



FUSEDESK TICKETING INTEGRATION



With the 3CLogic-FuseDesk integration powering your business, facilitate customer interactions with the combined benefits of your ticketing solution and a next-generation multichannel communications platform. Give reps the ability to know your clients better, reach them faster, and solve their problems sooner while facilitating first call resolutions and improving customer retention.

TICKETING SYSTEM INTEGRATION FEATURES

-  **Single User Interface:** With our integration, the FuseDesk login screen embeds within 3CLogic's, saving your reps time while removing the inefficiency of working with multiple user interfaces. Using a consolidated solution, your reps will no longer be required to toggle between systems, simplifying their ability to offer customers a quality experience.
-  **Click-to-Call:** The ability to contact clients as quickly as possible is a necessity for any business handling customer service activities. With our unique click-to-call feature, your reps can contact any FuseDesk client record with the simple click of a button, removing the need for reps to search and manually dial clients, while making the interaction hassle-free and efficient.
-  **Ticket Retrieval:** With our fully integrated solution, automatically access and review past and current client support tickets, saving your reps time while allowing them to immediately focus on the client's needs. With the combined integration, your reps can now focus on delivering the highest quality service without the added hassle of locating client information.
-  **Voicemail Ticket Generation:** There are times when contact center reps simply cannot answer every call. With 3CLogic's FuseDesk integration, any customer voicemail is automatically converted into a new support ticket and added to the queue, minimizing the risk of any voicemail going unanswered or unaddressed in a timely fashion.



HIGHLIGHTS

-  Increase First Call Resolutions
-  Improve Customer Retention
-  Simplify Business Operations
-  Offer Multichannel Communications