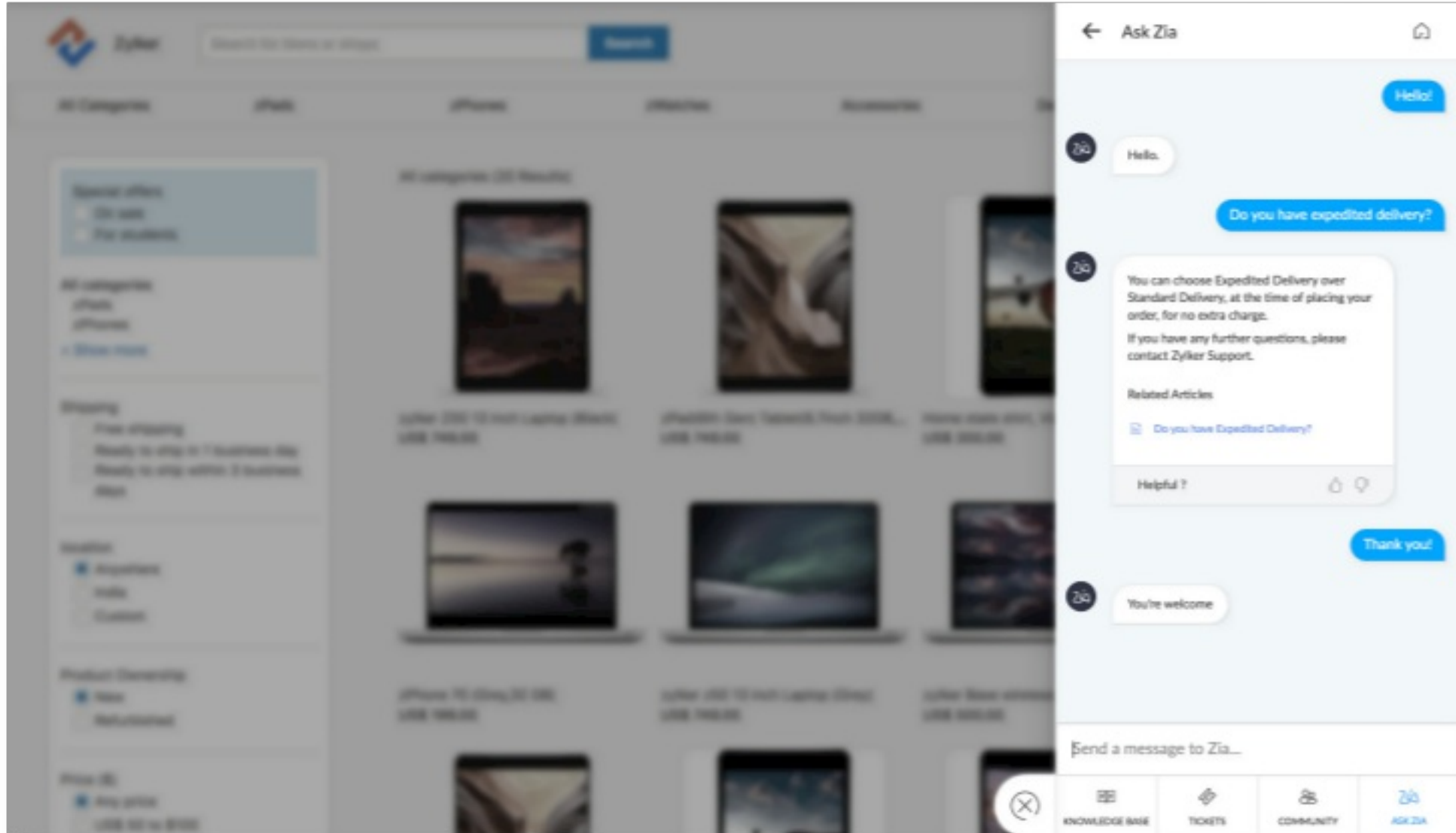Train Zia to perform actions specific to your business

Self Service
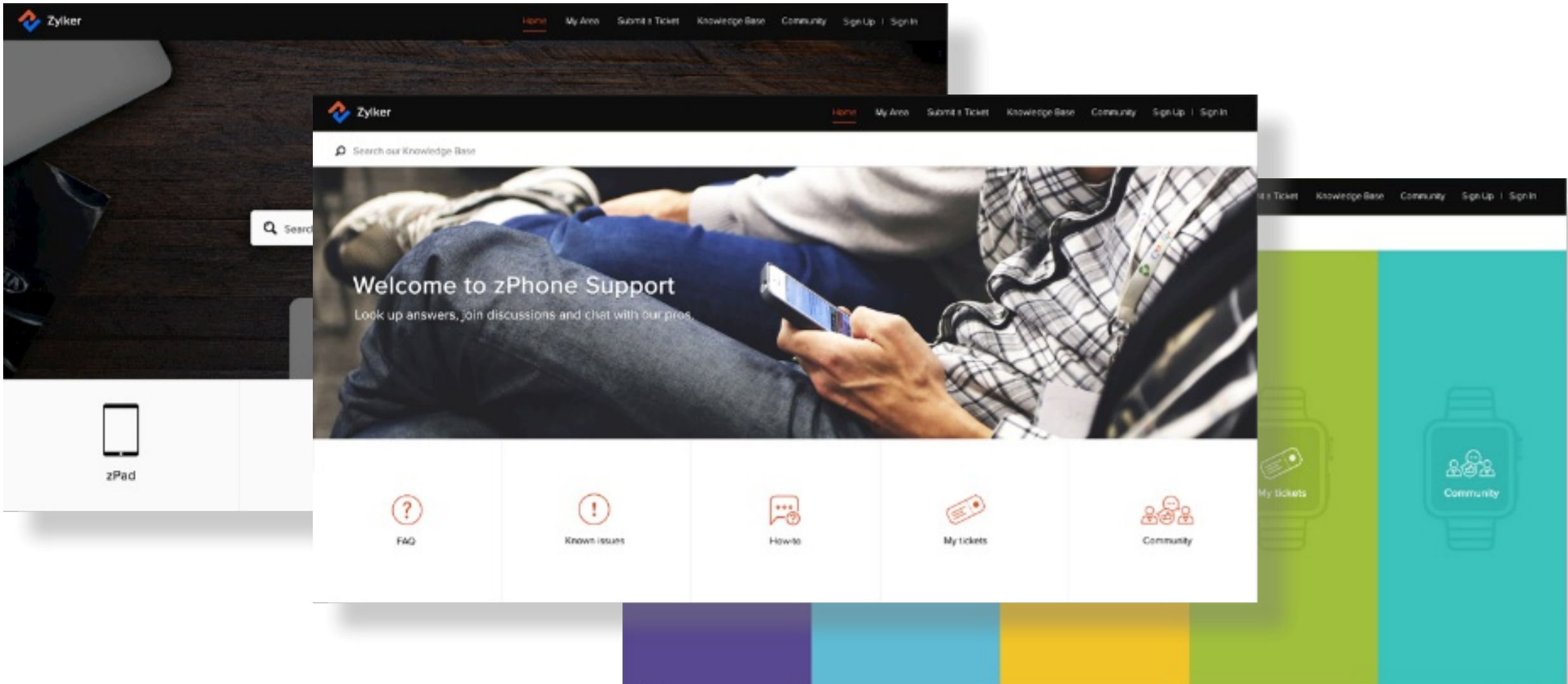
Help customers help themselves

ASAP
Embeddable self-service

Multibrand Help Center

Create a distinctive self-service portal for each of your brand's customers.

Community
Build and grow a community of customers, prospects, and visitors

Knowledge Base
A repository of solutions for commonly asked questions

Zylker   Home   My Area   Submit a Ticket   Knowledge Base   Community   Sam Rossner ▾

Knowledge Base ▸ zPhone

▸ zPad

▴ zPhone

  How-to

  Known issues

  FAQ

▸ zWatch

How-to

📄 How do I order a replacement online?

📄 Turn off battery-saver mode

📄 How do I enable automatic update of apps through mobile data

📄 Transferring large files from one zPhone to another

📄 Setting up Finger ID security

📄 How do I disable automatic updates?

📄 How to enable live wallpapers

📄 Backing up zPhone data regularly

📄 'Unable to pay' error while purchasing app

Automations

Automate routine tasks, save time

Ticket Assignment
Ensure that every ticket gets automatically assigned to the appropriate agent

Rule Name

Network Issues - zPhone/zPad

Description

Criteria

Assign To

Product Name is zPhone

NE Network Engineers

Team Members

Don Evans   James Carter

Product Name is zPad

Don Evans   Jo Yung   Mark Daniel

Add target

The rule will assign tickets as soon as they are received in your help desk.

The rule will not re-assign tickets that were assigned via other automations.

The rule will not assign more tickets than the number specified under threshold.

Notification Rules
Inform customers and agents automatically about ticket progress

Contact Notifications

Receiving a new ticket

Receipt of ticket reply

Closing a ticket

Adding a public comment

Editing a public comment

Deleting a public comment

CC'd users on receiving a ticket ?

SLAs and Escalations

Maintain service levels and escalate violations automatically

Name

zPad Tickets

Description

SLA that defines the standards for tickets related to zPad.

WHEN

When do you want to execute the SLA

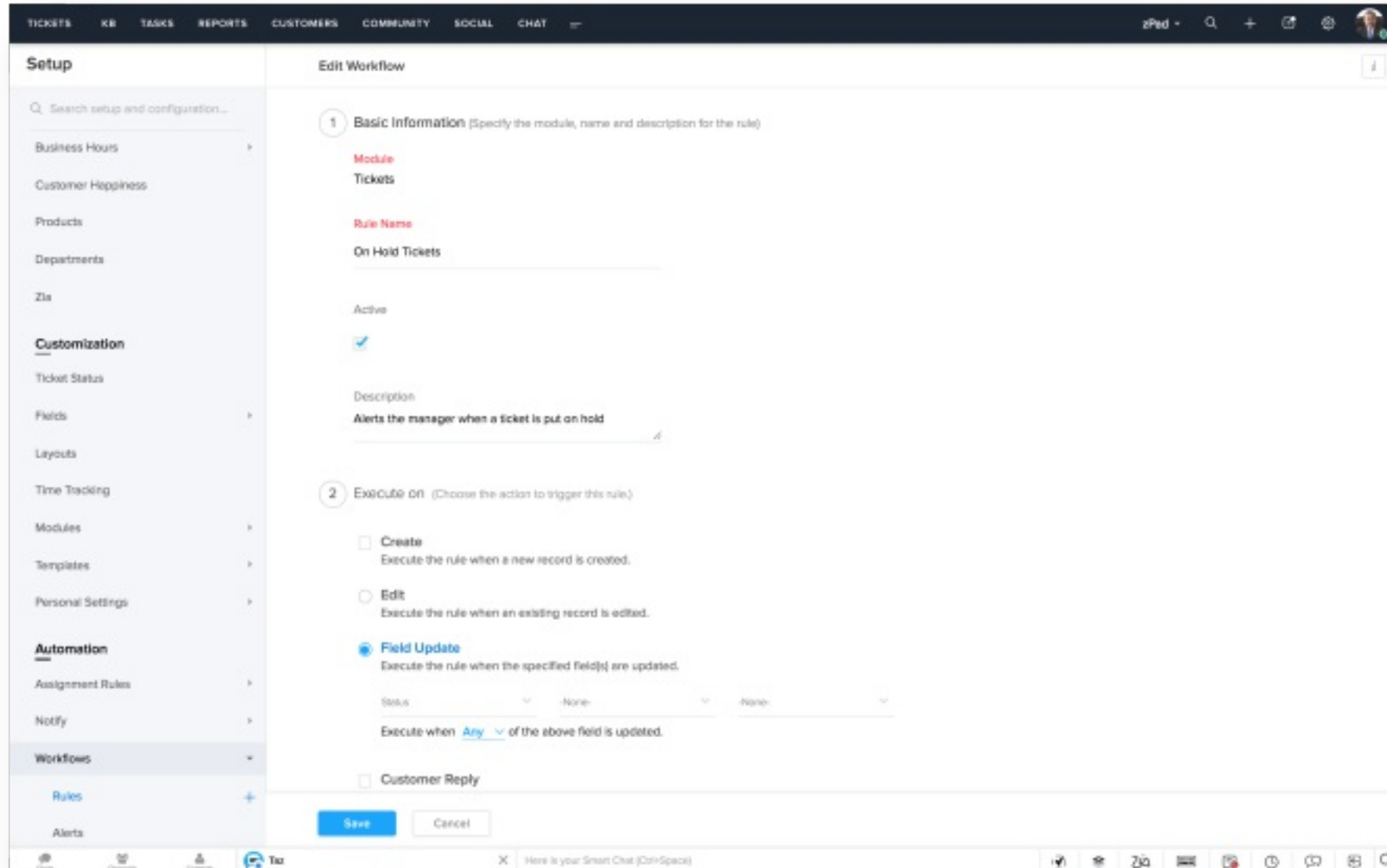Ticket Create

⊙ Execute only when associated with an Account

TARGETS

Respond Within	Resolve within	Operational Hours	Condition
2 Hours	8 Hours	Calendar Hours	Product Name is zPad

Response Escalation	Resolution Escalation
1 Level	1 Level

Add new target

Workflows
Write rules to update fields, send alerts, add tasks, and perform actions

Layouts
Collect and store details related to service processes

Blueprint
Manage cross-functional service processes efficiently

Extensibility

Extend your help desk's capabilities

Integrations
With Zoho apps as well as third-party apps

Marketplace
Build and host custom extensions for Zoho Desk

Custom Functions
Write custom pieces of code that will perform tasks
specific to your business

SDKs
To build powerful mobile apps

APIs
Integrate Zoho Desk modules with other services

Agent Productivity

Tools your agents need to communicate and collaborate

Work Modes
A system to automatically organize open tickets

Overdue (1)

✉ #450 Is there wireless charging?

Steven Jeeves

⧗ late by 24 minutes . In Progress . ≡5

Due in 6 hours (4)

✉ #563 Is there a zPhone stylus?

Pavithra Krishnaswamy

🕐 35 minutes left . Open . ≡1

✉ #440 Possible to connect external camera?

Paige Turner

🕐 35 minutes left . Open . ≡1

✉ #439 Unable to pay for an app

Martin Freeman

🕐 01:30 hour left . Open . ≡1

✉ #441 Latest update not completed

Vincent Camonetti

🕐 Tomorrow 04:00 AM . Open . ≡1

Due in 12 hours and more (12)

✉ #544 Any precision stylus for zPhone?

Shane Howell

🕐 Tomorrow 12:00 PM . Open . ≡1

☺ #543 Reg picture quality

Barry Zingovich

🕐 Tomorrow 12:00 PM . Open . ≡3

☺ #527 zPhone Battery Issue

Casie Fletcher

🕐 Tomorrow 12:00 PM . On Hold . ≡9

✉ #437 Charge-and-sync cable

Esther Wozniak

🕐 Tomorrow 12:00 PM . Open . ≡3

Response Editor
Craft and send the best response with the help of context

Teams
Make it easier for your employees to collaborate

CRM Integration
For advanced customer context

Time Tracking

Keep track of time spent on every ticket and task.

Mobile App

Manage tickets even when you're away from your desk.
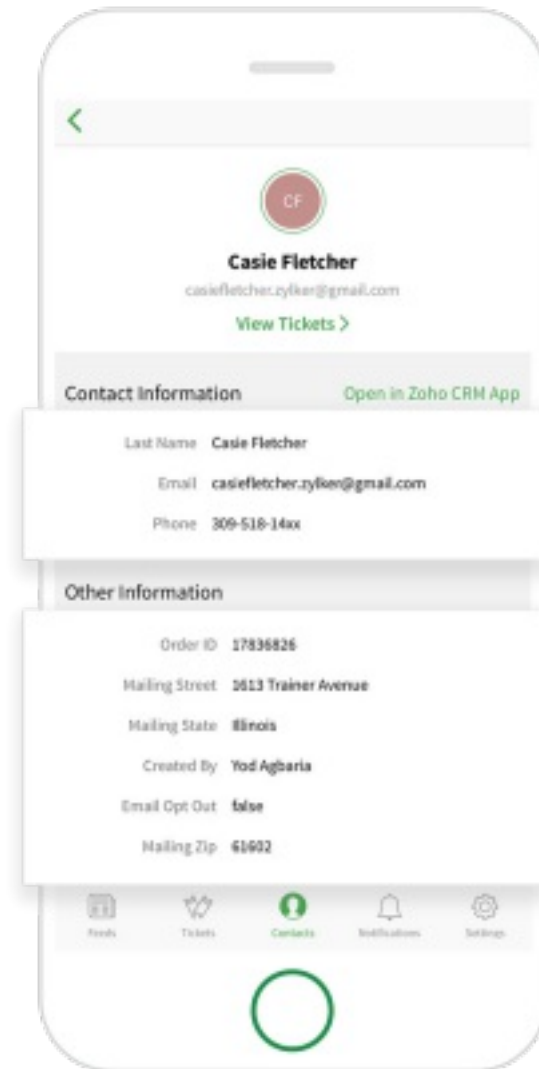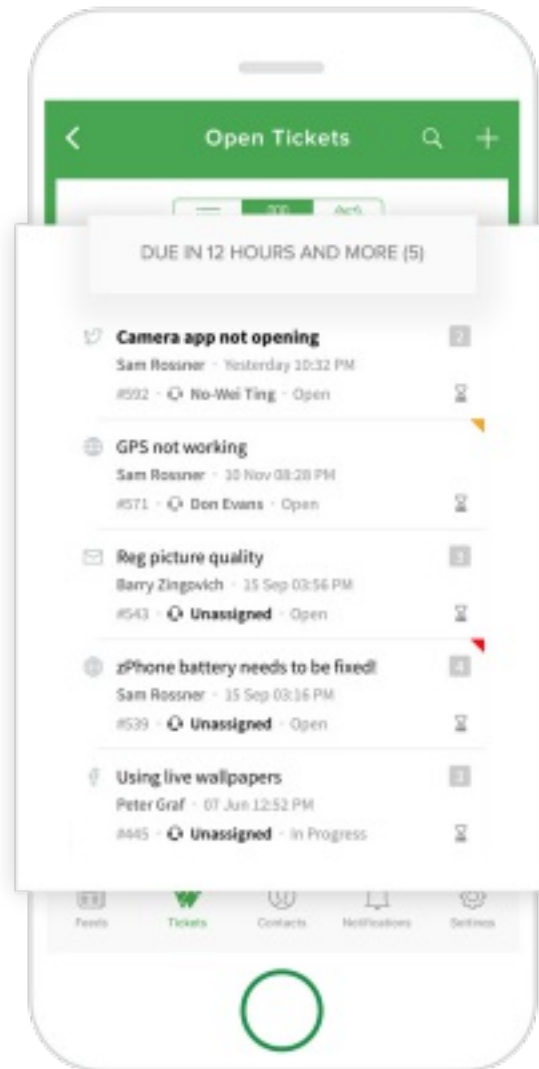
Insights

All the stats you need, right where you need them

The HQ
Key stats for the manager, all on a single screen

Radar
Mobile app for managers, for stats on the go

Custom Reports and Dashboards

Your metrics, your way.

Customization

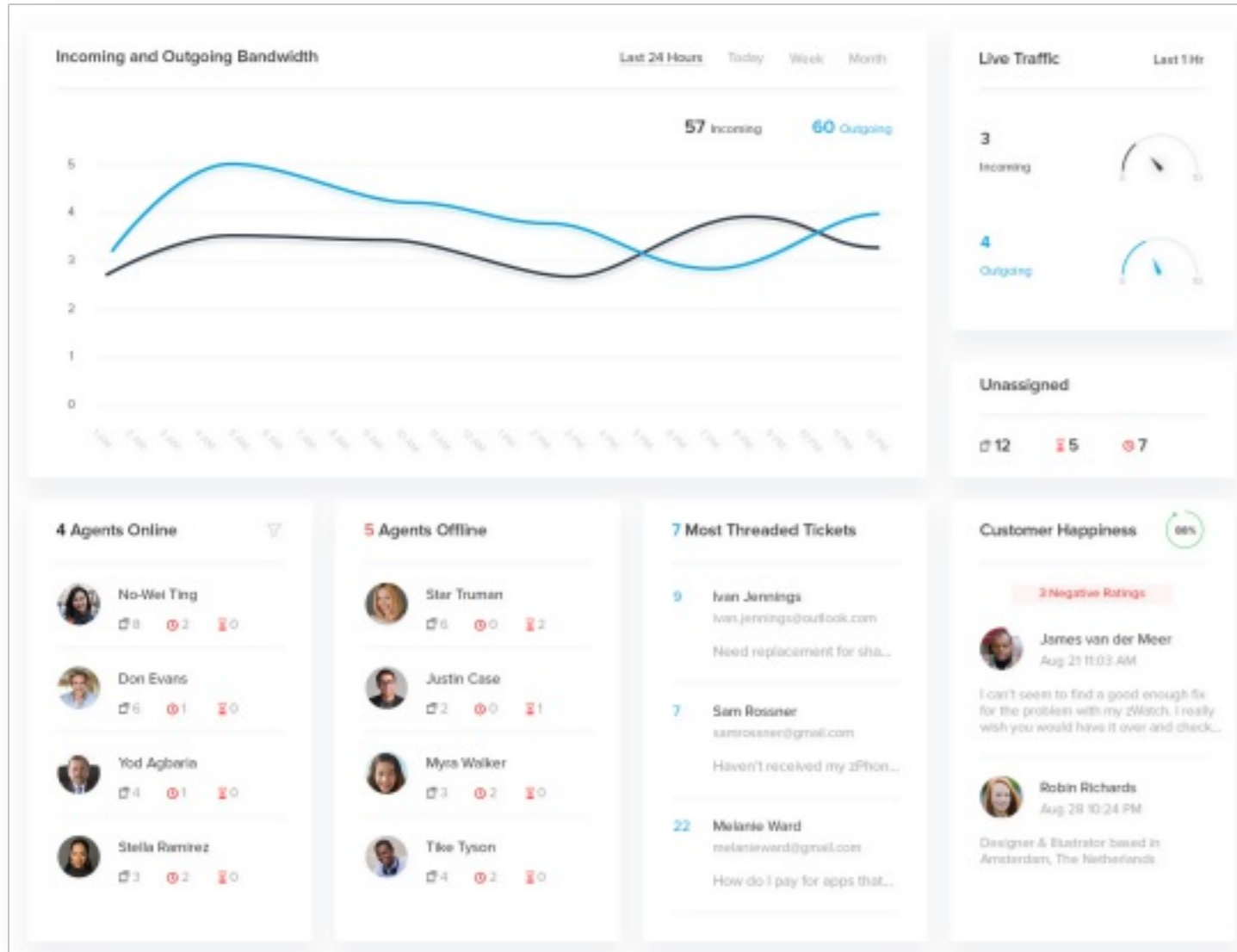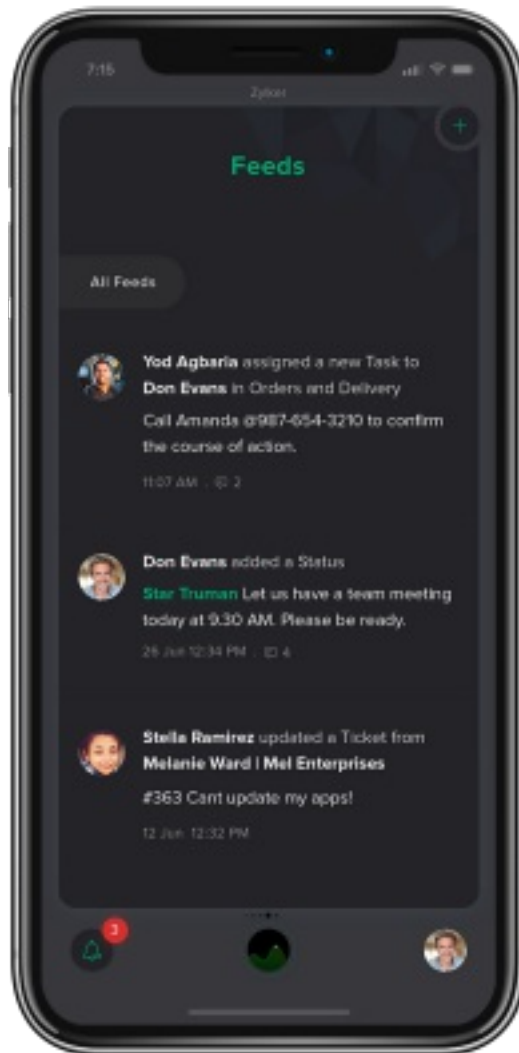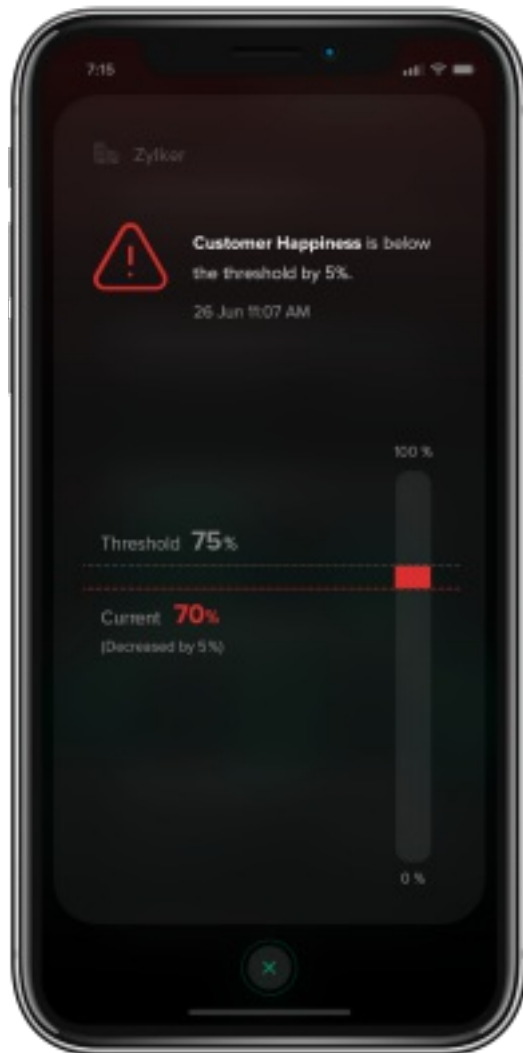Tailor your help desk to suit your business

Ticket Status

Ticket, Email, Response Templates

Rebranding

Domain Mapping

Layouts

Custom Fields

Security

Topnotch security for you and your customers

Roles

Profiles

Data Sharing

Field Level Security

GDPR Compliance

THANK YOU