

8x8 ContactNow for Jira Service Desk

Integrate ContactNow with your Jira Service Desk
for easy customer support



Add voice interactions into your Jira Service Desk with ContactNow.

ContactNow supercharges your Jira Service Desk so you can make and take voice calls. Connect with your customers to solve problems quicker with higher satisfaction.

Effortlessly assign calls to tickets

Every call can be assigned to an existing ticket or a new one from the ContactNow phone within Jira. The ticket you're working on can be quickly assigned or you can use the search tool to find what you need. Once assigned, the call's information is added as a note to the ticket so users have all the information they need to better assist their customers.

Click to dial for instant customer contact

ContactNow scans the page for telephone numbers and displays them in the phone so there's no need to search through the ticket. Just click and call.

Comprehensive call analytics to review performance

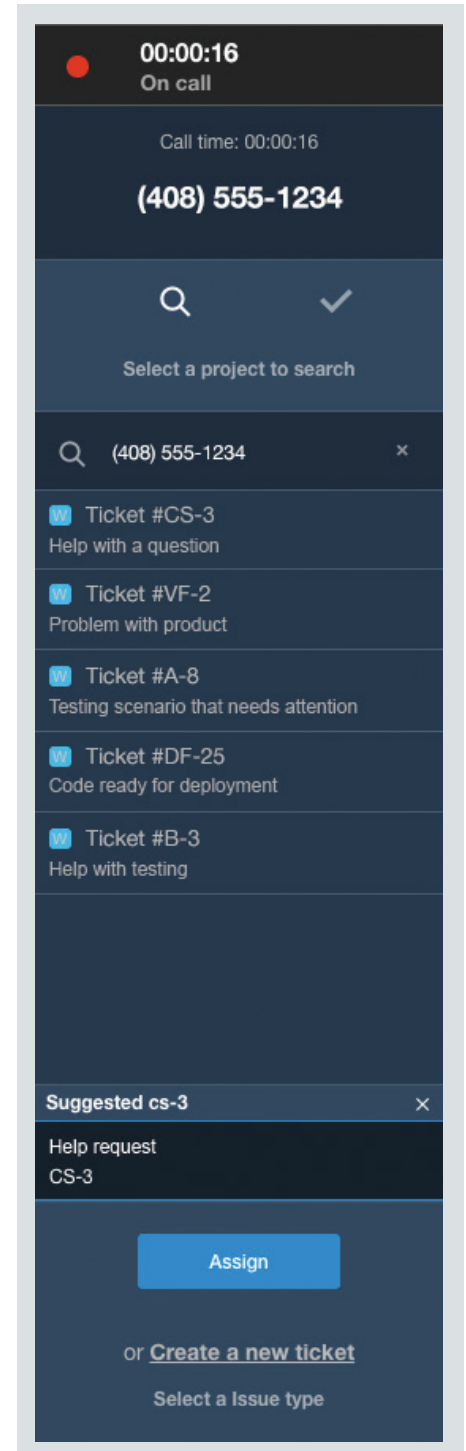
ContactNow gives you access to comprehensive analytics to review your dialler activity. You'll be able to see which staff are interacting with customers and pinpoint exactly where resources may be required.

Keep a record of every interaction

Call information is added as a note to any ticket so users have the information they need to assist customers. Call info is logged on the ticket so that anyone can review the interaction history with the customer. Everyone can work towards resolving tickets with all the information right at their fingertips.

Never forget a customer

Users have access to their scheduled calls and voicemails right in the ContactNow phone. Upcoming scheduled calls allow staff to plan their day and prepare for upcoming calls.

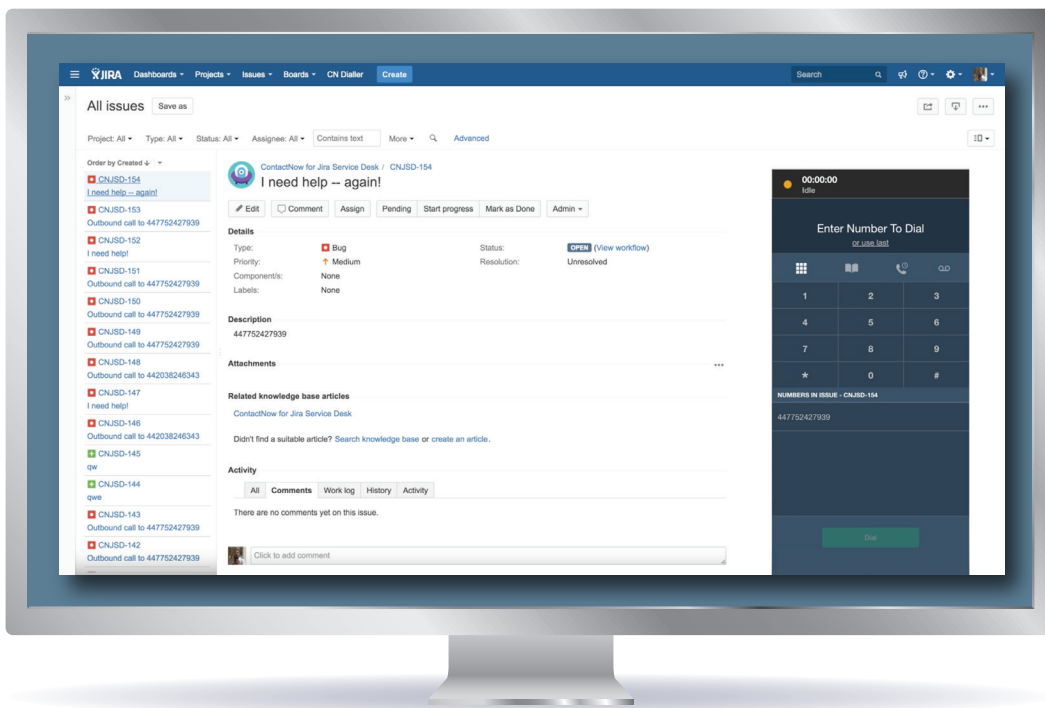


Benefits

- Communicate with customers via high definition voice calling
- Have a record of call activity tagged to Jira Service Desk tickets
- Easily manage Inbound and Outbound calls, monitor staff, and run reports to analyse your contact center activity
- Quickly search and assign tickets to calls with all information saved as a note. Call data, customer information, transfers and outcomes along with the call recording are saved on the ticket so every Jira Service Desk user can see what happened
- Dialling that scales along with your support desk demands

The ContactNow advantage

- Tickets are automatically suggested for quick assignment
- Powerful search capability to find open cases and work on them
- Click to dial sidebar for instant customer contact
- Comprehensive call analytics to review performance
- Staff can see scheduled calls and voicemails in the phone



For more information, call **1.855.591.9094** or visit **8x8.com**