

Make Customer Experience Your Competitive Edge With Zendesk Services

1200+
Experts

370+
Certifications

1000+
Customers

20+
Partnerships

Presence in 5 Countries

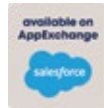


About Us

Since 2008, Grazitti Interactive has been a global digital leader, empowering companies with customer relationship management, cloud innovation, and marketing automation. With a strong presence in the U.S., India, Australia, Canada, and Singapore, we cater to large & medium-to-small enterprises.

We create & deliver comprehensive solutions, enabling Fortune 500 companies, and more, to succeed with result-oriented solutions. As a Salesforce Partner, Grazitti specializes in end-to-end service and product offerings such as SearchUnify, Sinergify, and ScoreNotch.

Our Partnership



Zendesk + Grazitti = Superior Support Operations

Our technologies and services combined with Zendesk enable our clients to tackle the challenges of digital transformation and meet evolving customer expectations.

No matter where you are on your Zendesk journey or the complexity of your operations, we empower you with our wide range of Zendesk services.

They are:



Implementation



CX Strategy



Custom Integration



Migration



Software Optimization



Audit



Onboarding, Training,
and Support



Take Advantage of the Zendesk Product Suite With Grazitti

We ensure that you can modernize & transform your CX operations and are on the path to customer success, irrespective of the Zendesk product you choose.

We hold experience across the Zendesk product suite.

Zendesk Support - A robust platform for tracking, prioritizing, and solving customer support tickets.

Zendesk Gather - A community forum and help center for customers to connect, ideate, and collaborate.

Zendesk Sell - A sales automation software to boost sales teams' productivity, streamline processes, and improve pipeline visibility.

Zendesk Sunshine - An open, flexible, and robust CRM platform native to AWS to deliver better customer experiences.



Discover Our Innovative Zendesk Solutions



CRM - Jira Connector

Bi-Directional Synchronization Between Zendesk & Jira

A Salesforce/Zendesk - Jira Connector, unifies teams, breaks silos, and fosters organizational synergy. Empowers you to deliver personalized support and offers AI-based recommendations to agents that surface similar Cases with AI Assist Feature.

Key Features

- ✓ Create a Jira Issue Using Zendesk
- ✓ Search and Link Jira Issues Using Zendesk
- ✓ Sync Attachments & Comments

Key Benefits

- ✓ Faster Response for Customer Support Tickets
- ✓ Better Team Collaboration
- ✓ Centralized Data



Zendesk-Salesforce Connector

Unidirectional Solution for Data Migration from Zendesk to Salesforce

A robust connector that ensures seamless migration of data from Zendesk to Salesforce, ensures data integrity during all migration phases, and provides a 360-degree view of customers.

Key Features

- ✓ Automated Data Syncing
- ✓ Versatile Object Synchronization (Zendesk Tickets, Articles, Organizations, and Users)
- ✓ Schedule Data Transfer
- ✓ Straightforward Mapping

Key Benefits

- ✓ Effective Data Management
- ✓ Secure Data Transfer
- ✓ Flexible Data Migration
- ✓ Improved Team Productivity



Why Choose Us?

Grazitti Interactive is a global innovation leader that designs, deploys, and delivers digital engines. The team has extensive experience in enriching customer interactions, designing dynamic communities, enabling digital marketing, and driving data-driven decision support. Grazitti combines its broad ecosystem of partners, innovative approach, and technical expertise to deliver innovative solutions that drive its customers' growth and success.



Certified Experts



Creative Brand Experience



Commitment to Quality



Strategic Depth



Agile & Global Delivery



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