Available Connect

PRODUCT DATA SHEET

Available Connect

Your current telephony, connected to Zendesk. When the phone rings, the agent has the caller's name, number and latest tickets in front of them, and one click turns the call into a ticket in the right place. No new phone system, no new numbers.

Keep your telephony
Same numbers, same provider, same phones

Six providers
Relatel, FlexFone, MobiKOM, ipnordic, Telia ACE, Dstny

Zendesk knows who
Caller and recent tickets while it rings

29 kr. per active agent
An agent with no calls that month costs nothing

1 The agent experience in Zendesk

Screen pop while it rings

- Connect looks the number up in your Zendesk and finds the person
- **Name, number and email** on screen before the agent says hello
- The customer's **latest tickets** with status and date
- Information passed on in **under a second**

One click makes the ticket

- **Create ticket** in the call card creates the ticket on the customer
- Set with the **right brand, group and form**
- The call becomes part of the customer history, also on busy days when nobody writes a note afterwards
- **Show profile** opens the customer in Zendesk

Click to call

- Click the customer's number in a **ticket or a profile**, and the phone dials
- No copying and no typing
- Fewer small mistakes along the way

Wallboard

- Put it on the team screen
- **Live calls** with a ticking timer
- **Answered and missed** calls and answer rate, in real time
- The agents who have taken the most calls today

2 How it fits your telephony

From the phone to Zendesk

- **The customer calls** the same number as always
- **Your provider** tells Connect the phone is ringing, over the integration the provider offers itself
- **Available Connect** finds the customer and the relevant tickets in Zendesk
- **Zendesk:** the agent knows who is calling and creates the ticket with one click

Supported providers

- Relatel
- FlexFone
- MobiKOM
- ipnordic
- Telia ACE
- Dstny

Your telephony can change

- Works across six providers in the same app
- Switch provider, and agents keep working in Zendesk the way they already do
- Nothing has to be torn down: no new app, no new number and no rework of your telephony

Not a new phone system

- Agents answer and hang up exactly where they always have
- Connect makes sure Zendesk knows who is on the line, and that the conversation becomes a ticket
- Want the phone itself inside Zendesk, with queues, IVR and AI? That is **Available Phone**

3 Set up and looked after by Available

You don't have to work it out yourself

- We set it up together with your telephony provider
- Tested on real calls before your agents notice anything
- You give us access; the rest is our work

Technology with people behind it

- We keep an eye on it and help when something gets in the way
- Because an integration is only good if it also works on an ordinary Tuesday
- Danish Zendesk partner

4 Pricing

ITEM	PRICE	NOTES
Active agent	**29 kr. / month**	An agent counts in a month once they have had at least one call, in or out
Agent with no calls	0 kr.	You don't buy licences for everyone who hardly ever picks up the phone
Monthly minimum	None	
One-off setup	2.500–7.500 kr.	Depends on your telephony provider

All prices excluding VAT. Prices are indicative; we always make a concrete offer.

5 What it is worth: a worked example

ASSUMPTION	VALUE	
Agents on the phone	12	
Calls per agent per day	25	6.300 calls a month over 21 working days
Time saved per call	30 seconds	A lookup the agent no longer has to do
Agent cost	350 kr. / hour	
Result	**≈ 53 hours a month**	About 18.375 kr. in agent time, for 348 kr. a month

From the calculator on connect.available.dk, with deliberately cautious numbers. Put in your own numbers there.