



## Zendesk NetSuite Integration

Eliminate data entry and enable seamless integration with your back-office NetSuite system



### Seamless Zendesk NetSuite Integration

Folio3's NetSuite Zendesk Integration Connector is a turn-key solution that eliminates data entry and combines customer support with back-office operations for outstanding service delivery. The solution provides complete visibility into your NetSuite back office from Zendesk, helping you provide superior service and support to your customers while eliminating data entry from both systems.

### NetSuite Zendesk Integration Connector Highlights



#### Centralized Ticket Mgmt.

Automatically sync Zendesk Tickets as NetSuite (Support) Cases and Vice Versa



#### Synchronize Attachments

Two-way sync of files attached to tickets such as docs and images



#### Real-time Dashboards

Get complete visibility of the integration status and the data synced



#### Consolidated Customer Info

Seamlessly sync customers from NetSuite to Zendesk and vice versa



#### Easy Deployment

Quick and easy deployment – does not require any coding



#### Extensive Customizations

Customize your NetSuite integration, install functionalities and workflows that fit your business

### NetSuite Zendesk Integration Benefits

Combine customer support with back-office operations for a 360-degree customer insight

**1** Automatic synchronization of data for up to

**2** Fully customizable – can be tailored to your business' requirements

**3** Immediate deployment – does not require any coding

**4** Free compatibility upgrades with future releases of both NetSuite and Zendesk.

### End-to-end Integration Between NetSuite and Zendesk

- ✓ Two-way synchronization of Organizations/ Companies between NetSuite and Zendesk. Add and update NetSuite Customers as Zendesk Organizations and vice versa.
- ✓ Two-way synchronization of Zendesk Users as Contacts in NetSuite. Add and update NetSuite Contacts as Zendesk Users and vice versa.
- ✓ Synchronization of Zendesk Agents as Employees in NetSuite and vice versa.
- ✓ Synchronization of Zendesk Tickets as NetSuite Support Cases and vice versa.
- ✓ Synchronization of attachments associated with NetSuite Support Cases & Zendesk Tickets.
- ✓ Two-way synchronization of attachments (like documents and images) associated with Zendesk tickets and NetSuite cases, to the corresponding system.
- ✓ Two-way synchronization of comments and messages associated with tickets/cases between Zendesk and NetSuite.
- ✓ Monitor updates & changes directly from the Connector Dashboard.
- ✓ Maintains a complete log of all tasks performed, in NetSuite.
- ✓ Runs within NetSuite itself – via a UI implemented directly within NetSuite.
- ✓ Full Customizable. Any additional workflows or features required can be added via Customization

### Connector Pricing

Folio3's NetSuite Zendesk integration Connector License Cost – **GBP 2,000/year.**

[Request a Demo Today](#)

\*The above license fee does not include a one-time setup charge that is also applicable for every integration.

Any add-on features/functionality not supported out of the box, are available via customization.

### Reach Out to Us

Reach out to our Netsuite experts for more information on our entire range of Netsuite Integration solutions and book a free 1-hour consultation for your digital transformation needs.

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