Available Phone

The phone belongs inside Zendesk, not next to it.

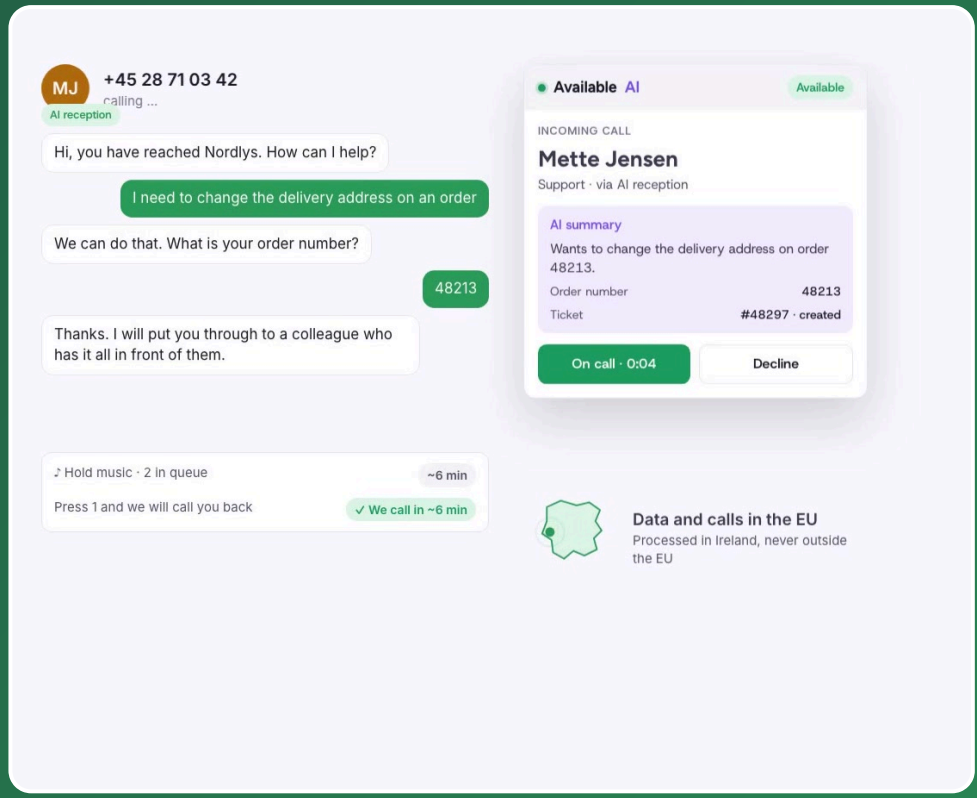
Available Phone is our own phone system for support teams. We provide the number, the menu, the queue and the recording, and the agent answers, transfers and hangs up without leaving Zendesk. And because we carry the audio ourselves, the AI can reach into the call while it is happening.

Inside Zendesk

AI in the live call

Tickets file themselves

EU / Ireland



1 The problem

The phone is the one channel that lives outside your service desk

Two screens, two systems

A separate phone app, a separate history, and an integration project to keep alive.

Calls without context

The agent answers before knowing who is calling or what they already pressed.

Paying for chairs

Per-agent licences make part-time and seasonal agents expensive.

2 What changes with Phone

✓

One screen, one system

The softphone sits in the Zendesk top bar. The agent answers, transfers and hangs up without leaving Zendesk.

✓

The customer doesn't say it twice

What they pressed and keyed in, and what the AI already learned, is on screen while it rings. The ticket opens by itself.

✓

AI in the call, not after it

Live transcript, reply suggestions, details in one click and live translation while the customer is still talking.

3 How it works

1 Install in one click

From the Available portal; Zendesk staff are synced automatically.

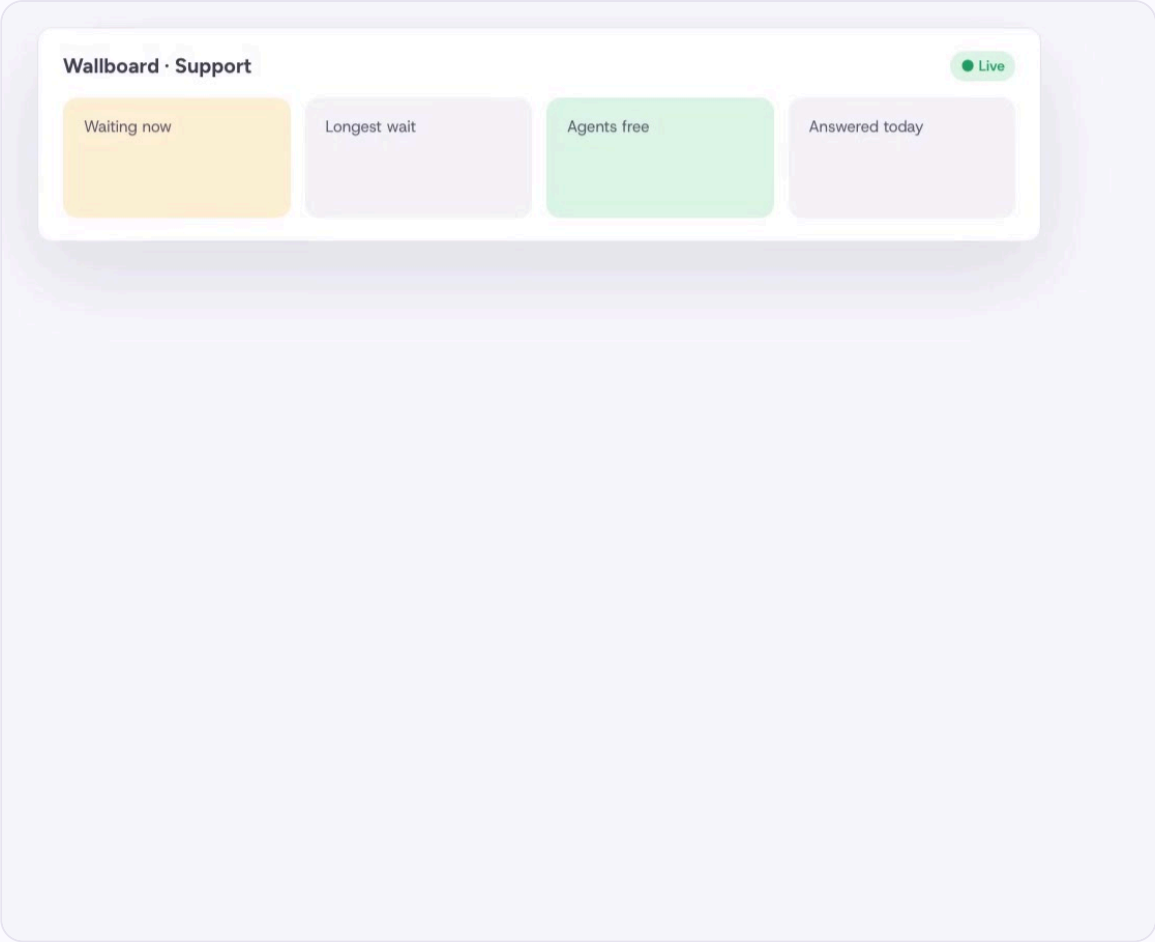
2 Draw the call flow

Numbers, opening hours, menus and queues in a visual designer that checks for loops and dead ends.

3 Switch on the AI

AI reception before the queue, live assist during the call, transcription after it.

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



4 What's inside

AI reception

Answers simple questions from your knowledge, asks up to five intake questions, then routes.

Callback in queue

“Press 1 and we'll call you back”, and the caller keeps their place in line.

Live assist

Real-time transcript, help-centre suggestions and order lookups from what the caller says.

Live translation

Captions in the softphone, with the original always visible.

Supervision

Live floor, TV wallboards, and listen, whisper or barge from the browser.

Calls on the mobile

Forward to mobile with press-1 screening, so a voicemail never answers a customer.

Built to be trusted

Data in the EU

Call data and audio pinned to Twilio's Irish region; any deviation is shown in the portal.

Your own account

A dedicated, isolated telephony account per customer, with toll-fraud limits.

Never a dead line

AI, hold music, busy rules and SMS all fall back to normal queueing on error.

5 In practice

EXAMPLE SETUP

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

Hygge Home, interior retailer, 12 agents

- 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

A fictional company used to illustrate a typical setup. More examples, from simple to very advanced, are in the data sheet.

PRICING

No per-agent seat licences: the Zendesk app, IVR, queues, wallboards, analytics and reports are included.

Phone number	**210 DKK / month**
Call minute	**0,45 DKK, in and out**
Live assist / transcription	**0,30 DKK per minute**
SMS	**1,00 DKK per segment**

All prices in DKK excluding VAT. Every feature is opt-in; cost per ticket, chat and call is visible in the portal under Usage.

See Phone with your own data

See how Phone compares with Zendesk Talk, Aircall and the Nordic alternatives in the comparison sheet.

Book a demo | Watch the film | Data sheet