



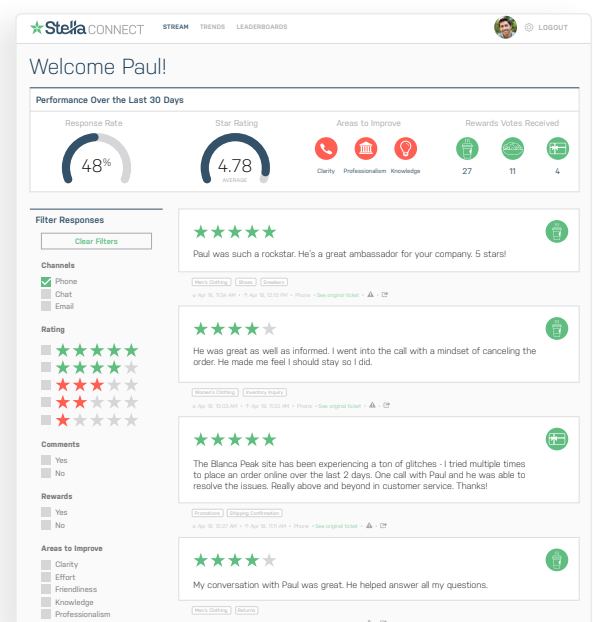
zendesk

Stella Connect and Zendesk

Build a Happier, Higher-Performing Front-Line Team

Stella Connect lets you unlock the full potential of your front-line team. With Stella Connect, you can capture agent-level performance insights and use them to:

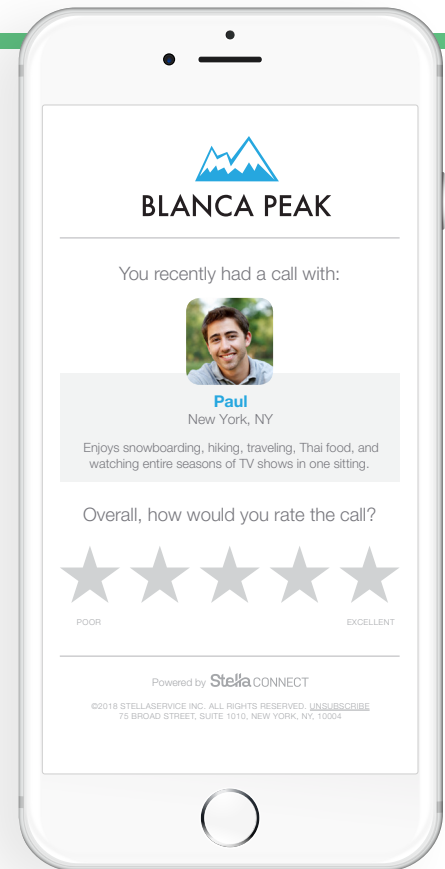
- Reduce agent attrition
- Deliver in-the-moment micro coaching
- Drive more effective 1:1 meetings
- Transform engagement and morale
- Scale your team more cost effectively
- Power incentive and reward programs
- Dramatically streamline and enhance your QA
- Run high impact service recovery programs



How it works

Stella Connect works by collecting agent-level feedback from customers after every service interaction. Our humanized and gamified feedback requests delight customers and generate response rates of up to 50%, giving you unmatched visibility into agent performance.

Customers can rate agents, leave comments about their experience, suggest rewards or make recommendations for areas of improvement. Feedback is shared directly with agents, managers and QA teams in real-time via streams, dashboards and performance leaderboards.



Zendesk Integration: Making 1+1=3

We have developed a seamless Zendesk integration, which enables you to unlock all the benefits of Stella Connect without any disruption to agent workflow. Through this simple integration you will be able to:



Automated. Automatically send out feedback requests after tickets are solved, against business rules that you can pre-define.



Customized. Deliver your surveys with company branding in multiple languages through Stella Connect's supported functionality.



Trackable. Link customer feedback within Stella Connect directly back to Zendesk tickets for deeper, more actionable context.



Insights. Pass interaction or resolution tags from Zendesk into Stella Connect to further enrich the agent-level feedback you receive.



Six Steps to Integration

Stella Connect

1. Setup

Create your user account and access your test API key.

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2. Create a Target

Input your test API key to create your integration.

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3. Create Triggers

Configure your business rules and filters across service channels and apply our payload.

Stella Connect + Zendesk

4. Test Your Workflow

Run test tickets to ensure and validate your integration is configured correctly.

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5. Apply Your Production Key

Swap out the test API key in your Target and toggle on your integration to set it live.

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6. Go-Live

Start sending requests and get ready to transform front-line engagement and coaching!

Stella Connect Workflow

