Available Connect

The customer calls. Zendesk already knows who.

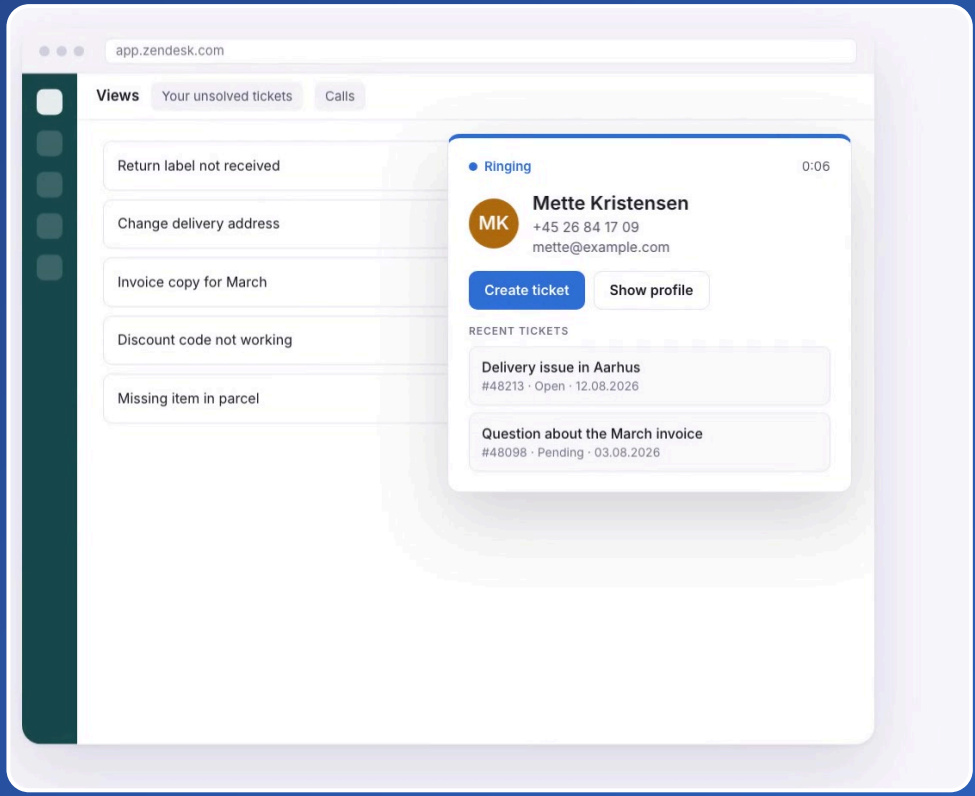
Connect links the telephony you already have to Zendesk. When the phone rings, the agent has the caller's name, number and latest tickets in front of them, and one click turns the call into a ticket in the right place.

Keep your telephony

Six providers

One-click tickets

29 kr. per active agent



1 The problem

The phone is a hole in the customer history

"Who am I speaking to?"

Every call starts with names, numbers and searching, while the customer waits.

Calls that leave no trace

On busy days nobody writes the note afterwards, so the next colleague starts from zero.

Copying numbers by hand

Calling a customer back means copying a number from Zendesk into the phone, and small mistakes along the way.

2 What changes with Connect

Context before hello

While it rings, Connect finds the customer in Zendesk: name, number and recent tickets.

Every call becomes a ticket

One click creates the ticket on the customer, with the right brand, group and form.

Call from Zendesk

Click the number in a ticket or profile, and the phone dials.

3 How it works

1 Keep your number and provider

Relatel, FlexFone, MobiKOM, ipnordic, Telia ACE or Dstny tells Connect the phone is ringing.

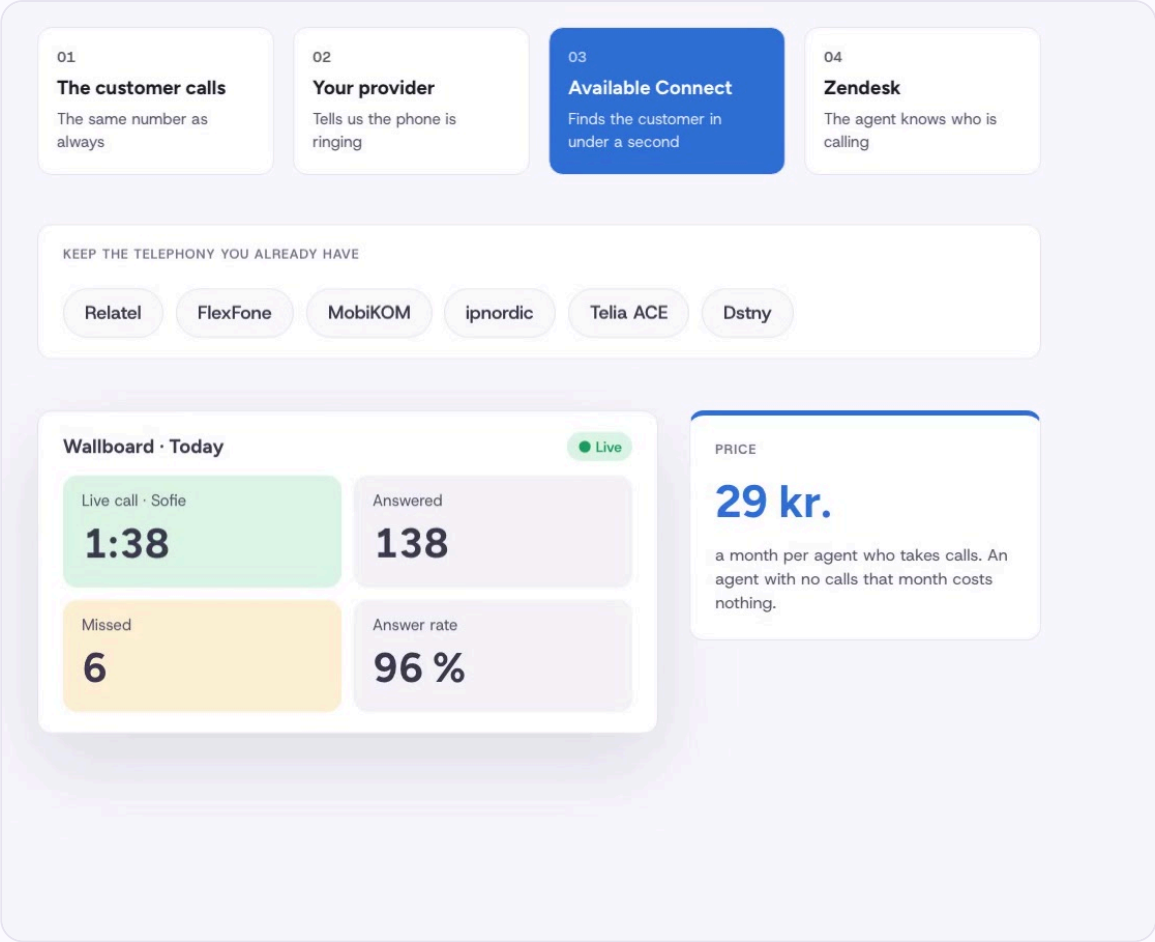
2 We set it up

Together with your provider, tested on real calls before your agents notice anything.

3 Agents work in Zendesk

They answer and hang up where they always have; Zendesk knows who is on the line.

See it working in the 1-minute film:
available.dk/en/produkter/film-og-datablade



4 What's inside

Screen pop

Name, number, email and the latest tickets on screen while the phone rings.

One-click ticket

The call becomes a ticket on the customer, with brand, group and form set.

Click to call

Click a number in a ticket or a profile and your phone dials.

Six providers

Relatel, FlexFone, MobiKOM, ipnordic, Telia ACE and Dstny in the same app.

Provider can change

Switch provider and your agents keep working in Zendesk the same way.

Wallboard

Live calls with a ticking timer, answered and missed calls, answer rate and top agents today.

Built to be trusted

Not a new phone system

Agents answer exactly where they always have; Connect adds what Zendesk knows.

Set up for you

We set it up with your provider, keep an eye on it and help when something gets in the way.

Pay only for use

An agent with no calls that month costs nothing; there is no monthly minimum.

5 In practice

EXAMPLE SETUP

“12 agents on the phone, 25 calls per agent per day.”

Worked example from connect.available.dk

- 6.300 calls a month, about 30 seconds saved on each
- About 53 hours of agent time saved a month
- 348 kr. a month for Connect

From the calculator on connect.available.dk: 30 seconds saved per call, 350 kr. an hour for an agent and 21 working days a month. Put in your own numbers there.

PRICING

You pay for the agents who actually take calls. No licences for everyone who hardly ever picks up the phone.

Active agent	**29 kr. / month**
Agent with no calls that month	**0 kr.**
Monthly minimum	**none**
One-off setup	**2.500–7.500 kr.**

All prices excluding VAT. An agent counts in a month once they have had at least one call, in or out. Prices are indicative; we always make a concrete offer.

See Connect with your own data

Want the phone itself inside Zendesk, with queues, IVR and AI? That is Available Phone.

Book a demo | Watch the film | Data sheet