

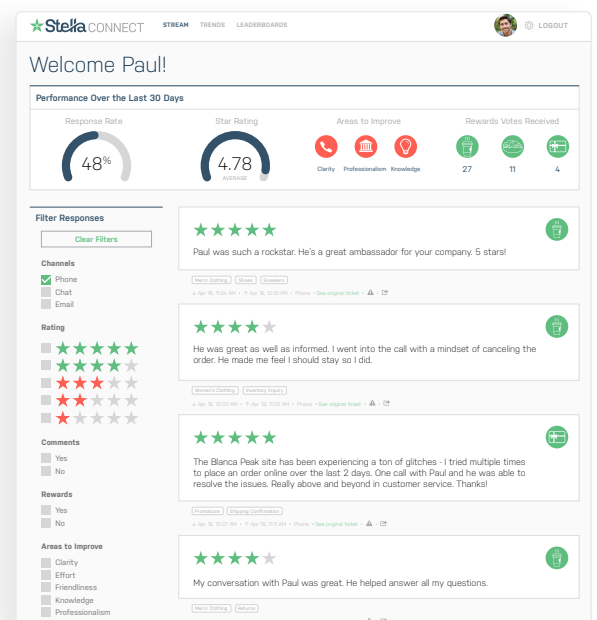


Stella Connect and Freshdesk

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:

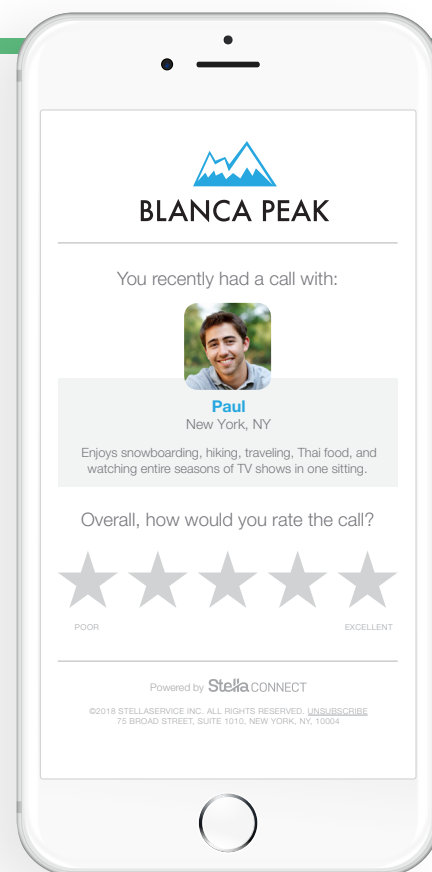
- Reduce agent attrition
- Deliver in-the-moment micro coaching
- Drive more effective 1:1 meetings
- Transform engagement and morale
- Scale your team more cost effectively
- Power incentive and reward programs
- Dramatically streamline and enhance your QA
- Run high impact service recovery programs



How it works

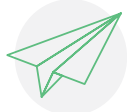
Stella Connect works by collecting agent-level feedback from customers after every service interaction. Our humanized and gamified feedback requests delight customers and generate response rates of up to 50%, giving you unmatched visibility into agent performance.

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.



Freshdesk Integration: Making 1+1=3

We have developed a seamless Freshdesk 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 Freshdesk tickets for deeper, more actionable context.



Insights. Pass interaction or resolution tags from Freshdesk 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.

Freshdesk

2. Create Triggers

Add your business rules and filters across service channels.

Freshdesk

3. Configure

Apply our payload and input your test API key to create your integration.

Stella Connect + Freshdesk

4. Test Your Workflow

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

Stella Connect + Freshdesk

5. Apply Your Production Key

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

Freshdesk

6. Go-Live

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

Stella Connect Workflow

