



Zendesk – NetSuite SmartConnector

Gain 360° view of customers with prebuilt Zendesk – NetSuite integration



Organizations & Users

Keep Customers and Contacts in NetSuite synchronized with Organizations and Users in Zendesk



Ticket-to-Case

Synchronize Zendesk Tickets and NetSuite Support Cases, including attachments, comments, and, messages



Back Office Visibility

Make NetSuite customer financials available in Zendesk, e.g., credit memos, deposits, account balances, and more



Sales Orders & RMAs

Make NetSuite customer Sales Order details and RMA information available in Zendesk



Employees to Agents

Automatically synchronize NetSuite Employees as Zendesk Agents



Time Tracking

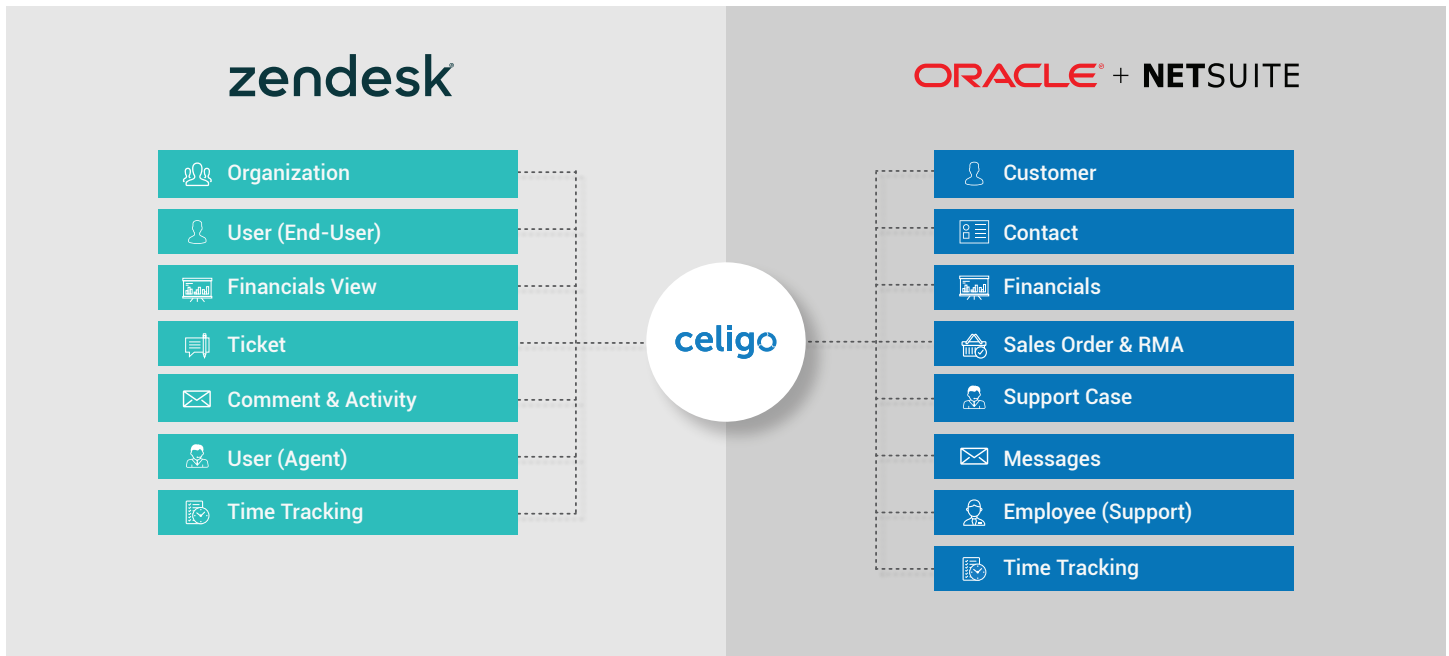
Make time tracking information in Zendesk available in NetSuite

Key Benefits

- ✓ **Faster time-to-resolution** with back office visibility of customer financials and orders in Zendesk
- ✓ **Achieve fast time-to-value** with prebuilt, out-of-the-box integration that does not require IT support
- ✓ **Automate new customer setup** by automatically synchronizing customer data between Zendesk and NetSuite
- ✓ **Minimize ongoing costs** with continuous upgrades, maintenance, and support provided by the experts at Celigo

Prebuilt, full-featured integration for Zendesk and NetSuite

Integrate Zendesk with NetSuite to gain 360 view of customers by giving support reps back office visibility into customer orders, RMA, and financials directly in Zendesk. Celigo's Zendesk – NetSuite SmartConnector is a prebuilt integration that can be easily configured and deployed without additional development or IT support.



Pricing

| Prebuilt Integration Flows | Standard \$200/month* | Premium \$300/month* |
|---|--------------------------|-------------------------|
| Zendesk <-> NetSuite: Organization/Company, User/Contact, User/Individual | ✓ | ✓ |
| NetSuite > Zendesk: Customer Financials, Sales Order, Return Merchandise Authorization (RMA) | ✓ | ✓ |
| Zendesk <-> NetSuite: Ticket/Support Case (comment, message, attachment) | | ✓ |
| NetSuite > Zendesk: Employee/Agent | | ✓ |
| Zendesk > NetSuite: Time Tracking | | ✓ |

*(billed annually)