



## ZyDesk | ID

### Fast and precise view of who is calling

#### See who is calling

ZyDesk ID is a pc-based solution, which - on basis of the caller's number - can look up in e.g. CRM, and show relevant information such as name, company, department, address, before you answer the phone.

ZyView ID can be integrated with the company's internal business cards, CRM, helpdesk, white and yellow pages, and other portals., so that displayed the desired customer-specific information.

ZyView ID reduces time to find relevant data on a call. ZyView ID displays the information where you need them.

On any given day, most employees are receiving a lot of calls of which many are misplaced or a waste of time. You can manage your time better when you know who is calling before you answer the telephone.

#### Customer Analysis

According to the analysis of this year shows that 86.6% prefer to call directly to the individual employee, and have as their 1st priority, on a scale of 1-5, where 4.7 for quick and accurate answers to his questions.

Source: Interresearch

#### ZyView ID is characterized by:

- Easy integration with Notes, Outlook, portals and helpdesk applications as well as existing databases
- Possibility of automatic actions based on incoming calls or messages
- Adaptation to existing telephony systems and databases; thus no need for further investments

ZyView ID is a part of ZyView suite and can be implemented as stand alone or integrated with one or more of the other ZyView applications:

- ZyDesk Time
- ZyDesk Operator
- ZyDesk Attention
- ZyDesk Dial

#### Saxo Bank improving customer support

Saxo Bank implements ZyDesk ID improving its customer service and benefiting the employees of the bank.



*"It was definitely a worthwhile investment, not only because of improved service to the customers and enhanced support to each employee, but also in purely economic terms"*

- says Bjørn Klepsch, IP-arkitekt Saxo Bank.

ZyDesk ID is exactly the solution we need, both now and in the foreseeable future. All calls to a specific number are recognized instantly and sent by URL to our Microsoft CRM database. Then the system retrieves the customer data, locates the customer's personal advisor and the relevant data is displayed on the screen before the person answers the call. In this way, the employee knows with whom he is speaking and has an overview of any information he will need in order to offer the best advice and guidance to the customer.

We have different types of clients and investors each with their own particular demands. For this reason it is important that the sales representative knows the customer and has all information on hand during the conversation. Besides retrieving information from the database, ZyDesk ID also triggers the collection of data in connection with the call, such as the time it began and ended, its duration, the topics covered, etc. This is an intelligent way of dealing with calls, Bjørn Klepsch says.

Read the complete customer case with Saxo Bank at [www.zylinc.com](http://www.zylinc.com).

Are you tired of wasting time on misplaced phone call, we offer ZyDesk ID for a special discount, so you can see who is calling.

**WINTERCAMPAIGN - GET 35% IN DISCOUNT**  
**PRICE PER LICENS ..... DKK. 195,-**

Normal price for ZyDesk ID, dkk. 300,- v/100 users

Call 7023 2328 or visit us at [www.zylinc.com](http://www.zylinc.com) for more information.