

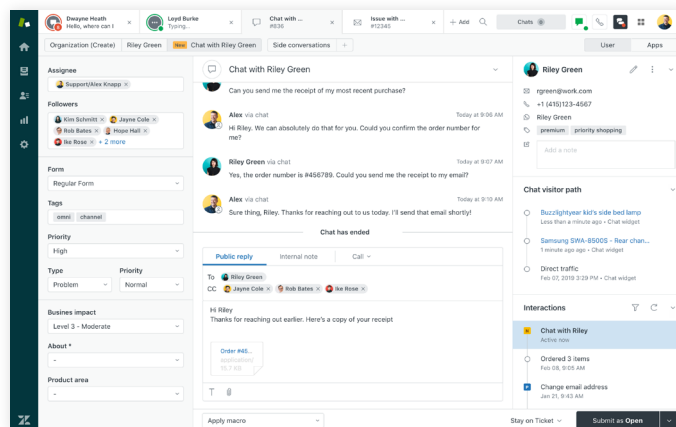
zendesk

# Agent Workspace

The conversation-focused agent experience

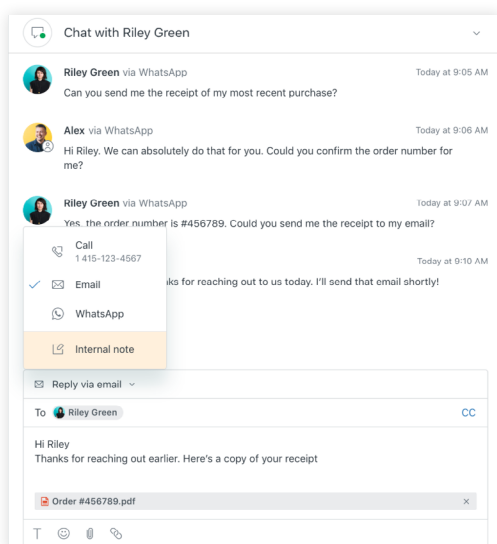


Give agents an easier way to support customers on their preferred channels. In the Agent Workspace, part of the **Support Suite**, agents can respond to customers across channels including chat, email, voice, and social messaging from one place. Following up on a chat conversation via email? Easy. Agent Workspace eliminates the need to context switch, and gives customers convenience and personalization they expect -- no matter the channel.



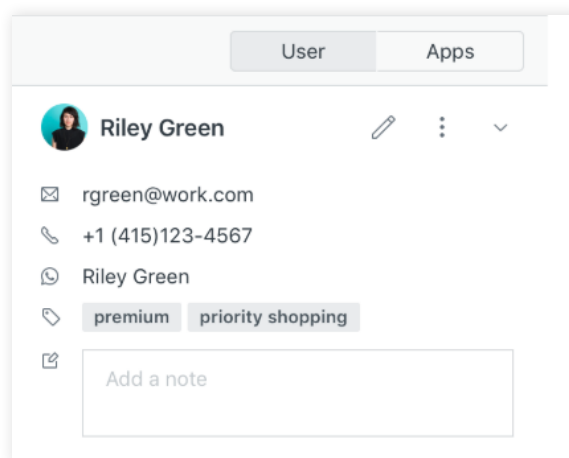
## One unified conversation:

The agent workspace puts chat, email, voice, and social messaging all in the same place. And a single conversation with customers allows for fast replies and easier follow-ups. For example, a chat conversation can continue over email without interrupting the natural flow between an agent and a customer.



## Know your customer:

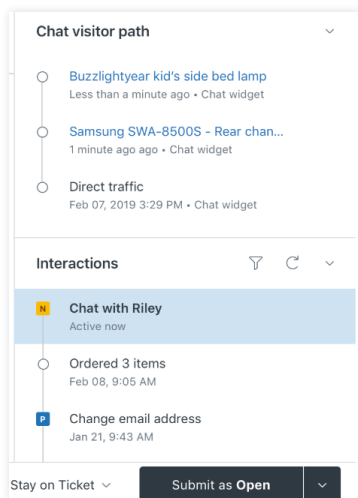
Pull in everything you know about a customer — including contact information, language, and freeform notes — all through the essentials card. You can also pull in data from third-party apps for an even richer view of each customer.



## Understand previous interactions:

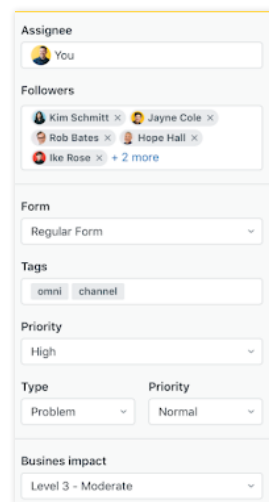
Gain visibility into all previous events and conversations with your customers across channels. See where the conversation left off so you can offer relevant support without repetition.

Take it one step further with [Zendesk Sunshine](#) to connect and understand data from external sources.



## Reduce wrap up time:

Moving from one conversation to the next is easy by managing ticket metadata from one place. Update ticket forms and fields across channels, or assign a team member to quickly transfer a conversation. Pull in relevant details by integrating with over hundreds of apps in the Zendesk App Marketplace to have a unified view of the customer issue and offer fast assistance.



"Our customers reach out to us across several channels, including email, chat and phone, and we want to make sure they're always able to reach out on the channel they prefer. With Agent Workspace, we're able to unify these channels in one place so that our support team can offer contextual, personal experiences, which has ultimately helped us boost our CSAT to 98%."

— Jonathan Bolton, SVP of Operations, BombBomb



## Get started with Agent Workspace

Agent Workspace is the agent experience designed for the Support Suite. To get started, sign up for a free trial of Support Suite at:

<https://www.zendesk.com/support-suite>