Available Phone

PRODUCT DATA SHEET

# Available Phone

A complete contact-centre phone system that lives inside Zendesk. Calls ring in the agent's Zendesk, tickets file themselves, and AI greets, routes, transcribes and assists — with every call processed in the EU.

**Zendesk-native**
Softphone in the top bar, call history in the ticket sidebar

**EU / Ireland**
Call data and call audio pinned to Twilio's Irish region

**AI built in**
AI reception, live assist, live translation, call analysis

**Your own account**
A dedicated, isolated telephony account per customer

## 1 The agent experience in Zendesk

### Softphone in the Zendesk top bar

- **One-click install** from the Available portal — no Zendesk configuration by hand
- **Presence:** Available, Available on mobile, Offline — per-queue log in/out
- Starts with Zendesk, so calls ring even before the agent opens the app
- Desktop notifications + the softphone opens itself when a call rings
- Click-to-call with automatic number formatting to international format

### Screen-pop & automatic tickets

- While it rings: caller identity, queue, the **menu choices they pressed**, their last ticket, and the AI reception's summary
- A Zendesk voice ticket is **filed when the agent answers** and opened in front of them — never for missed or declined calls
- Ticket brand, form, fields and tags can be **prefilled from the caller's menu choices**

### In-call controls

- Mute, hold/park, keypad (DTMF)
- **Blind transfer** to queue, colleague or external number
- **Attended transfer** ("ask first") with consult bar
- Wrap-up timer with a deliberate "Ready for next call"
- Outbound calling with a chosen company caller ID

### Ticket & user sidebars

- Calls on this ticket with menu path, wait time and agent
- The customer's **full call history across all tickets**, matched on phone number
- Inline playback of recordings and voicemails
- "Call" and **"Send SMS"** straight from the requester's profile

### Forward to mobile

- Agents can take calls on their mobile phone using the number on their Zendesk profile — no separate setup
- **Keypress screening:** the agent hears who is calling and presses 1 to accept, so a carrier voicemail can never "answer" a customer call; unanswered calls move on to the next agent
- The ticket is still filed automatically; administrators have a kill switch per agent

## 2 Routing & call flow

### IVR menus

- Multi-level keypress menus with fallback and retry
- Spoken confirmation per choice ("Transferring you to billing")
- **Collect digits** — e.g. an order number — shown to the agent and written to a ticket field
- **Temporary menu choices** with an expiry date, e.g. "For the current outage, press 1"

### Queues & distribution

- Per-queue strategy: **longest idle**, **round robin**, **fewest calls today** or **agent priority**
- Overflow to another queue after a maximum wait
- Admins control which agents may serve which queues
- Targets: queue, menu, AI reception, voicemail, external number, SMS, hang up

### Opening hours

- Schedules at four levels: **company, number, queue and menu**
- Evaluated in each schedule's own time zone
- Closed message and divert — e.g. to a premium-support menu or voicemail
- On-call numbers can ignore company hours

### Visual call-flow designer

- The whole setup drawn as one graph: numbers → hours → menus → queues
- Drag an arrow to re-route; built-in defaults shown explicitly
- **Automatic checks** for loops, dead ends, unreachable cards and queues without agents

## 3 The caller's wait

### Hold experience

- Hold music per queue: built-in licensed library or your own recordings
- **Position and estimated wait** announcements — only spoken when data backs them
- Voicemail when the caller has waited too long

### Callback in queue

- "Press 1 and we'll call you back" — **the caller keeps their place in line**
- The agent is rung first and the customer always hears a person
- Automatic retry if the customer doesn't answer; repeat calls cancel the callback
- Tracked separately — callbacks never count as abandoned calls

### SMS self-service

- "Press 2 and we'll text you a link" from the hold loop or a menu
- Offer always, or only when busy; per-number caps and STOP honoured

### Busy rules

- A queue is busy by callers waiting, longest wait, or staffing level
- While busy: say a busy message, offer callback, divert new callers, and **alert the team** by email, Slack or Teams

## 4 AI on every call

### AI reception `pre-call`

- A spoken AI conversation before the queue: answers simple questions from your own knowledge, then routes the caller
- **Mandatory intake questions** (up to 5) — answers land on the screen-pop, the ticket and ticket fields
- Knows which teams are closed right now and says so
- Summary and answers on the agent's screen **while the phone rings**
- Any failure falls back to the queue — never a dead line

### Live assist `during the call`

- Real-time transcript of both sides of the call
- Suggestion cards from your help centre in the Available copilot sidebar
- Details heard on the line (order numbers, emails) as tap-to-copy chips
- **Automatic order lookups** in your own systems from what the caller says
- **Live translation** captions in the softphone, original always visible

### After the call with Available Transcriptions

- Dual-channel recording — agent and customer on separate tracks
- Transcript and summary posted as a private note on the ticket
- Sentiment, topics, action items and knowledge gaps
- Talk/listen ratio, interruptions, silence vs hold music
- Optional PII masking

### Audio library

- Generate prompts with natural AI voices, or upload your own recordings
- Voice check: audition a line before you save it
- Change voice across every prompt in one step

## 5 Supervision, analytics & reporting

### Live floor & wallboards

- Live view of waiting callers, active calls, agents and callbacks
- **TV wallboards** via a secure link — no login on the screen
- Routing health check: "would a call reach anyone right now?" with one-click repair
- Agents who close Zendesk are set offline automatically

### Listen, whisper, barge

- Supervisors join any live call from the browser
- **Listen** silently, **whisper** to the agent only, or **barge** in
- Every join and switch is logged on the call's timeline

### Analytics

- Service level, answer and abandonment rates, wait and talk times
- Breakdown by queue, agent, direction, outcome, hour of day and **menu path**
- **Ask your data** — an AI analyst answers questions about your calls
- Call log with player, recordings and a full event timeline

### Reports & alerts

- Weekly stakeholder report by email
- Daily digest across all Available products by email, Slack or Teams
- Phone KPIs and "needs a look" items on the Command Center home page
- Agent phone metrics feed coaching goals and 1:1 briefs

## 6 SMS & messaging

### Agent SMS & conversations

- Send an SMS from the ticket; a private note is added automatically
- Optional: customer texts become **Zendesk messaging conversations**, replies go back from the number they texted
- Daily caps and opt-out list respected

### Post-call surveys with Available Insights

- Customers who called are surveyed by SMS on the number they called from
- Two-way: score and follow-up questions answered by text reply
- One opt-out list across every channel

## 7 Numbers, setup & administration

### Numbers

- Search and buy numbers in the portal: pattern search, number type, SMS capability and monthly price
- Porting status and regulatory approval shown live
- Designate the outbound caller ID and the SMS sender number

### Setup & directory

- Guided setup checklist until the phone is live
- Zendesk staff synced automatically, plus external contacts for transfers
- Configure by talking to the **Ask console** — it proposes changes, you apply them
- Portal available inside Zendesk for administrators

## 8 Example setups — from simple to very advanced

Four fictional companies, each configured entirely in the Available portal. Each one builds on the previous level. Volumes and costs are illustrative; see the pricing section for rates.

### SIMPLE Nordic Bikes — webshop, 3 agents

**≈ 1.020 DKK / month**

*"We just want our phone in Zendesk, with a ticket for every call and voicemail when we're closed."*

**WHAT THEY CONFIGURE**

- 1 Danish number → 1 queue, "Support"
- Opening hours Mon–Fri 09–16; closed → voicemail
- Hold music from the built-in library
- One-click install of the softphone in Zendesk

**WHAT HAPPENS**

- Calls ring in the agents' Zendesk; the ticket opens when they answer
- After hours, voicemails arrive as tickets with the recording
- Every call is in the requester's call history

1 number 210 · 600 calls × 3 min = 1.800 min × 0,45 = 810

### MEDIUM Hygge Home — interior retailer, 12 agents

**≈ 6.360 DKK / month**

*"Route orders, returns and B2B to the right team, stop customers waiting on hold, and measure satisfaction."*

**WHAT THEY CONFIGURE**

- IVR: 1 orders · 2 returns · 3 business customers
- Option 1 asks for the **order number** by keypad → written to a ticket field
- Each choice sets ticket form and tags
- Round-robin distribution; B2B overflows to Orders after 3 min
- Callback in queue and position/wait announcements
- SMS post-call survey (Insights) + TV wallboard

**WHAT HAPPENS**

- The agent sees "Orders · #10482" before saying hello
- Callers can hang up and keep their place in line
- Callers score the call by text reply; results per agent
- Monday report on service level and abandonment

2 numbers 420 · 2.500 calls × 4 min = 10.000 min × 0,45 = 4.500 · 800 surveys × ~3 SMS segments × 0,60 = 1.440

### ADVANCED Fjord Energy — utility, 40 agents

**≈ 34.400 DKK / month + AI usage**

*"An AI should take the first questions, outages must not flood the queue, and on-call staff take emergencies on their mobile."*

**WHAT THEY CONFIGURE**

- **AI reception** answering from the knowledge text, with mandatory questions: customer number and address → ticket fields
- Temporary menu choice during outages, expiring automatically: "Press 1 for the outage in Aarhus" → **SMS with the status page**
- **Busy rules**: over 15 waiting → busy message, callback offered, Slack alert to team leads
- Emergency number ignores company hours and rings on-call staff **on their mobile** (press-1 screening)
- Agent-priority routing for senior agents on Business
- Recording + transcription with summaries on the ticket

**WHAT HAPPENS**

- Simple questions are answered by AI; everyone else arrives pre-qualified, the summary visible while it rings
- Outage callers self-serve by SMS instead of waiting
- Supervisors **whisper** to new agents on difficult calls
- Action items and knowledge gaps from calls land on a manager worklist

3 numbers 630 · 9.000 calls × 5 min = 45.000 min × 0,45 = 20.250 · 40.000 min transcribed × 0,30 = 12.000 · 1.500 self-service SMS × 1,00 = 1.500

VERY ADVANCED

### Scandi Fashion Group — 3 brands, 4 countries, 90 agents

≈ 104.600 DKK / month + AI usage

*"One phone system for every brand and market, with AI that knows the customer's order while they're still talking."*

**WHAT THEY CONFIGURE**

- A number per brand × country, each with its own hours and an AI reception in the country's language
- Every route sets **Zendesk brand, ticket form and tags** — tickets land in the right brand automatically
- Business Central connected as an integration: **order lookups run automatically** when an order number is said on the call
- **Live assist**: help-centre answers and order details in the copilot during the call
- **Live translation** captions so the Danish team can follow German callers at peak times
- Fewest-calls routing; overflow between brand teams; callback in every queue

**WHAT HAPPENS**

- The agent sees order status before the customer finishes the sentence
- Analytics by brand, queue and menu path; **"Ask your data"** answers "why did abandonment rise in Sweden?"
- Coaching goals on handle time and wrap-up per agent, with AI 1:1 briefs
- Daily digest of all products to Teams; SMS surveys in the caller's language

6 numbers 1.260 · 20.000 calls × 5 min = 100.000 min × 0,45 = 45.000 · live assist 85.000 min × 0,30 = 25.500 · transcription 85.000 min × 0,30 = 25.500 · 3.000 surveys × 3 × 0,60 = 5.400 · integration access 499 + 10.000 lookups × 0,14 = 1.899

## 9 Pricing

Pay for what you use. No per-agent seat licences — the Zendesk app, portal, routing, IVR, queues, wallboards, analytics and reports are included.

### Telephony

| | | |
|---|---|---|
| **Phone number** | **210,00 DKK** | per number / month |
| **Call minute** | **0,45 DKK** | per started minute, inbound and outbound |
| **SMS (agent, self-service, conversations)** | **1,00 DKK** | per SMS segment |
| **Recorded voice prompts** | **0,0005 DKK** | per character, generated once |

### AI & add-ons

| | | |
|---|---|---|
| **Live transcription / live assist** | **0,30 DKK** | per streamed minute |
| **Post-call transcription** | **0,30 DKK** | per recorded minute |
| **SMS surveys (Insights)** | **0,60 DKK** | per SMS segment |
| **Integration access** | **499,00 DKK** | per workspace / month |
| **Integration lookup** | **0,14 DKK** | per lookup |
| **AI reception, suggestions, Ask** | **AI usage, billed per use** | |

All prices in DKK excluding VAT. Every feature is opt-in: nothing is billed until it is switched on. Cost per call, per ticket and per month is visible in the portal under Usage. A 1.000-character voice prompt costs 0,50 DKK and is stored for reuse.

## 10 Security, privacy & reliability

| Area | How Available Phone handles it |
|---|---|
| **Data residency** | Call data processed in Twilio's Ireland region; call audio and conferences pinned to Ireland. Any deviation is shown in the portal, never silent. |
| **Isolation** | Each customer runs on its own dedicated Twilio subaccount with its own credentials. |
| **Toll-fraud protection** | Outbound countries closed by default (only the countries you need are opened) and a daily spend limit per account. |
| **Recordings** | Stored in private storage; each playback uses a short-lived signed link. |
| **Webhook security** | Every Twilio callback is signature-verified before it is processed, and logged. |

| | |
|---|---|
| **Credentials** | API keys and tokens encrypted at rest. |
| **Access** | Portal sign-in with Zendesk; roles and memberships per workspace; operator actions audit-logged. |
| **Fail-safe design** | AI, hold music, busy rules and SMS all fall back to normal queueing on error — a caller is never left on a dead line. |

## 11 Part of the Available suite

| Product | What it adds to Phone |
|---|---|
| **Available Assistant** | Live assist cards, automatic order lookups and call context for AI-drafted replies on voice tickets. |
| **Available Transcriptions** | Post-call transcription, summaries, action items and voice analytics. |
| **Available Insights** | SMS post-call surveys, agent-vs-customer perception gap, themes and alerts. |
| **Command Center** | Home dashboard, daily digest and agent coaching built on phone metrics. |