

Espressive Barista Integration with Zendesk

Automate Your Helpdesk with Barista While Improving Your ROI

Zendesk makes flexible, scalable help desk software that takes questions from your customers, on any channel, and pulls them into one place. Zendesk is designed for external customer support but can be utilized for IT support as well. And now, Zendesk integrates with Espressive Barista to give you even more value!

Barista, our AI-based virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace, delivering a personalized user experience that results in 80 to 85% employee adoption and a reduction in service desk call volume of 50 to 70%.

When you integrate Barista with Zendesk, you will automate resolution of employee questions with AI. Employees will receive an exceptional experience and you will deflect service tickets, resulting in an improved ROI from your Zendesk deployment.

- **Integration with Zendesk Support**

Barista works with Zendesk Support right out of the box, integrating with your existing ticketing tool to have your service desk up and running and adding value in no time, without any complex deployment from your team. And with bi-directional integration, if Barista doesn't know an answer, a ticket is automatically generated—without an employee ever having to leave Barista. Even if an agent leaves a comment for an employee on a ticket within Zendesk, that comment will immediately show-up in Barista.

- **Continue Using Your Zendesk Gather Knowledge Base**

All content built for Zendesk Gather can be leveraged by Barista as well, so none of that work is lost. Instead, when employees ask Barista questions, Barista will be able to provide personalized answers and any relevant knowledge articles.

- **AI That Learns**

Barista uses machine learning to learn from your historical Zendesk data. When Barista opens a ticket on behalf of an employee, Barista uses this information to predict fields such as assignee and more.

